

PATIENT SATISFACTION AND PATIENT DISCHARGE TIME

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Abstract

Background: A study on Patient satisfaction & Discharge time has been conducted in Mahatma Gandhi Medical College & Hospital (MGMCH), Jaipur. The MGMCH hospital provides two types of services, being outpatient and inpatient Services. Out of which the outpatient is a person who receives ambulatory care in the hospital, which do not require an overnight hospital stay. The inpatient in a hospital has to go through and experience three different stages. First is admission next is Intervention and the final stage is discharge. During the discharge of the patient, after the Necessary interventions, a number of procedures have to take place by engaging various staff members and departments making the process complex. **Material & Method:** Descriptive Survey approach is used for present the study. Audits on IPD patients –Private Room & ward patient. The entire method for data collection was based on observation and through enquiries generated from time to time. Data was assimilated using the Microsoft Office. The entire internal and the external data about the hospital also collected from the website such as-www.google.co.in, www.wikipedia.org. **Results:** In our study shows that 99.67% of respondents are excellent, 0.33% of respondents are good, 0% of respondents are poor regarding registration services at Mahatma Gandhi medical college and hospital. The table shows that 95% of respondents are excellent, 0% of respondents are good, 5% of respondents are poor regarding doctor services at Mahatma Gandhi medical college and hospital. In our study that 99.34% of respondents are excellent, 0.16% of respondents are good, 0.5% of respondents are poor regarding nursing services at Mahatma Gandhi medical college and hospital. That 94.66% of respondents are excellent, 4% of respondents are good, 1.33% of respondents are poor regarding Housekeeping services at Mahatma Gandhi medical college and hospital. **Conclusion:** Patient satisfaction is the essential indicator that reflects service quality at any level of health service. The study on the patient satisfaction is an effective mean of evaluating the performance of hospital from the view of the patient. The information obtained through this type of studies is valuable to remove discrepancies which are distorting.

INTRODUCTION

A study on Patient satisfaction & Discharge time has been conducted in Mahatma Gandhi Medical College & Hospital (MGMCH), Jaipur. The MGMCH hospital provides two types of services, being outpatient and inpatient Services. Out of which the outpatient is a person who receives ambulatory care in the hospital, which do not require an overnight hospital stay. The inpatient in a hospital has to go through and experience three different stages. First is admission next is Intervention and the final stage is discharge. During the discharge of the patient, after the Necessary

interventions, a number of procedures have to take place by engaging various staff members and departments making the process complex.

Discharge is the release of a hospitalized patient from the hospital by the admitting Physician after providing necessary medical care for a period deemed necessary Discharge is the release of an admitted patient from the hospital. “Discharge is a process by which a patient is shifted out from the hospital with all concerned medical summaries Ensuring stability. The discharge process is Deemed to have started when the consultant formally approves discharge and ends with The patient leaving the clinical unit. The admission and

discharge processes can act as bottle necks in many of the Hospitals and It is a very important indicator of quality of care and patient satisfaction. Delay in Discharge of the patient also increases the pressure on beds of the hospital. It increases cost to the hospitals and is depressing to the patients. Delayed discharge also increases the patient's exposure to hospital acquired infections (P Hendy et.al, 2012). So, effective strategies must be in place to solve this issue.

Patient Satisfaction

This led to the replacement of the idea of 'quantity of life' by a more patient centered concept of 'quality of 1 life'. Patient satisfaction embodies the patient's perceived need, his expectations from the health system, and experience of health care. This multidimensional concept includes both medical and non-medical aspects of health care. The theories include the expectancy value theory, which proposes patient's beliefs, values and prior expectations regarding care to influence patient satisfaction and another is the health care quality theory, which emphasizes that interpersonal process of care plays a paramount role in ensuring patient satisfaction.

Benefits of patient satisfaction survey

Patient's satisfaction surveys are very important to marketer because it is a significant determinant of repeat sales, positive word-of-mouth, and consumer loyalty. Patient satisfaction is very important for marketer as 1% increase in patient satisfaction can lead to 3% increase in market capitalization. It has been observed that it costs three to four times money to acquire new patient than to make repeat sales to an existing one.

