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## A STUDY ON PATIENT SATISFACTION IN IPD IN MULTISPECIALITY HOSPITAL IN VADOADARA.

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### ABSTRACT :

One of the most crucial elements in determining a healthcare facility's performance is patient satisfaction. Any hospital's quality control system now requires satisfaction, which has led to an increase in patient satisfaction and satisfaction indicators.

With the help of this initiative, we can determine whether or not hospital patients are satisfied. We can also pinpoint elements that have an impact on patients' satisfaction with various hospital-related services.

To gauge the amount of experience with the hospital's housekeeping, food and beverage, and security support services.

to measure the quality of nursing and medical care as well.

In this project, correlation methodology is applied. Using the Pearson product correlation approach to test the results, it may be inferred which services patients are most and least satisfied with.

To determine patient satisfaction, a questionnaire was created to look at several aspects of hospital treatment and services.

Patient satisfaction is a crucial component of healthcare delivery and is frequently used as a gauge of the calibre of treatment patients get. Patient satisfaction can be impacted by a number of

variables in the context of inpatient care in a multispecialty hospital, including the standard of medical care, interactions with healthcare professionals, the accessibility and availability of facilities, and the overall hospitalisation experience.

To evaluate patient satisfaction with inpatient care in multispecialty hospitals, several studies have been carried out. These studies have measured patient satisfaction using a variety of approaches, such as questionnaires, interviews, and patient care observation. These studies' findings suggest that a number of variables can affect a patient's satisfaction with inpatient care in multispecialty hospitals.

### • KEYWORDS :

Hospital, patient satisfaction, measure, quality, control, Medical Care

## GENERAL INFORMATION

Businesses that provide clinical services, create medications and medical technology, and offer support services make up the healthcare industry. The concept of the medical industry includes services like medical insurance. These businesses are essential to the diagnosis, nursing, and management of disease, injury, and illness. One of the biggest industries, healthcare is anticipated to have rapid growth over the coming years for several reasons. A patient-centred reorganisation, intelligent healthcare data management, medical and healthcare integration, and technology innovation will all be important components of these reforms. Healthcare providers including physicians, nurses, medical administrators, governmental organisations, pharmaceutical firms, medical equipment manufacturers, and medical insurance companies must work together to deliver preventive, curative, and therapeutic services.

The Middle East and Asia are particularly important in the rapidly expanding global healthcare sector. Global need for better healthcare facilities will continue to rise as a result of ageing populations, rising standards of living, and economic expansion. Recently, the majority of healthcare facilities have reduced the number of beds in an effort to save money and support innovative, less invasive surgical techniques. Life science, healthcare providers, and healthcare financiers are some of the crucial subsectors in the healthcare industry. The healthcare sector, often known as the medical sector or the health economy, is an amalgamation of economic fields that offer products and services for the care of patients in the categories of curative, preventive, rehabilitative, and palliative care. It entails the creation and promotion of products and services that aid in preserving and regaining health. To meet the needs of people and populations for health, the contemporary healthcare industry relies on interdisciplinary teams of competent professionals and paraprofessionals. These teams are made up of the three essential branches of services, products, and finance. The healthcare sector is a big industry made up of several groups, experts, and companies committed to making sure that people and communities have access to medical care, support, and treatment. This area of the economy is essential for preserving the general well-being of the populace and advancing a nation's economy. The following are some crucial specifics concerning the

healthcare sector: **Medical institutions:** This industry covers a range of healthcare facilities, including clinics, hospitals, nursing homes, rehabilitation facilities, and home health care services. These organisations provide individuals in need with support, care, and assistance. **Healthcare workers:** A vast spectrum of professions, including doctors, nurses, pharmacists, dentists, therapists, and other medical specialists, are employed in the healthcare sector. Together with diagnosing, treating, and avoiding illnesses and accidents, these specialists aid patients and provide them with medical care.

