

A Study on Patient Satisfaction in IPD

SUSRITA HALDER

The Neotia University at A City-Based Hospital, Newtown Kolkata

Abstract—Patient satisfaction is a vital component in assessing the quality of healthcare services, especially within the In-Patient Department. This study explores various factors influencing patient satisfaction among admitted individuals, including quality of medical care, staff behaviour, communication, hygiene, availability of facilities, and overall hospital environment. A cross-sectional survey was conducted using a structured questionnaire distributed to patients discharged from the IPD. The data collected was analysed to identify key areas of satisfaction and dissatisfaction. Results reveal that courteous behaviour of healthcare staff, timely medical attention, and cleanliness of the hospital significantly contribute to higher satisfaction levels. However, issues such as delays in service and lack of communication were noted as areas needing improvement. The study concludes that continuous feedback mechanisms and quality improvement efforts are essential to enhance patient satisfaction and overall hospital performance in IPD.

I. OBJECTIVES OF THE STUDY

- To Improve the quality of care
- To increase patient well-being
- To Boost patient loyalty and referrals
- To Enhance hospital reputation
- To Identify areas for staff training & development

II. METHODOLOGY

SAMPLE SIZE AND SAMPLING TECHNIQUES

SAMPLE SIZE-

- The data is collected from May to June 2025
- A total of 240 patients admitted in various departments (e.g. Surgical, Radiation Oncology, NMD, etc) were selected for the study.

SAMPLING TECHNIQUES-

- The study used simple random sampling to select participants who were willing and able to provide feedback before discharge.

NATURE OF DATA:

In accordance with the above objective primary data were collected from hospital.

Primary Data: Primary data were collected by –

- Observation and Interaction with the floor coordinator
- From the Hospital survey questionnaire based on patients' satisfactory questions included medical services, etc.

DATA ANALYSIS

- Quantitative data were entered into MS Excel and analysed using descriptive statistics (percentage)
- Charts were used to present the findings visually.

III. REVIEW OF LITERATURE

i) Malick, Ahmar. (2024). A Study of Patient Satisfaction within the IPD (In-Patient Department) at NIMS Hospital. *INTERNATIONAL JOURNAL OF SCIENTIFIC RESEARCH IN ENGINEERING AND MANAGEMENT*. 08. 1-5. 10.55041/IJSREM35106)

Patient satisfaction is a crucial aspect of healthcare quality assessment, directly impacting treatment outcomes and hospital reputation. This study investigates the levels and determinants of patient satisfaction within the In-Patient Department (IPD) at NIMS Hospital. Utilizing a mixed-methods approach, quantitative data was collected through structured surveys from a sample of IPD patients, while qualitative insights were gathered through interviews with healthcare providers and hospital administrators. Preliminary analysis indicates a generally positive level of patient satisfaction within the IPD at NIMS Hospital, with key factors including quality of medical care, communication with healthcare staff, cleanliness, and overall facilities. However, certain areas for improvement were identified, such as wait times, accessibility to information, and discharge procedures. This study aims to provide actionable recommendations for enhancing patient satisfaction

within the IPD, thereby improving the overall healthcare experience and reinforcing NIMS Hospital's commitment to patient-centred care. KEYWORD: Hospital, Patient Satisfaction, Measure Quality Control, Medical Care, In-Patient department.

ii)Vasal, Astitav&Devgun, Priyanka & Kaur, Amanpreet & Mahajan, Ansh & Kamboj, Dikshant & Sahota, Aishman&Attri, Anshdeep. (2024). Problems and level of satisfaction of patients during their stay in a tertiary care institute in Punjab. Indian Journal of Forensic and Community Medicine. 11. 187-192. 10.18231/j.ijfcm.2024.037.

Patient satisfaction can be defined as the degree of congruency between a patient's expectations of ideal care and his /her perception of the real care (s) he receives. It is a multidimensional aspect and represents a vital key marker for the quality of health care delivery.

The cross-sectional study was conducted among the IPD patients in the indoor wards of SGRD Hospital which is a tertiary care hospital. A self-structured questionnaire was used to collect data. Questions regarding twelve potential problems were asked which could have been faced by the respondent during their stay in hospital.