- To estimate present level of the quality of services and medical facilities.
- This helps to improve further services and facilities that are not up to the mark.
- Efforts made to find out the views of the service users through patient satisfaction surveys even help to develop quality initiatives in many practices.
- It often helps to provide salient information for clinics and hospitals seeking to develop service provision (often it is the only method of finding out information on sensitive issues)

Patient satisfaction pays

- Improved patient retention and patient loyalty.
- Increased patient referrals.
- Improved compliance.
- Improved productivity.
- Better staff morale.
- Patient satisfaction pays
- Reduced staff turnover.
- Improved collections.
- Greater efficiency.
- Reduced risk of malpractice suit
- Personal and professional fulfillment

The process of ensuring patient satisfaction

Patient Satisfaction=Clinical Quality +Service Quality

Objectives

Healthcare institutions are primarily patient centric. Patient satisfaction is the strongest determinant of hospital functioning. Ultimate goal of the hospital is satisfaction of its patients. Not only to satisfy and care for patients & families, but also a positive outcome for your staff, your community and your organization's health. Patient satisfaction depends on worker's motivation, dedication and duty towards the patient.

The main objective of the study is to find out the level of patient satisfaction of both out-patient and in patient department of the hospital.

There are more other objectives which are following below

To examine patient satisfaction with and recommendation of a hospital, with a

Special focus on the correlation of these measures to patient ratings of interpersonal and technical performance of the hospital.

To assess the patient satisfaction with quality of Nursing Care.

To identify relationship between satisfaction of patient with selected variables.

To study the different factors affecting patient satisfaction.

To increase the knowledge about medical science, to increase the awareness of professional fallibility and diagnostic uncertainty of patients, and its influences on health.

To suggest measures for improvement of services leading to better patient satisfaction.

To identify the problems and suggest recommendations with a view to improve further the prevailing system of the hospital.

Makes such awareness about the job and the working field

To find out the effectiveness of various personnel policies & practices.

Review of the current state of the company and recommendations to increase effectiveness and reduce costs.

MATERIALS AND METHODS

Study Approach

Descriptive Survey approach is used for present the study.

Sample Technique:

Audits on IPD patients –Private Room & ward patient

Sample Size: 200 patient discharge and 300 patient satisfaction.

Scope of The Study

In the present study an attempt has been made to know the about the hospital, how does the hospital run and mostly the information about the hospital. In the present study focus is on the managerial cadre employees & HIS (hospital information system).

To know about various departments of the hospital.
 Sample size: 200 patient of discharge and 300 patients of patient satisfaction

Study Tools

The entire method for data collection was based on observation and through enquiries generated from

time to time. Data was assimilated using the Microsoft Office.

The entire internal and the external data about the hospital also collected from the website such as-
www.google.co.in,
www.wikipedia.org.

RESULTS

Table 1: Discharge Audit Tool

DISCHARGE TIME											
S. NO.	Date	patient name	Department	Unique ID	Consultant announcement for discharge (T1)	Discharge summary by the Resident doctor (TIME)	Pharmacy return medicine (TIME)	Transfer the file in discharge Counter (TIME)	Financial Clearance	Patient leaving clinical unit (T2)	Total Discharge Time (T2-T1)

Table 4: Patient Satisfaction Survey Tool

Patient Satisfaction									
S. NO.	Patient Name	Department	Registration services	Doctor Review	Nursing services	Housekeeping Services	Dietician Services	Food Services	Pharmacy Services
			1. Quickly Registration	1. Behavior	1. Communication with patient	1. Cleaning Services	1. Counseling of Diet	1. Food Quality	1. All Medicine Available
			a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Yes ()
			b. Good ()	b. Good ()	b. Good ()	b. Good ()	b. Good ()	b. Good ()	b. No ()
			c. Poor ()	c. Poor ()	c. Poor ()	c. Poor ()	c. Poor ()	c. Poor ()	
			2. Frant office support	2. Treatment	2. Timely Medication	2. Wellness	2. Timely Updatation	2. Timely provided the meal	
			a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Excellent ()	a. Yes ()	
			b. Good ()	b. Good ()	b. Good ()	b. Good ()	b. Good ()	b.No ()	
			c. Poor ()	c. Poor ()	c. Poor ()	c. Poor ()	c. Poor ()		
				3. Timely counseling Regarding Patient Treatment in hospital stay	Timely care of patient	3. Hand Wash Available in toilet			
				a. Excellent ()	a. Excellent ()	a. Yes ()			
				b. Good ()	b. Good ()	b. No ()			
				c. Poor ()	c. Poor ()				
						4. dustbin for dispose on bedside			
						a. Yes ()			
						b. No ()			