## GROWTH OF HEALTHCARE SECTOR

In terms of both employment and income, the healthcare sector in India has grown to be one of the biggest. In 2016, it grew at a CAGR of almost 30%. It is anticipated that at current rate, it would be close to USD 400 billion in 2022. The healthcare sector has developed into one of India's most important economic sectors in terms of earnings and jobs. The expansion of services and expenditures by both public and private organisations is causing the Indian healthcare sector's rapid growth. The primary healthcare delivery system in India is made up of both public and private elements.

The COVID-19 epidemic has presented India with difficulties as well as several prospects for advancement. Due to the problem, a number of Indian businesspeople have responded to the challenge and hastened the development of low-cost, scalable, and quick solutions. The telemedicine and home healthcare sectors are benefiting from the pandemic as well. The development of telemedicine, the acceptance of health insurance, the rise of lifestyle diseases, the desire for more affordable healthcare delivery systems, government programmes like e-health, together with tax breaks and incentives, are all examples of how technology is improving. Around 2 million new jobs in the healthcare sector are anticipated between 2021 and 2031, with a 13% total employment growth rate, which is substantially greater than the average for all occupations. It is anticipated that the healthcare sector's current high growth would continue. Numerous things, including the following, have fuelled its growth:

Technological developments: Because to improvements in medical technology, healthcare is now more effective and efficient. Modern medical software and technology are lowering costs while increasing patient outcomes.

Healthcare in Indian Market:

During the past several years, India's healthcare sector has expanded quickly, propelled by a variety of reasons such as growing healthcare spending, rising disposable incomes, and an educated population.

The rising demand for healthcare services is one of the main factors influencing development in the Indian healthcare sector. More than 1.3 billion people live in the nation, the majority of whom have limited access to healthcare. So, there is a substantial opportunity for healthcare providers to grow their consumer base and service offerings.

The Indian government has also made a concerted effort to promote the growth of the healthcare business through a number of programmes, such as the National Health Policy, which aims to raise healthcare spending and enhance the nation's healthcare system. The National Health Innovation Mission is only one of several initiatives the government has started to promote healthcare innovation and research.

The expansion of India's healthcare sector has also been significantly aided by the private sector. In recent years, a number of new private healthcare providers have entered the market, providing a variety of services such hospitals, clinics, and diagnostic facilities. Some providers have been able to deliver high-quality healthcare services at affordable costs by fusing their knowledge and technology.

The Indian healthcare sector is expanding and has a lot of potential, but there are still a lot of problems to be resolved. They include a lack of qualified medical personnel, the poor condition of the nation's healthcare system, and a sizable number of people without access to health insurance.

## PRODUCT PROFILE

### Patient Satisfaction

Customer satisfaction is significantly influenced by how well patients rate their healthcare experience. In surveys of healthcare facilities, it is widely used as a barometer of treatment quality along with other

factors like access, relevance to need, effectiveness, and efficiency. Patient satisfaction is an important and frequently used indicator of the calibre of medical treatment. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice cases. It affects the quick, efficient, and patient-focused delivery of high-quality healthcare.

Patient satisfaction affects treatment acceptance, adherence, and retention, making it a vital outcome for healthcare institutions. Queues, the length of patient-health worker interactions, employee attitudes, and facility cleanliness may all have an impact on patient happiness.

The most important factor in determining patient satisfaction is how much care a patient thinks he or she has gotten from the medical staff. It seems that patients who attend the emergency room for serious medical issues are more satisfied with their care than those who do so for less serious medical issues. So, while serving as a stand-in, patient satisfaction is still a very accurate measure of how well hospitals and physicians are doing. The purpose of this essay is to discuss how dermatologists can ensure patient satisfaction.

Patient satisfaction gauges a patient's level of satisfaction with their clinical treatment. It can be evaluated using a range of techniques, such as polls, focus groups, and surveys.

Patient satisfaction is a significant healthcare indicator because it may influence a patient's intention to seek care in the future, compliance with treatment plans, and overall health outcomes.