A total of 226 respondents were interviewed. 52.2% of the respondents were females and remaining (47.8%) were males. Overall satisfaction of the patients from the IPD services provided by the hospital was found to be 87.2%. Major problems faced by the respondent were difficulty in accessing the hospital (46%) and higher overall cost of treatment than expected (45.6%). Most of the respondents were satisfied with quality of food and water available (97.8%)and quality of linen provided by hospital and sanitary conditions of ward (97.3%).

The study suggests that majority of In-patients are highly satisfied with the IPD services provided by the hospital which is highly motivating but every attempt must be made to form new policies and reform existing ones to achieve 100% satisfaction of patients. A number of potential barriers have been discovered in this study. Periodic patient satisfaction survey must be institutionalized in order to continuously improve hospital services. Patient counseling and health education cells could be open where patients and their relatives could solve their queries.

iii) Asad, Fatima & Abbas, Fakhar. (2025). Exploring Integrated Project Delivery (IPD) and Change Management through AI-Driven Construction Projects in Modern Urban Buildings of the United States. 10.13140/RG.2.2.15019.55848.

The construction industry in the United States is undergoing a transformative shift, driven by the adoption of Artificial Intelligence (AI) and collaborative project delivery models such as Integrated Project Delivery (IPD). This paper explores the intersection of IPD and change management in the context of AI-driven construction projects, focusing on their impact on the development of modern urban buildings. IPD emphasizes early stakeholder involvement, shared risk and reward mechanisms, and transparent communication, making it a natural fit for the complexity and dynamic nature of urban construction. When combined with AI technologies-such as predictive analytics, Building Information Modeling (BIM), robotics, and automated decision-making-the IPD approach becomes even more effective in addressing time, cost, and quality constraints. AI tools enhance the IPD process by enabling real-time data sharing, automating design optimization, forecasting construction risks, and supporting agile change management strategies. Through AI-powered simulations and generative design, project teams can visualize multiple construction scenarios and select the most efficient pathways to achieve sustainability and cost-effectiveness. Moreover, change management becomes more streamlined, as AI systems track deviations from project plans, issue alerts, and recommend corrective measures with greater speed and accuracy than traditional methods. This paper also analyzes case studies from U.S. cities such as Seattle, Austin, and Boston, where AI-integrated IPD models have led to successful high-rise and mixed-use developments, emphasizing collaborative efficiency, risk reduction, and stakeholder satisfaction.

iv)Rajkumar, Mr & Kavın, Mr. (2025). ASSESSING PATIENT EXPERIENCE IN INPATIENT DEPARTMENTS: A CASE STUDY OF A MULTISPECIALITY HOSPITAL IN COIMBATORE. International Scientific Journal of Engineering and Management. 04. 1-9. 10.55041/ISJEM02827.

This study investigates patient experience within the Inpatient Department (IPD) of a multispecialty Hospital in Coimbatore, India. Patient-reported experience Measures (PREMs) were utilized to evaluate patient satisfaction, focusing on aspects such as communication with healthcare providers, hospital environment, and service quality. The findings highlight the importance of patient feedback in identifying areas for improvement in healthcare delivery, ultimately enhancing patient-centered care and overall hospital management. Key Words: Patient experience, Patient-Reported Experience Measures (PREMs), Inpatient Department (IPD), patient satisfaction, healthcare quality, hospital management. V)Hamid, Shah Nawaz & Bhat, Aabid & Yattoo, G.H. & Sajad. (2022). EVALUATION OF PATIENT SATISFACTION IN INPATIENT DEPARTMENT OF A SECONDARY LEVEL HOSPITAL OF SOUTH KASHMIR. Journal of Pharmaceutical Negative Results. 1267-1286. 10.47750/pnr.2022.13S06.167.