Statistical Analysis
 Graph of Patient Discharge

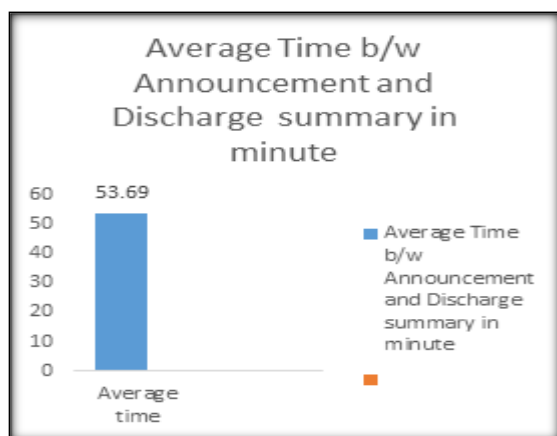


Figure 1:

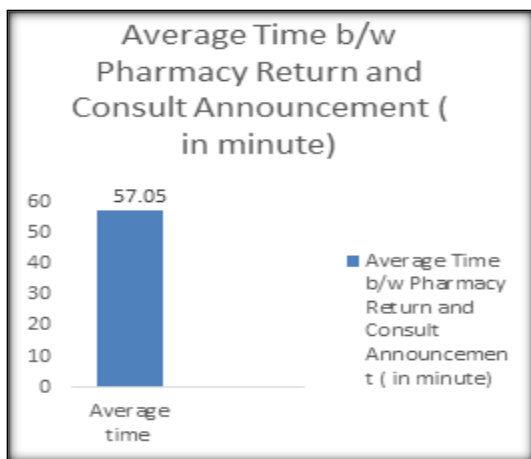


Figure 2:

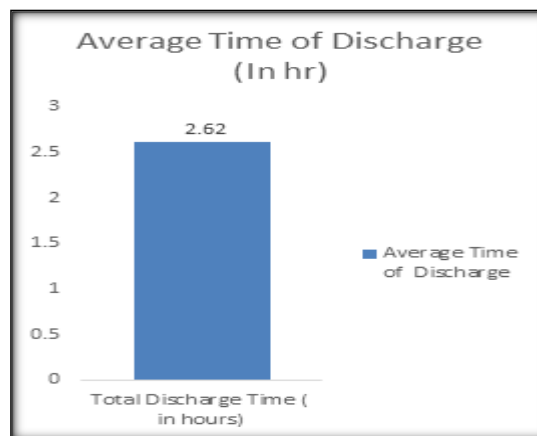


Figure 4:



Figure 3:

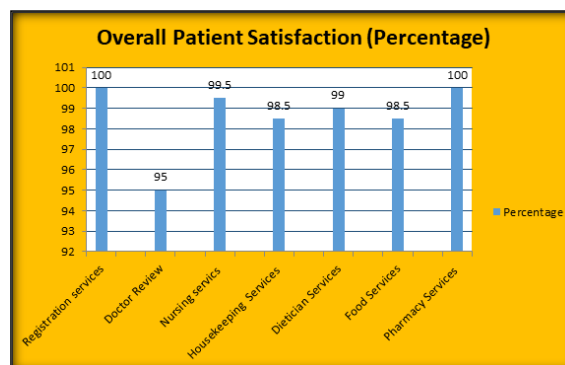


Figure 5: Overall patient satisfaction in various parameter

Data Analysis and Observation

Table 1: Perception of Respondents on Quickly Registration Services and Front Office Support for Registration

Attributes	No. of Respondents	Percentage
EXCELLENT	598	99.67%
GOOD	2	0.33%
POOR	0	0%
TOTAL	600	100%

