

KAMINENI INSTITUTE OF MEDICAL SCIENCES
Narketpally - 508 254

QUESTION AND ANSWER WITH NAMES NOTED BY CHAIRPERSON - CLINICAL MEETING ON 08.05.2014

1. **Question:** - Why only 10 responses were obtained on certain services from the patients? (Dr. Sikinder Hayath, Professor & HOD of Transfusion Medicine)

Answer: - by Dr. P. Souri Reddy, General Manager, Hospital Administration

- a. Out of 260 patients surveyed for patient satisfaction, around 160 attended the laboratory or Imagiology, hence only these numbers of patients could comment on these services.
 - b. They all responded to the closed questions but only 10 of them responded to the open questions.
 - c. These remarks were also used to correlate the responses to closed end and open ended questions.
2. **Question:** - Whether the same questionnaire is valid for all the hospitals irrespective of the clientele? (Dr. Srinivas Behara, Professor of General Surgery).

Answer: - The patients visiting hospital whether a public hospital or a corporate hospital or a rural hospital, will have different levels of expectations and hence the framing of the questions need to be done most diligently keeping the clientele of the hospital and the type of the hospital in mind (Dr. P. Souri Reddy, General Manager, Hospital Administration).

3. **Suggestion:** by Dr. T. Dayakar, Professor & HOD of

$$\begin{aligned} \text{Satisfaction} &= \text{Realization} - \text{Expectation} \\ &\text{or} \\ &= \text{Experience} - \text{Expectation} \end{aligned}$$

Clinicians and healthcare providers should not be content with aiming for the patient satisfaction, but try to achieve "*Patient Delight*".