This study was undertaken to evaluate patient satisfaction in inpatient departments of a secondary level hospital in South Kashmir, J&K. The experience in the inpatient units in District Hospital Shopian and the able guidance and unstinted encouragement by the supervisory guide motivated the investigator to undertake this study. The review of related literature helped the investigator to get a clear concept about the research topic. METHODOLOGY: For this study the latest edition of HCAHPS Survey Questionnaire (Revised March 2022) was used as the research tool. The information from the patients on various aspects of patient's satisfaction like communication with doctors and nurses, assistance and responsiveness of hospital staff, cleanliness and quietness of the hospital environment, communication about medicines, discharge information, overall rating of the hospital, willingness to recommend the hospital and biodata was obtained by interview with patients based on the HCAHPS questionnaire proforma. Data collection was done from the month of March 2022 to June 2022, analyzed and interpreted using descriptive and inferential statistics. The cleanliness of the toilets and hospital rooms was not optimal for the patients and needs to be improved. Although it may be done thrice a day and housekeeping staff is posted in all the wards round the clock in sufficient numbers to

maintain the cleanliness of the wards/toilets, frequent and surprise checks by housekeeping executives and administrators will instill a sense of responsibility and alertness among housekeeping staff. The timing for activities like nursing, cleaning, ward rounds should be fixed, so that the patient is mentally prepared for the same and can take rest at other time and they should be regularly trained and sensitized about how to improve their image and behavior. The patients went home directly after surgery without going to a skilled nursing facility. Developing skilled nursing facilities as a transitional place between the hospital and patients' homes could increase patient satisfaction and decrease the duration of stays at the hospital. In comparable settings, if care providers wish to improve the quality of health services from patients' perspective, they should give priority to provide the explanations and instructions in the discharge notes in writing about what symptoms or health problems to look out for after they left the hospital. Moreover, the patients should always be given clear explanations about the indications and side effects of the new medications. Sufficient number of nursing aids and other staff should be made available who would assist the patients in getting to the bathroom or in using a bedpan as soon as wanted by them. Since this study shows the satisfaction level above the average in the IPD of District Hospital Shopian, in future a study can be conducted on OPD to check the level of satisfaction and relate the satisfaction level with the IPD. Conclusion: Feedback of patients is one of the key parameters in assessing the quality of hospitals. Patient satisfaction is mainly achieved by a patient-centered approach that focuses on a proper understanding and involvement of the patient in the provided care.

DATA ANALYSIS

ADMISSION EXPERIENCE

RATE OF ADMISSION EXPERIENCE		
TYPES	NO	PERCENTAGE
EXCELLENT	192	80%
GOOD	35	14.59%
FAIR	10	4.16%
POOR	3	1.25%
TOTAL	240	100%

Table.1

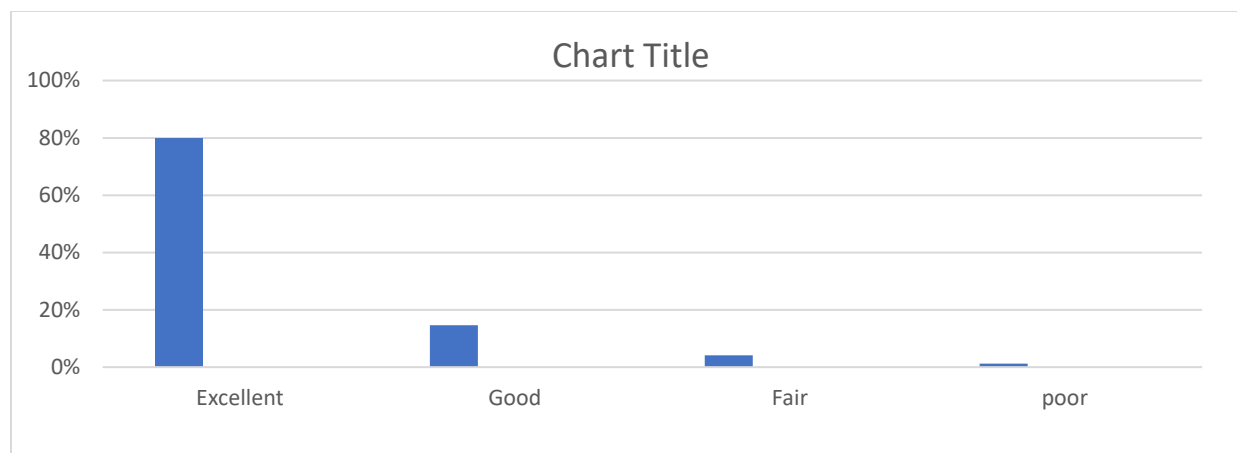


Fig. 1

DATAINTERPRETATION

The above Table shows that 80% of Admission Experiences are Excellent, 14.59% of Admission Experiences are Very Good, 4.16% of Admission Experiences are Good and 1.25% of Admission Experiences are Poor.

