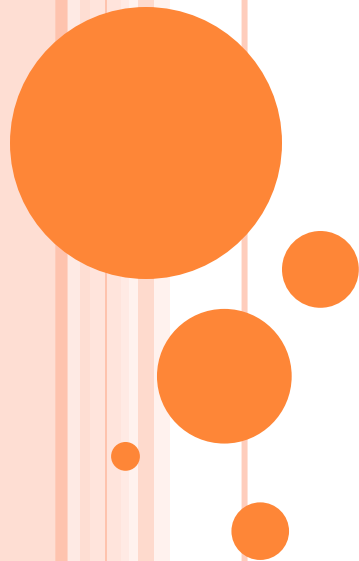


FINDINGS OF PATIENT SATISFACTION SURVEY AMONG OUT PATIENTS OF A SUPER-SPECIALTY HOSPITAL

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METHODOLOGY

- A structured questionnaire was designed by department of Hospital administration. based on the parameters derived from review of literature.
- The study was conducted over a period of one week.
- Around 260 patients attending various OPs, were served with this Questionnaire and their responses were taken.
- Scale of Measurement: 3 point scale based on Likert's scale.
- Analysis & compilation of the responses was done.



PROFILE OF RESPONDERS

TABLE -1: Profile of responders

Gender	Male	Female						Not Responded
	144	115						
Literacy	PG	Graduate	Inter	School	Illiterate			
	24	83	3	104	42			3
Occupation	Govt. Job	Pvt. Job	Business	Farmer	Daily Wage	House wife	Student	
	61	42	26	14	19	80	11	6
Referred by	Doctor	Friend	Media	Direct Walk in				
	86	79	17	77				
Health Condition after Treatment	Improved	Same	Worsened	First visit				
	196	24	1	38				



SERVICE WISE ATTRIBUTES AND RESPONSES

RECEPTION AND REGISTRATION

Attribute	Poor	Average	Good
Ease of Location	4	57	198
	1.54	22.01	76.45
Behavior of Receptionists	4	70	185
	1.54	27.03	71.43
Promptness of service	4	60	195
	1.54	23.17	75.29
Waiting Time	10	40	209
	3.86	15.44	80.69
Registration Process	1	47	211
	0.39	18.15	81.47
Further Guidance	4	67	188
	1.54	25.87	72.59

**Registration Process
rated good.**

**Guiding the patients
to respective
consultation/other
areas, and Staff
behaviour was rated
good.**

**Waiting time is of
concern, and was No.1
in Poor ratings.**

DOCTOR'S CONSULTATION

Attribute	Poor	Average	Good	Blank
Ease of Location	1	35	222	1
	0.39	13.57	86.05	
Doctor Interaction	1	14	243	1
	0.39	5.43	94.19	
Attention to your Problem	1	19	238	1
	0.39	7.36	92.25	
Waiting Time	10	61	187	1
	3.88	23.64	72.48	
Doctor Examination	1	22	235	1
	0.39	8.53	91.09	
Doctor Counseling	3	20	235	1
	1.16	7.75	91.09	

Doctor's consultation and Interaction was rated good

Waiting time is again a concern here with Low ratings.

LABORATORY SERVICES

Attribute	Poor	Average	Good
Ease of Location	1	21	140
	0.62	12.96	86.42
Behavior of Lab Staff	4	45	113
	2.47	27.78	69.75
Explaining of Test	18	76	68
	11.11	46.91	41.98
Waiting Time	0	20	142
	0.00	12.35	87.65
Report Delivery as scheduled	7	70	85
	4.32	43.21	52.47

Signage was good. Waiting time is less and rated as good

Scored low in Lab staff behaviour, explaining to the patient about the Test being carried out, and also report delivery on schedule.