A satisfying patient experience may increase patients' faith in medical personnel and institutions.

The effectiveness of the treatment as a whole, the level of comfort and privacy provided during care, and the perception of the healthcare team's professionalism are just a few of the variables that have an impact on patient satisfaction.

Healthcare organisations may utilise patient satisfaction data to identify areas for improvement and implement changes to enhance the patient experience. When evaluating healthcare organisations and practitioners, patient satisfaction may occasionally be used as a performance measure.

## What is IPD Full Form?

In medicine, IPD stands for INPATIENT DEPARTMENT. An inpatient is a patient who has been admitted to the hospital. Patients who have been admitted for at least one night are cared for by the IPD department of the hospital. All essential beds and medical equipment are provided in a section or ward designated for inpatients. When a patient is brought to an inpatient ward, nurses and doctors take care of them to ensure proper treatment.

## Benefits of IPD

The following list of IPD privileges that a hospital inpatient may enjoy is provided:

- Continual nursing and medical attention
  - A precise laboratory-based diagnosis of your medical condition treatments include cardiology, neurology, oncology, orthopaedics, and general surgery
- Pre-arranged inpatient treatment for heart bypass surgery or knee transplants.
- Emergency medical care for life-threatening conditions like heart attacks, unintentional injuries, or post-operative care following surgery, childbirth, or trauma.

## What types of inpatient care does an IPD offer?

The following types of inpatient care may be offered by a hospital's inpatient department:

- Traumatic brain injuries, severe burns, and incapacitating disorders like heart attack and stroke
- Treatment for long-term ailments including cancer and COPD few cosmetic procedures treatment for serious diseases or mental illnesses.

## What is the IPD Cost?

OPD and IPD have very different prices. The cost of IPD, or inpatient therapy, is higher than that of OPD. Some of the main causes of an IPD's rising cost include the following:

- Treatment Cost
- Administrative Fee

- Doctor Visiting Fee
- Lab Test Fee
- Medical Equipment Fee
- Pharmacy Cost
- Nurse, Radiologist, Specialist, Technician Fee

## What distinguishes OPD and IPD from one another?

The main difference between an OPD and an IPD is the level of care and treatment offered to a patient. Outpatient Department is abbreviated as OPD, whereas Inpatient Department is the full name of the department.

- Length of Stay: The former does not require a patient to stay in the hospital for even one night. In contrast, a patient must stay in an IPD for at least 24 hours.
- Cost Disparity: OPD and IPD have very different prices from one another. OPD costs cheaper than IPD because a hospital stay is not necessary.
- Revisiting Parameter: Thirdly, whereas this is not necessary at an inpatient department, a patient may need to visit an OPD repeatedly for consultation.
- Type of Care: An IPD offers more specialised care to patients than an OPD, where patients commonly wait in line to see a doctor or specialist.

## HOSPITAL SERVICES

The facilities and services offered by hospitals in the form of personnel and specialists, cutting-edge technology, equipment for use in medicine and surgery, laboratory and pharmaceutical services, etc. can all be summed up as hospital services.

Hospital services, in a nutshell, refer to the entire spectrum of goods and services that hospitals offer to its patrons. The majority of these are based on both patient expectations and the hospital's mission statement.

Depending on the type of hospital, different services are offered. Yet, all hospitals are mandated to provide a few basic services.

The standard and necessary hospital services that are offered by all healthcare facilities are listed below.

**Ward Facilities:**

One of the things that distinguishes hospitals from other healthcare institutions like clinics and care centres is the fact that they provide both inpatient and outpatient care. A special ward for patients with serious illnesses and injuries must exist in every hospital. This enables carers to choose accurate treatment options by continuously monitoring patients' states of health.

Patients in Indian hospitals have access to many ward types. They include general wards, private wards, semi-private wards, and others. According to their preferences and available funds, patients can select any kind of ward. In the sense that they are well-equipped to provide patients with a great lot of comfort, modern hospitals are no less, and occasionally even better, than homes.