DOCTOR CONSULTATION EXPERIENCE

RATE OF DOCTOR EXPERIENCE		
TYPES	NO	PERCENTAGE
EXCELLENT	200	83.33%
GOOD	38	15.83%
FAIR	1	0.42%
POOR	1	0.42%
TOTAL	240	100%

Table.2

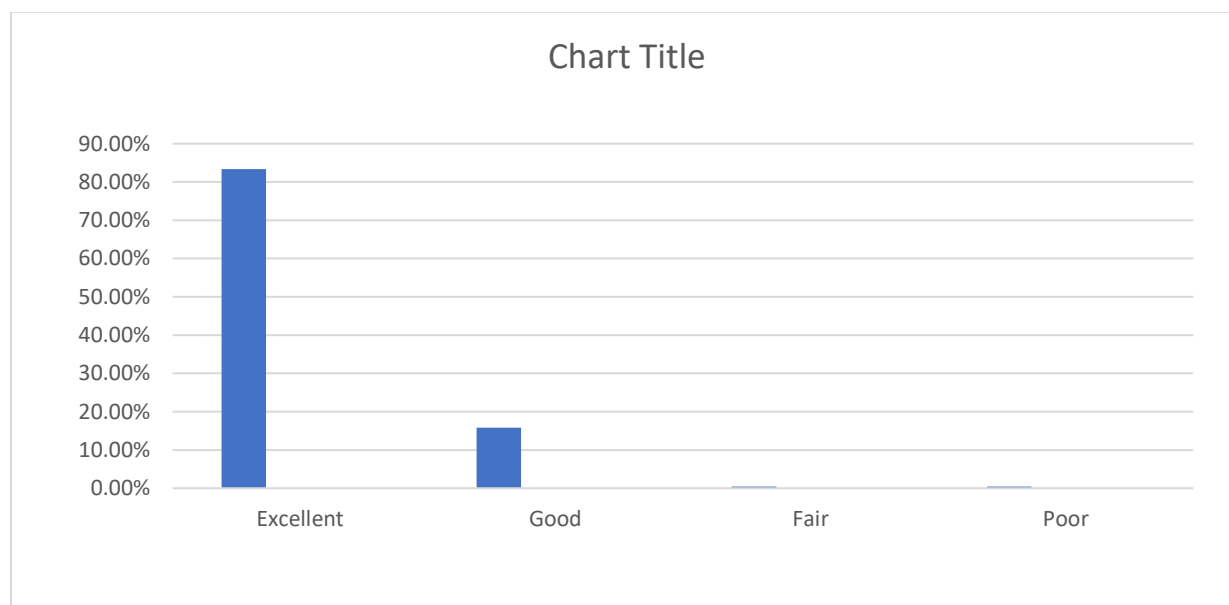


Fig.2

DATA INTERPRETATION:

The above Table shows that 83.33% of Doctor experiences are Excellent, 15.83% of Doctor

Experiences are Very Good, 0.42% of Doctor Experiences are Good and 0.42% of Doctor Experiences are Poor.

NURSING STAFF EXPERIENCE

RATE OF NURSING STAFF EXPERIENCE		
TYPES	NO	PERCENTAGE
EXCELLENT	190	79.17%
GOOD	45	18.75%
FAIR	3	1.25%
POOR	2	0.83%
TOTAL	240	100%