IMAGEOLOGY

Attribute	Poor	Average	Good
Ease of Location	3	26	131
	1.88	16.25	81.88
Behavior of Imageology Staff	4	47	109
	2.50	29.38	68.13
Explanation of Test	25	64	71
	15.63	40.00	44.38
Waiting Time	7	18	135
	4.38	11.25	84.38
Report Delivery	8	49	103
	5.00	30.63	64.38

**Signage was good.
Waiting time is
less and rated as
good**

**Scored low in Lab
staff behaviour,
explaining to the
patient about the
Test being carried
out, and also
report delivery on
schedule.**

PHARMACY

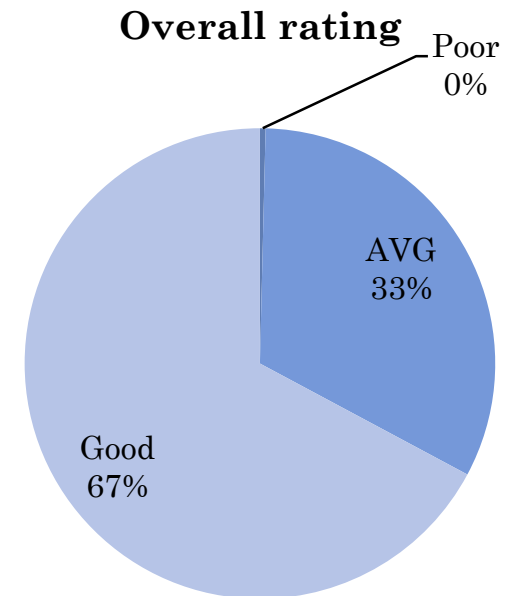
Attribute	Poor	Average	Good
Ease of Location	6	15	136
	3.82	9.55	86.62
Behavior of Pharmacy Staff	12	48	97
	7.64	30.57	61.78
Promptness of service	15	54	88
	9.55	34.39	56.05
Accurate Dispensing	18	73	66
	11.46	46.50	42.04
User Instruction	85	44	28
	54.14	28.03	17.83

**Ease of Locating
(Signage) rated good**

**Low ratings on
Accuracy of
Dispensing, User
Instructions ie
explaining to
patients on usage
/side effects etc of the
medications**

OVERALL IMPRESSION OF HOSPITAL SERVICES

	Numbers	Percentage
Poor	0	0
Average	84	32.43
Good	174	67.18
Total	259	100.00



- All have responded to this question and 67.18% rated as good, whilst one rated it as poor





DETAILS OF REMARKS AND SUGGESTIONS

GENERAL REMARKS

(TOTAL RESPONDERS-53)

High Cost of Service	11
More no. of signboards & Sign boards in Telugu required	8
Drinking Water – not adequate provision & unhygienic keep up	7
Preference should be given to Senior Citizens	7
Delay in rendering service	6
Impolite behaviour of Reception & Security Staff	6
There should be NO Parking charges	2
Awareness regarding Arogyasri coverage must be made	1
Disparity between arogyasri and non-arogyasri patients	1
Queue discipline is NOT followed	2
Toilets were locked	1
Need more wheel chairs	1
Seating in Emergency insufficient	1

CONSULTANT SERVICES

(TOTAL RESPONDERS -29)

Delay at consultant room	21
Doctor should listen attentively and explain properly	4
Frequent change of consultants	2
Examination by Trainees	2



LABORATORY

(TOTAL RESPONDERS-19)

Reports are delayed	10
Test procedure & results NOT explained properly	4
Lab Charges are HIGH	3
Lab Staff do not provide information properly	2



PHARMACY SERVICES

(TOTAL RESPONDERS - 69)

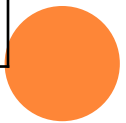
Some medicines prescribed by doctor are not available in pharmacy	38
Pharmacy Staff are impolite & do not guide properly	9
Discount should be given on all medicines purchased	7
Delay in dispensing	7
Pharmacy Staff are not checking prescription & dispensing substitutes	6
Charging more than billing & not giving the change back.	2



IMAGEOLOGY

(TOTAL RESPONDERS -10)

Gowns should be changed after each use so that they are not reused`	4
Delay in the delivery of reports	2
MRI/CT Price should be reduced	1
Needs print report of X ray as soon as they leave the campus	1
No privacy in the USG room	1
NO Water supply in the department	1



THANK YOU