**Nursing:**

Hospital nurses act as a link between doctors and the patients for whom they care. All aspects of a patient's health are under the care of nurses. They ensure that patients follow any medical advice given to them and put it into practise.

Nurses work in a range of departments in hospitals. Nurses with strong technological backgrounds are employed by specialised hospitals to complete difficult tasks relating to patient diagnosis, care, and treatment.

Because of this, each hospital has a separate nursing department, which is an essential component of being hospitalised.

**Intensive Care Unit(ICU):**

For patients with critical medical conditions, intensive care units (ICU) are available practically everywhere in hospitals in India. ICUs need to be outfitted with state-of-the-art technical equipment and qualified staff who can deliver the best services. Depending on the hospital's focus and type of services, there could be different ICU categories. Among these are the Neuro ICU, Coronary Care Unit, Newburn ICU, Mental ICU, and others.

**Pharmacy and Diagnosis:**

In India, most hospitals do have in-house pharmacies and diagnostic facilities. This part is essential because it describes how to deliver the best medical treatment and where to find the supplies and drugs you require without difficulty.

Since hospitals frequently cannot guarantee the availability of all prescribed medications, independent pharmacies are crucial. Nine out of ten hospitals also maintain a separate laboratory and diagnostic section where necessary tests can be carried out. Like pharmacies, these diagnostic divisions do not offer a large variety of tests and analyses to patients.

The top five most often offered hospital-related services were listed here. As a hospital's degree of service development rises, so does its reputation and appeal.

Indian hospitals work hard to increase their capacity to provide patients with the best and most up-to-date facilities, which will inevitably enhance their therapeutic procedures. Due to upgraded hospital features, India's healthcare system will therefore top the list for providing the best medical solutions to the entire population.

**Radiology Department –**

The radiology department provides medical imaging services for the goal of locating and treating bodily problems. This department offers X-rays, ultrasound, computed tomography (CT), magnetic resonance imaging (MRI), positron emission tomography (PET), and fluoroscopy. Employees in the radiology department must be protected from the risks of radiation because they may be exposed to it.

**Clinical Pathology Department –**

Clinical pathology is also referred to as a medical laboratory. It is a subspecialty of medicine that focuses on diagnosing diseases through a laboratory analysis of physiological fluid.

**Nutrition and Dietetics –**

This area can provide expert nutrition advice to both inpatients and outpatients.

To treat conditions that call for patients to be put on a diet, such as diabetes, kidney disease, geriatric care, gastroenterology, surgery, and critical care, this department closely collaborates with other departments in those fields. This department's diet recommendations are followed by the hospital canteen facilities.

The catering and food services department provides balanced meals to inpatient patients, their families, and hospital staff in accordance with the recommendations of the nutrition department.

### Central Sterilization Unit –

This department is in charge of maintaining all used medical equipment sterile and clean in order to prevent the spread of disease.

### Housekeeping –

The housekeeping staff of the hospital is in charge of maintaining order and cleanliness. The laundry facility is available, trash is disposed of, and all rooms are cleaned.

### ABOUT MAJOR MULTISPECIALITY HOSPITALS IN VADODARA.

- 1 Tri colour Hospital
- 2 Sterling Hospital
- 3 Sukan Multispecialty Hospital
- 4 Sunshine global Hospital
- 5 Spandan Hospital

### About the major companies in the industry

Improving patient satisfaction and experience with cloud communications

One investment that can help you improve the patient experience (as well as boost your organization's revenue) is an integrated healthcare communications platform, which includes a suite of collaboration tools, including voice, video meetings and contact centre technologies.

How can an integrated healthcare communications platform affect the ideal patient experience? For a start, it enhances scheduling. A healthcare communications platform routes the patient's call to the right person at the healthcare facility. Additionally, the platform sends automated reminders, increasing the chances that the patient will miss up. An integrated healthcare communications platform also includes tools to facilitate care coordination, thereby providing a superior patient experience.