Table.3

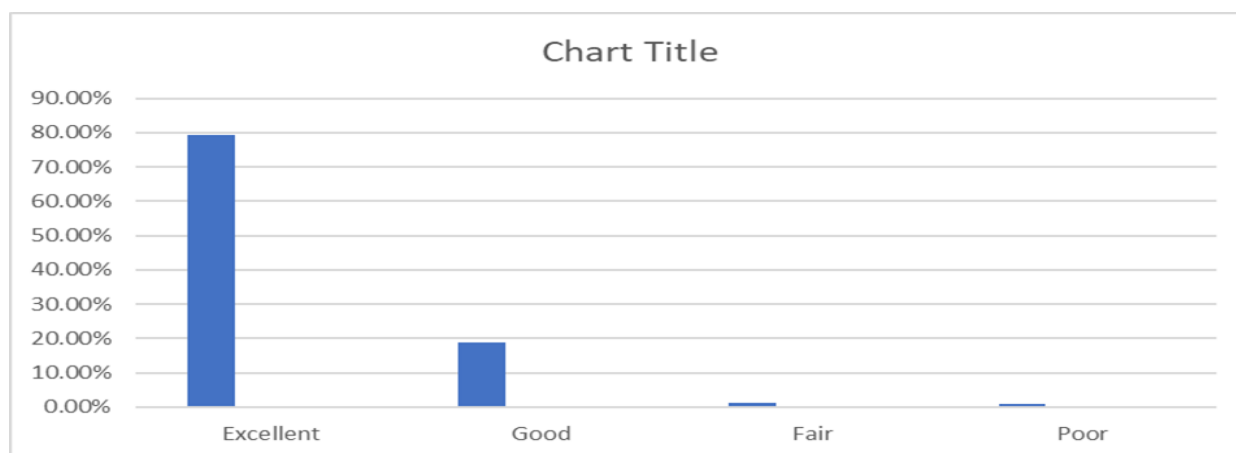


Fig.3

DATA INTEPRETATION

The above tables showthat 79.17% of Nursing services are Excellent,18.75% of Nursing services are Good,1.25% are Fair, 0.83% are Poor.

BILLING EXPERIENCE

RATE OF BILLING EXPERIENCE		
TYPES	NO	PERCENTAGE
EXCELLENT	150	62.5%
GOOD	70	29.17%
FAIR	16	6.66%
POOR	4	1.67%
TOTAL	240	100%

Table.4

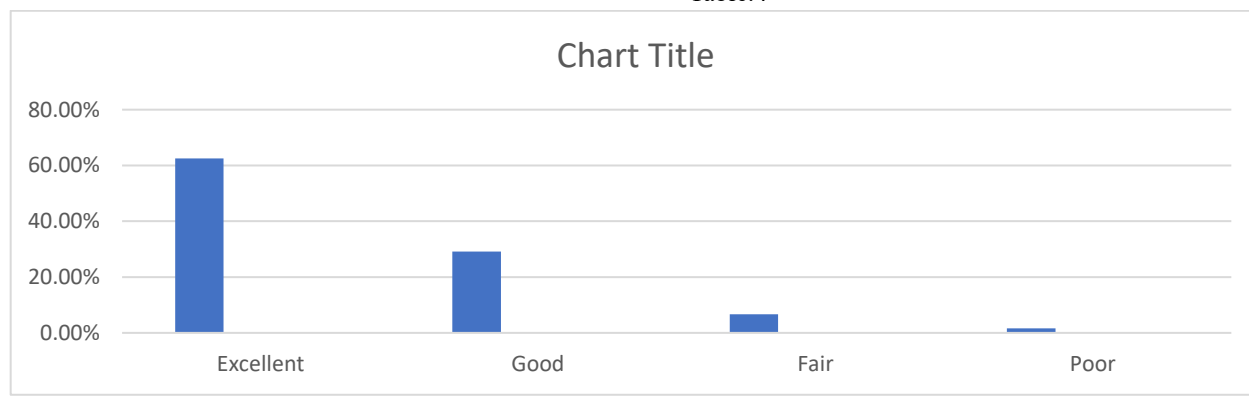


Fig.4

DATA INTERPRETATION

The above table shows that 62.5% of Billing services are Excellent, 29.17% of Billing services are Good, 6.66% are Fair, 1.67% Billing services are Poor.