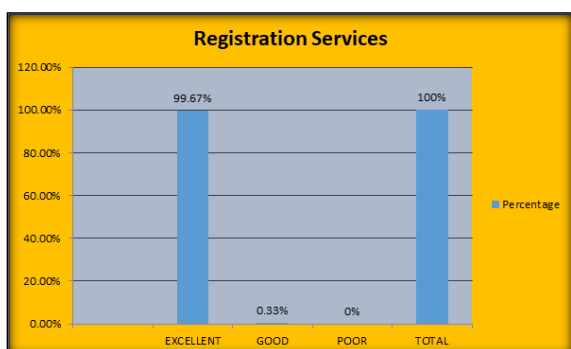


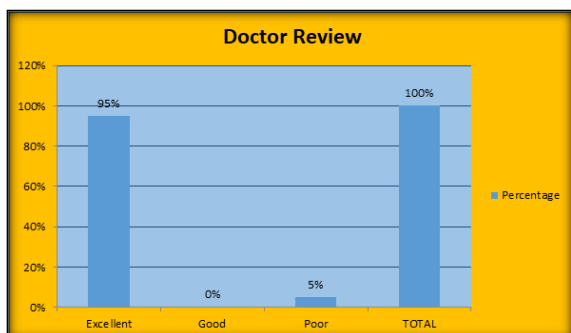
Figure 1:

Interpretation:

The above Table shows that 99.67% of respondents are excellent, 0.33% of respondents are good, 0% of respondents are poor regarding registration services at Mahatma Gandhi medical college and hospital.

Table 2: Perception of responding on behavior and treatment for doctor review

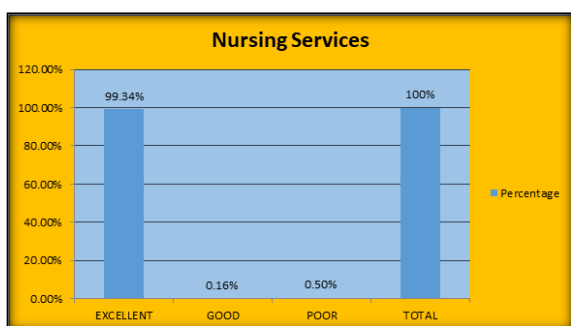
Attributes	No. of Respondents	Percentage
EXCELLENT	570	95%
GOOD	0	0%
POOR	30	5%
TOTAL	600	100%

**Interpretation**

The above the table shows that 95% of respondents are excellent, 0% of respondents are good, 5% of respondents are poor regarding doctor services at Mahatma Gandhi medical college and hospital.

Table 3: Perception of respondents on communication with patient and timely medication for nursing services

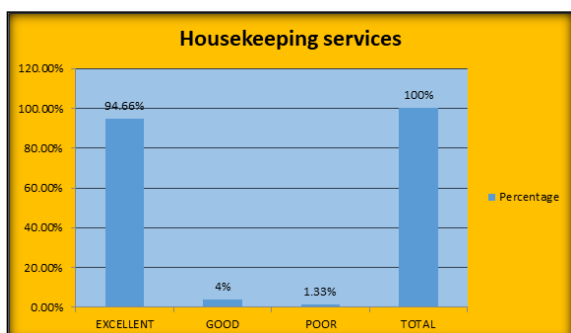
Attributes	No. of Respondents	Percentage
EXCELLENT	596	99.34%
GOOD	1	0.16%
POOR	3	0.5%
TOTAL	600	100%

**Interpretation**

The above Table shows that 99.34% of respondents are excellent, 0.16% of respondents are good, 0.5% of respondents are poor regarding nursing services at Mahatma Gandhi medical college and hospital.

