Assessment of Patient satisfaction in a tertiary care hospital: Findings of the Pilot Study

Ambili Venugopal

Introduction: The assessment of patient satisfaction is one of the major health care quality measures. Patient feedback on satisfaction provides valuable information to healthcare professionals about specific areas in which improvement is required. Patient satisfaction is multidimensional concept that includes their perceptions on quality of care provided, facilities and process out of which many factors may not be in control of healthcare professionals. However, patient satisfaction is an important parameter to improve the overall quality of care provided in a hospital setting. By accurately measuring patient satisfaction in hospitals, health care providers have an opportunity to improve patient experience and build confidence in care receiver. In view of this, the present study was planned to assess patient satisfaction on quality of care received, hospital function and cleanliness.

Aims and objectives: The objective of the study is to assess the satisfaction of patients during their hospital stay.

Methods and materials: Cluster sampling method was used to select one ward in main building of AIIMS Hospital, New Delhi. Ward D4 was selected and 24 patients who were getting discharged during month of July 2017 included in the study. A 5-point Likert scale with 14 items in Hindi was used to collect data from patients regarding their satisfaction on hospital experience. The collected data was analysed for frequency and percentage.

Results: More than half (54.2%) of the participants were female. A majority (62.5%) of patients were aware of availability of online appointment system in AIIMS but a three fourth (75%) of the patients were unaware of Android App of AIIMS. Only 17% of the respondents stated that explanation given by Doctors regarding treatment and procedure is bad or very bad where as 17% were extremely satisfied. Nearly one third (29.2%) of the patients were extremely satisfied with nursing services and only one patient (4.2%) rated nursing services as bad. Two third of the participants (33.3%) rated the dietary services as extremely satisfied and one fourth (25%) rated as very good. Most of the patients (79.2%) patients rated the cleanliness of the ward as very good or extremely satisfied where as 17% of the patients rated toilet cleanliness as bad or very bad. Most of the patients were satisfied with the availability of linen, blanket, pillow and its cleanliness, lighting, quality of air conditioning. A majority of the patients rated very good or extremely satisfied for information regarding medication administration, investigation and its process and billing.

Conclusion: Study results shows that the majority of the patients were satisfied with the services and facilities provided in AIIMS, however there are some issues like toilet cleanliness, closet working condition needs to be improved. A significant number of patients rated that the explanation given by Doctors on their treatment plan is bad or very bad which needs to be addressed. While most of the patients were aware of online appointment, use of Android app is limited.