RATE OF FOOD & BEVERAGE

RATE OF FOOD & BEVERAGE		
TYPES	NO	PERCENTAGE
EXCELLENT	110	45.84%
GOOD	96	40%
FAIR	17	7.08%
POOR	17	7.08%
TOTAL	240	100%

Table.5

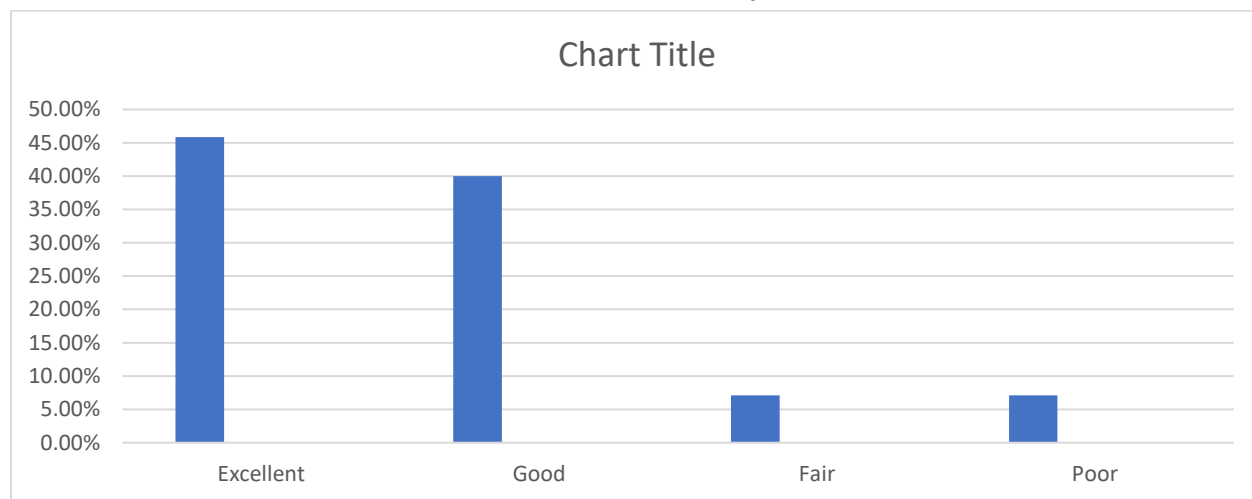


Fig.5

DATA INTERPRETATION

The above Table shows that 45.84% of Food & Beverage services experiences are Excellent, 40% of Food & Beverage Experiences are Good, 7.08% of Food & Beverage experiences are Good and 0.42% of Food & Beverage experiences are Poor.

RATE OF HOUSEKEEPING & MAINTENANCE

RATE OF HOUSEKEEPING & MAINTENANCE		
TYPE	NO.	PERCENTAGE
EXCELLENT	140	58.33%
GOOD	85	35.42%
FAIR	10	4.17%
POOR	5	2.08%
TOTAL	240	100%

Table.6

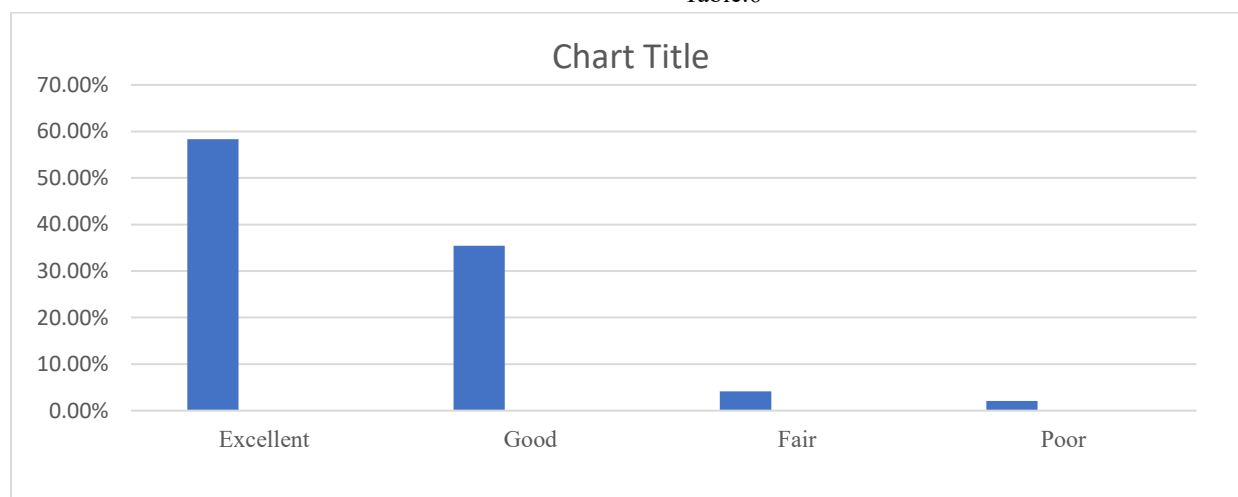


Fig.6

DATA INTEPRETATION

The above Table shows that 58.33% of Houseexperiences are Excellent, 35.42% of Housekeeping Experiences are Good, 4.17% of Housekeeping Experiences are Fair and 2.08% of Housekeeping Experiences are Poor.