One key metric that all providers track is appointment abandonment rates. When you improve the patient experience, patients are more likely to build their provider loyalty and show up for appointments, which reduces revenue-killing **no-show rates**. No-shows to appointments are costly; the provider isn't making money whenever someone doesn't show up. Moreover, improving the patient experience can make it easier for your patients to book appointments in the first

place. An increase in appointments ensures your organization remains profitable and sustainable.

### LITERATURE REVIEW

#### 1.GW Goodrich, JM Lazenby - Nursing Open, 2022 - Wiley Online Library

Thirty articles were found and analysed in full. Five definitions of patient satisfaction were used, all of which were at least 20 years old. Twenty-two different measures of patient satisfaction were used, six of which were nursing-specific. Sixty-eight elements of patient satisfaction were studied in the included articles. Forty-three elements were reported as having a significant relationship with patient satisfaction, 25 were reported as having no significant relationship. Eight elements had both significant and non-significant relationships.

Link: <https://doi.org/10.1002/nop2.1437>

#### 2: Liliana Hawrysz, Grazyna Gierszewska, Agnieszka Bitkowska(2021)

Research on patients satisfaction with healthcare services took on a completely new dimension due to the COVID-19 pandemic and the developing telepath services. The study featured a literature review of electronic databases, such as: Medline, ProQuest, PubMed, EBSCO, Google scholar , WOS.

Link:

<https://doi.org/10.3390/ijerph18105338>

#### 3 : Vandana Gudhe , Vitthal Shinde , Pushpanjali Seth (2020):

Patient perception and feedback should be considered for formulating quality improvement strategic decisions. Pas the end- user of service, patient can judge the organizational and environmental dimension, empathetic work culture, and clinical aspect.

Link

: <https://doi.org/10.9734/jpri%2F2021%2Fv33i60B35013>

**4 : Madhur verma , Kirtan rana, Ankita Kankaria, Ramnika Aggarwal(2020)**

Patient satisfaction is essential for measuring how well healthcare services are provided, which is multifaceted concept that depends on numerous variables. This study's primary goal was to gauge how satisfied patients were after visiting a tertiary care facilities in Haryana.

Link: [10.4103/jpbs.JPBS\\_168\\_20](https://doi.org/10.4103/jpbs.JPBS_168_20)

**5 : Kelvin I. A. , Mansur K.A. Assery , S. Ross Bryant (2020) :**

The consumerist method may misrepresent the still under theorized concept of satisfaction in health services many aspects of treatment influence participant satisfaction at different stage of the intervention process. An improved understanding of the basis for managing patients expectation with information reiteratively and efficiently may ultimately reduce patient potential for negative feeling toward the medical and dental treatment experience.

Link : [10.1126/scitranslmed.abd1525](https://doi.org/10.1126/scitranslmed.abd1525)

**6. E Ahmad, M Itrat – (2020)**

In medical care, patient satisfaction is a key indicator of the quality of care. Many studies have agreed on the fact that measuring patient satisfaction is a useful tool for determining the effectiveness of health care delivery and the quality of medical care provided. The study finds that treatment effectiveness has a more significant effect on patients' satisfaction compared with other factors.

Link: [10.1177/2374373520969001](https://doi.org/10.1177/2374373520969001)  
[journals.sagepub.com](https://journals.sagepub.com)

**7 : Rahul Sharma , KS Mythri , Subhasish C. (2019) :**

Patient expression is an important source of information is screening for problems and developing an effective plan of action to address them. Assessing satisfaction has been mandatory for quality control of any hospital which has resulted in an increasing number of projects devoted to the concept of satisfaction.

Link:  
<http://172.20.40.131:80/jspui/handle/123456789/3360>

**8: KK Will, ML Johnson, G Lamb, (2019)**

Limited research examining the relationship between team-based models of care and patient satisfaction in the hospital setting is available. The purpose of this literature review was to explore this relationship as well as the relationships between team composition, team-based interventions, patient satisfaction, and other outcomes of care when measured as part of the study.

