

# Patient Experience and Satisfaction Survey Report of a city-based Hospital Gurugram

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**Abstract**— This study examines patient satisfaction within a hospital setting, focusing on the quality of outpatient and inpatient services. By analyzing patient feedback, the research identifies key areas of satisfaction and dissatisfaction, aiming to improve overall patient care. The methodology includes primary data collected through questionnaires and secondary data from hospital records and internet sources. Results indicate high levels of satisfaction in areas such as time taken for doctor's consultation and hospital cleanliness, while identifying areas for improvement in registration processes and staff behavior.

**Index Terms**- Patient care, patient satisfaction, hospital services, outpatient services, inpatient services, healthcare quality, survey, hospital management.

## I. INTRODUCTION

Introduction of Patient Care: Patient care strives for service excellence by ensuring prompt, courteous, and knowledgeable responses to all patient queries and ensuring patient comfort throughout their stay in the hospital. Despite hospitals performing valuable services, stakeholders, including the public, often express dissatisfaction and complaints. Media reports frequently portray negative publicity regarding healthcare providers, as services are not aligned with client expectations and are not presented attractively. Surveys on patient satisfaction reveal unmet non-health expectations such as dignity, basic human needs, human rights, prompt attention in care, treatment confidentiality, communication, and autonomy as contributing factors to customer complaints. The BMC Department of Nursing conducted a mini-research to gauge client satisfaction with the services provided, uncovering patient dissatisfaction in the same non-health expectations.

## II. OBJECTIVE OF THE STUDY

- To understand the overall procedure and principles of the Patient Care department.
- To observe the functioning of the Outpatient Department.
- To assess patient satisfaction through surveys.

## III. METHODOLOGY

Data Collection Method:

Primary Sources: A questionnaire with close-ended and open-ended questions was formulated to collect primary data, focusing on outpatient department services, waiting times, facilities, staff behavior, and support services.

Secondary Sources:

- Internet for theoretical information.
- Hospital registers and records.
- Guidance from Patient Care Staff.
- Hospital website.

Sample size: 200

## IV. RESULTS AND DISCUSSION

Percentage and Number of Patient Satisfied & Dissatisfied

### 1. Time Taken for Billing & Registration

Patients	Number	Percentage
Satisfied	180	90%
Dissatisfied	20	10%
Total	200	100%

*Interpretation:* 90% patients were satisfied and 10% patients were dissatisfied in the above chart of Time Taken for Billing and Registration.

### 2. Time Taken for Doctor's Consultation

Patients	Number	Percentage
Satisfied	190	95%
Dissatisfied	10	5%
Total	200	100%

*Interpretation:* As we can see from the above table 95% patients were satisfied and 5% patients were dissatisfied with the Time Taken for Doctor’s Consultation.

3. Time Taken for Blood Collection

Patients	Number	Percentage
Satisfied	170	85%
Dissatisfied	30	15%
Total	200	100%

*Interpretation:* As we can see from the above table 85% patients were satisfied and 15% patients were dissatisfied with the Time Taken for Blood Collection.

4. Communication Skills & Behavior of Staffs

Patients	Number	Percentage
Satisfied	180	90%
Dissatisfied	20	10%
Total	200	100%

*Interpretation:* As we can see from the above table 90% patients were satisfied and 10% patients were dissatisfied with the Communication Skills & Behavior of Staffs’

5. Cleanliness of Hospital

Patients	Number	Percentage
Satisfied	190	95%
Dissatisfied	10	5%
Total	200	100%

*Interpretation:* As we can see from the above table 95% patients were satisfied and 5% patients were dissatisfied with the Cleanliness of Hospital.

6. Overall satisfaction level of patient

Patients	Number of Responses	Percentage
Satisfied	910	91%
Dissatisfied	90	9%
Total	1000	100%

*Interpretation:* The total number of respondents was 200 & the total number of questions was 5. So the total number of respondents was 100%. Among 100% responses 91% responses were satisfied and 9% responses were dissatisfied.

V. RECOMMENDATIONS

- The hospital staff should be more aware of their work in order to enhance patient satisfaction level.
- More staff should be recruited.
- Time management should be effectively done.
- Registration of new patients should be done by putting the information directly on the system by the patient care personnel. This will greatly reduce the time wasted at the counter due to different education base time wasted in search of pen/pencil illegible hand-writing.
- Number of housekeeping staff should be increased.
- Number of chairs in reception area should be increased.
- There should be proper coordination between all the staff members of the floor.
- Technical problems are uncertain but can be easily tackled if patients understand the problem of the staff.
- Patients should support staff and cooperate well with them so that it runs smoothly.
- Reduce the charges for services.
- Increase facilities for training and development for all employees.

CONCLUSION

Patients receiving each hospital service are responsible for conveying the good image of the hospital; therefore, securing high satisfaction of patients attending the hospital is equally important for a hospital management team. Many studies about outpatient services have revealed some problem like overcrowding, long waiting time, high hospital fees, and poor behavior of staff, etc. In current study, it was found that the majority of the respondents were highly satisfied with the services offered. Patients were satisfied with logistic arrangement, nursing care, physicians’ communication skills, number of staff, etc. Wherever there is misbehavior of receptionists in serving the customer, it is to be explored to elicit the

lacunae. Education, physicians' services, nurses' services, and pharmacy's services were found to have significant relationships with patient satisfaction level. It is beneficial to understand that there is an opportunity for the improvement of the Outpatient Department service. Hence it can be concluded that the outpatient department services form a vital element to draw a good image of the hospital services and the patients' opinion are essential in quality improvement.