DISCHARGE EXPERIENECE

DISCHARGER EXPERIENCE		
TYPES	NO.	PERCENTAGE
EXCELLENT	170	70.83%
GOOD	60	25%
FAIR	6	2.5%
POOR	4	1.67%
TOTAL	240	100%

Table.7

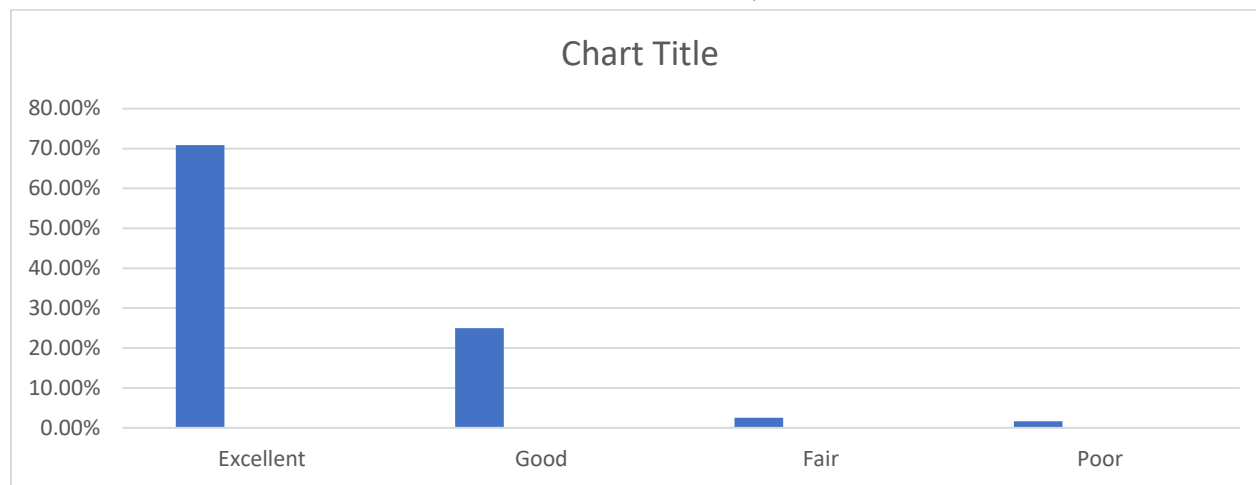


Fig.7

DATA INTEPRETATION

The above Table shows that 70.83% of Discharge experiences are Excellent, 25% of Discharge experiences are Good, 2.5% of Discharge Experiences are Fair and 1.67% of Discharge experiences are Poor

PATIENT RECOMMENDATION SCORE

PATIENT RECOMMENDATION SCORE		
TYPES	NO.	PERCENTAGE
EXCEPTIONAL	150	62.5%
MEETS EXPECTATION	75	31.25%
UNACCEPTABLE	15	6.25%
TOTAL	240	100%