Link: [10.17294/2330-0698.1695](https://doi.org/10.17294/2330-0698.1695)

**9 : Emmanuel Kumah (2017) :**

To what extent does patient experience account for variation in patient satisfaction with a healthcare system? Which aspects of patient experience relate most strong to satisfaction with service? Recommendations are offered about how the relationship between patient experience and satisfaction could be well investigated and what aspects of care should have priority for action to improve quality.

Link :  
<https://doi.org/10.1080/20479700.2017.1353776>

**10: E Batbaatar, J Dorjdagva (2017)**

The identification of patient satisfaction factors has been the subject of numerous studies, although the findings are still controversial. Furthermore, it is well known that different patient satisfaction studies have produced conflicting results. The purpose of this study, the second in a two-part research series, is to assess the present conceptualization of patient satisfaction in preparation for future operationalization methods.

Link: <https://doi.org/10.1177/1757913916634136>

**STATEMENT OF PROBLEM**

I undertook this study for additional research since, as per to one project I performed, it's possible to have a problem with services provided by semi-products.

**OBJECTIVES OF THE STUDY**

to determine the level of patient satisfaction at the institution.

to determine the elements that affect patients' satisfaction with various hospital-related services.

To measure level of experience with medical and nursing services.

To measure level of experience with support services of the hospital namely diet and nutrition, housekeeping, food and beverage and security.

To recommend strategies for improving the level of patient experience and services of the IPD.

## RESEARCH METHDODOLOGY

### RESEARCH METHDODOLOGY:

A approach for systematically addressing the research problem is called research methodology. In layman's terms, research is the pursuit of knowledge. Research methodology is made up of various processes that are often taken by a researcher to investigate the research topic and the reasoning behind it.

#### Research design :

Descriptive research design will be used for the project. The situation is studied via a descriptive study. The descriptive study might reveal a detailed description of the current condition.

#### Source of data :

The hospital patients who are admitted will serve as the data source.

#### Data collection method :

Surveys and questionnaires will be used as the primary data collection tools.

#### Population :

the hospital patients who were admitted.

#### Sampling method :

The technique of probability survey sampling will be used to choose the samples.

#### • Research Questionnaire?

- ✚ in order to offer best patient care services
- ✚ to assess the efficiency of hospital employees
- ✚ to understand irritated and displeased patients
- ✚ To maximize the quality of patient care
- ✚ to increase the rate of patient retention

## HYPOTHESIS :

$h_0$ = the respect given by the doctor basis of the patient gender

$h_1$ = the respect given by the doctor is not basis of the gender in multispeciality hospital

## DATAANALYSIS AND INTERPRETATION

### Gender

From the total 132 respondents are here in which 54.5% are male and 45.5% are female.

### The respect/dignity shown to you by doctors:

From the total 132 respondents are here in which 23.5% patients are extremely satisfied, 36.4% patients are very satisfied, 38.6% patients are satisfied and lastly 1.5% patients are very dissatisfied with the respect/dignity shown to you by doctors.

## SUGGETIONS

The analysis definitely shows that some hospital facilities and services still require improvement.

### Improvements in,

- Billing Facility
- Attendant services
- Nursing services
- Food quality
- Pharmacy services

Pharmacy services are a little costly for some respondents, thus drug prices should be reduced.

They should enhance the food quantity because it is less for some patients.

They need to speed up the billing procedure.



## CONCLUSION

An overall improve patient satisfaction. It remains a powerful motivating force even though it cannot guarantee that the patient will continue to be loyal to the doctor or the facility. Patient satisfaction is merely a near or indirect indicator of how well a hospital or doctor is performing. We must always deliver care in a specific way if we are to deliver patient-focused care, not just occasionally or frequently. Every patient must receive it each time.

According to this study, patients were satisfied with their doctors. That was also considered by the patient as being responsive. Also, they were impressed with all of services the hospital provided.

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