Table 4: Perception of respondents on Cleaning Services and Wellness for Housekeeping services

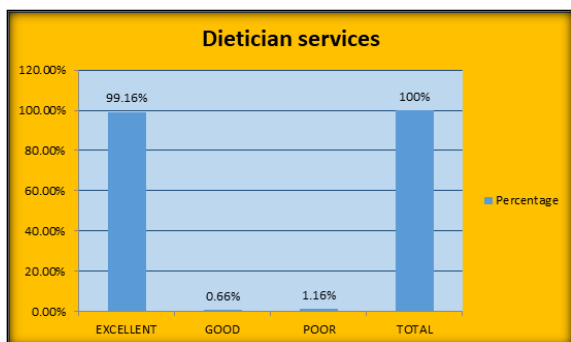
Attributes	No. of Respondents	Percentage
EXCELLENT	568	94.66%
GOOD	24	4%
POOR	8	1.33%
TOTAL	600	100%

**Interpretation**

The above Table shows that 94.66% of respondents are excellent, 4% of respondents are good, 1.33% of respondents are poor regarding Housekeeping services at Mahatma Gandhi medical college and hospital.

Table 5: Perception of respondents on Counseling of Diet and Timely updation for Dietician services

Attributes	No. of Respondents	Percentage
EXCELLENT	589	99.16%
GOOD	4	0.66%
POOR	7	1.16%
TOTAL	600	100%



Interpretation

The above Table shows that 99.16% of respondents are excellent, 0.66% of respondents are good, 1.16% of respondents are poor regarding Dietician services at Mahatma Gandhi medical college and hospital.

Table 6: Perception of respondents on Food Quality and Timely provide the meal for food services

Attributes	No. of Respondents	Percentage
EXCELLENT	563	94.83%
GOOD	27	4.5%
POOR	10	1.66%
TOTAL	600	100%



Interpretation:

The above Table shows that 94.83% of respondents are excellent, 4.5% of respondents are good, 1.66% of respondents are poor regarding food services at Mahatma Gandhi medical college and hospital.

Table 7: Perception of respondents on all medicine available for pharmacy services

Attributes	No. of Respondents	Percentage
EXCELLENT	300	100%
GOOD	0	0%
POOR	0	0%
TOTAL	300	100%



Figure 6:

Interpretation

The above Table shows that 100% of respondents are excellent, 0% of respondents are good, 0% of respondents are poor regarding pharmacy services at Mahatma Gandhi medical college and hospital.

Recommendation

- To examine patient satisfaction with and recommendation of a hospital, with a special focus on the correlation of these measures to patient ratings of interpersonal and technical performance of the hospital Design.
- Background Patient satisfaction and experiences are important parts of healthcare quality, but patient expectations are seldom included in quality assessments.
- A general trend towards positive patient-reported evaluations of hospitals could be taken as a sign that most patients form a homogeneous, reasonably pleased group, and consequently that there is little need for quality improvement

CONCLUSION

Patient satisfaction is the essential indicator that reflects service quality at any level of health service. The study on the patient satisfaction is an effective mean of evaluating the performance of hospital from the view of the patient. The information obtained through this type of studies is valuable to remove discrepancies which are distorting.

Patient attending each hospital are responsible for spreading the good image of the hospital and therefore satisfaction of patient attending the hospital is equally important for hospital management. Studies about IPD services have elicited problem like nursing care, cleanliness of ward or room, cleanliness of washroom, behavior of staff, quality and quantity of food and discharge process and admission etc. The information obtained through this type of studies remove discrepancies which are distorting the patient's satisfaction so as to make hospital and IPD services more attractive for the patients. After survey and data analysis of In-Patient services following conclusion were derived:

1. The overall performance of the doctor is satisfactory.
2. Overall behavior of hospital staff is good and friendly.
3. Nursing care of the hospital is very much satisfactory, still there is a scope for improvement.
4. Cleanliness of ward/room is good and patients are satisfied with it.
5. Overall patient was satisfied to diet which was provided by hospital.
6. In some time waiting hours for discharge caused patient dissatisfaction.
7. Overall outcome of patient treatment is found to be excellent
8. Most of patient would like to recommend this hospital to other and also would like to come for future healthcare.

Patient satisfaction assessment should be regular assignment of all hospital, continues effort should be made by the hospital administrative to improve certain area in the service based on satisfaction level of the dimensions in this patient satisfaction study.

Over all improve in facilities and environment, patient service quality and the effect of committed work force were reflected by the improved level of patient satisfaction.

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