Table.8

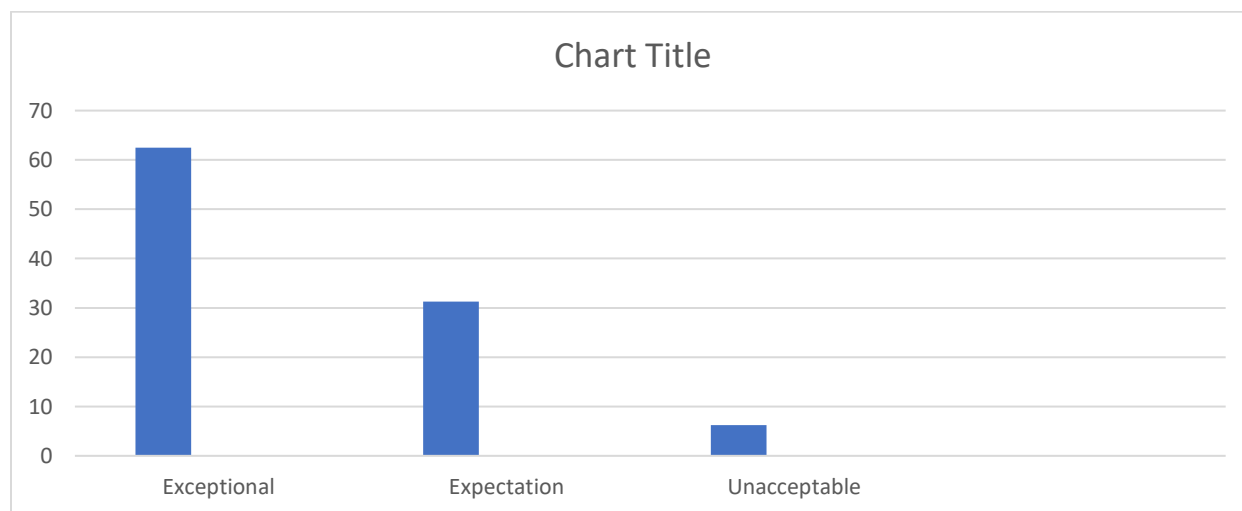


Fig.8

DATA INTEPRETATION

The above Table shows that 62.5% of Patient Recommendation Score are Exceptional, 31.25% of Patient Recommendation Score are Meets Expectation, 6.25% of Patient Recommendation Score are Unacceptable.

IV. DISCUSSION AND RECOMMENDATION

- Enhance Communication Between Staff and Patients

Recommend regular communication training for doctors, nurses, and other staff to improve clarity, empathy, and responsiveness.

- Improve Hospital Environment

Suggest measures to maintain cleanliness, reduce noise, and improve the comfort of patient rooms.

- Streamline Administrative Processes

Recommend simplifying admission, billing, and discharge procedures to reduce patient stress.

- Ensure Timely Medical Care

Advocate for better coordination among departments to reduce delays in investigations, diagnosis, and treatment.

- Strengthen Patient Feedback Systems

Suggest implementing or improving feedback mechanisms like satisfaction surveys or digital kiosks.

- Personalize Patient Care

Encourage staff to address patients by name, explain procedures clearly, and be culturally sensitive.

- Regular Monitoring and Evaluation

Propose establishing KPIs (Key Performance Indicators) to monitor satisfaction trends over time.

- Staffing and Workload Management

Recommend ensuring adequate nurse-patient ratios and preventing burnout among healthcare workers.

- Integrate Patient Satisfaction into Quality Improvement Initiatives

Recommend making patient satisfaction a core component of the hospital's quality improvement strategy

hospital meets patients' expectations during their stay, encompassing medical care, nursing services, cleanliness, communication, responsiveness, and overall comfort.

High patient satisfaction in the IPD indicates that patients feel cared for, respected, and safe during their hospitalization. It is often linked to improved recovery, higher patient retention, and positive word-of-mouth. Factors such as timely attention, compassionate staff, clear communication, proper pain management, and involvement in care decisions play vital roles in shaping patient perceptions.

To improve satisfaction in the IPD, hospitals must focus on patient-centered care, continuous training of healthcare staff, effective communication, and maintaining a clean, safe, and comfortable environment. Regular feedback and quality improvement initiatives can help identify gaps and ensure a high standard of care.

In conclusion, enhancing patient satisfaction in the IPD is not only essential for patient well-being but also for the overall success and reputation of healthcare institutions.

BIBLIOGRAPHY

- [1] Rao, S. P. (n.d.). A study of patient satisfaction within the IPD in-patient department at NIMS Hospital. ResearchGate. <https://www.researchgate.net/publication/381060985>
- [2] > Wikipedia contributors. (n.d.). Wikipedia. Retrieved August 4, 2025, from <https://www.wikipedia.com>

V. CONCLUSION

Patient satisfaction in the In-Patient Department (IPD) is a key measure of healthcare quality and hospital performance. It reflects how well the