

Inpatient Satisfaction Survey: A Quality Improvement Project

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Abstract: Patient satisfaction is a critical measure of healthcare quality, influencing patient outcomes and operational efficiency. This study aimed to evaluate patient satisfaction with healthcare services in the medicine ward of Howrah District Hospital, West Bengal. A survey of 60 patients was conducted using a semi-structured questionnaire to assess various factors such as waiting time, staff behaviour, treatment quality, and facility conditions. The results revealed a mix of positive feedback, with 56.7% of patients satisfied with emergency staff behaviour, but areas such as cleanliness, availability of drinking water, and diet quality received lower ratings. These findings suggest key areas for quality improvement efforts.

Keywords: Patient satisfaction, healthcare quality, hospital services, quality improvement survey

1. Introduction

Healthcare industries have seen recent movements towards continuous quality improvement and this has gained momentum since 1990 and according to Donabedian's declaration for incorporating patient perception into quality assessment, healthcare managers thus incorporate patient centered care as a major component in the healthcare mission¹.

Patient satisfaction surveys are a critical component in the effort to deliver high-quality, patient-centred healthcare and to ensure that patients' voices are heard and acted upon. Patient satisfaction survey used by healthcare providers and organizations to measure and understand patients' perceptions of their care experiences. A favourable result of 94% revealed that the patient was able to judge hospital service quality, especially in its relational, organizational and environmental dimensions.²

2. Material and Method

Descriptive survey design was adopted for this study. The setting of the study was male and female medicine ward of Howrah district Hospital. Data were collected by using patient satisfaction survey questionnaire.

3. Findings of the Study

Findings of the study revealed that 45% of patients in the age group of 50 - 69, 46 % were from urban area, and 41.7 %

were housewife, and 45 % patient's monthly income within 5000 - 10000.

Description of study findings are as:

Table 1: Frequency and percentage distribution in terms of treatment at emergency waiting time N=60

Characteristics	Frequency	Percentage
Not sure	4	6.7
Poor	16	1.7
Fair	18	10.0
Good	14	30.0
Very Good	17	23.3
Excellent	60	28.3

Data presented in the table shows that 51.6 % of patient rated the treatment at emergency as very good or excellent while only 1 % rated it as poor.

Table 2: Frequency and percentage distribution in terms of behaviour of Nursing Staff at indoor, N=60

Characteristics	Frequency	Percentage
Poor	2	3.3
Fair	8	13.3
Good	22	36.7
Very Good	12	20.0
Excellent	16	26.7

Table shows 46.7 % of patient rated nursing staff behaviour is very good and excellent while only 3.3% expressed nurse's behaviour is poor towards patient.

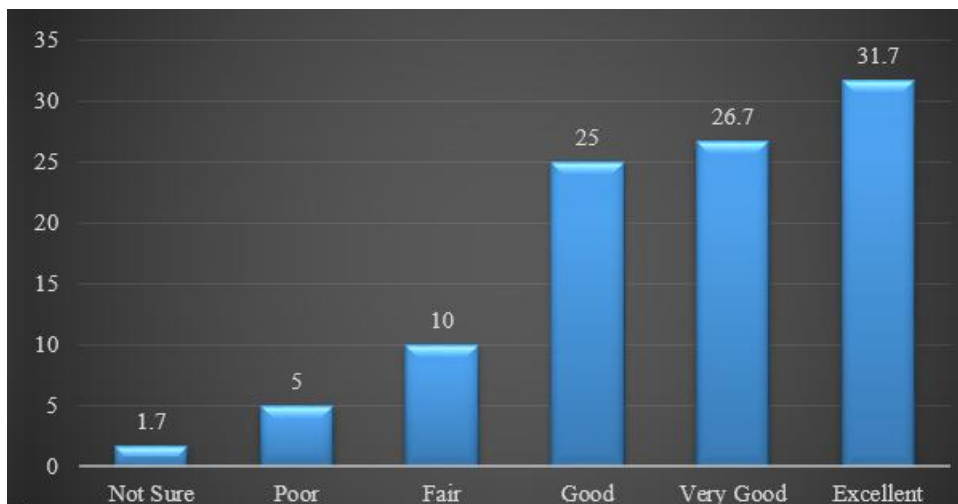


Figure 1: Bar diagram shows the percentage of view of patients in terms of availability of free medication in the ward, N=60

Data presented in the bar shows that 58.4% of patient rated excellent and very good in related to availability of free medication meanwhile only 5 % rated this as poor.

Figure 2 shows that majority of patient (41.6%) expressed their views as poor and fair in terms of maintaining privacy throughout hospital stay.

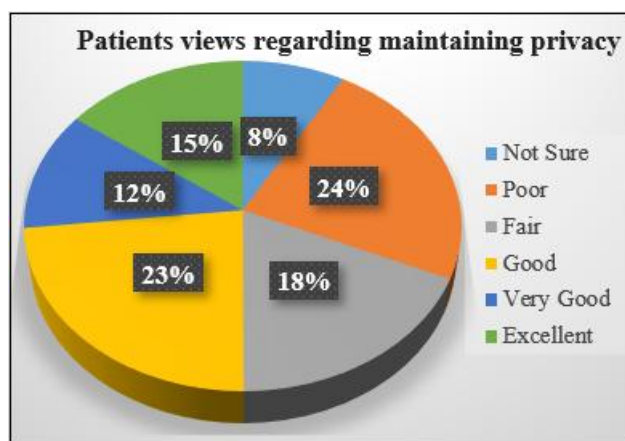


Figure 2: Pie diagram shows percentage distribution in terms of privacy maintained throughout hospital stay, N=60

Table 3: Frequency and percentage distribution in terms of availability of drinking water, N=60

Characteristics	Frequency	Percentage
Not Sure	5	8.3
Poor	21	35.0
Fair	4	6.7
Good	9	15.0
Very Good	6	10.0
Excellent	15	25.0

Data presented in the table shows that 35% patients are expressed their views regarding availability of drinking water which is a basic need for the patient as poor while another 35% rated this as very good and excellent

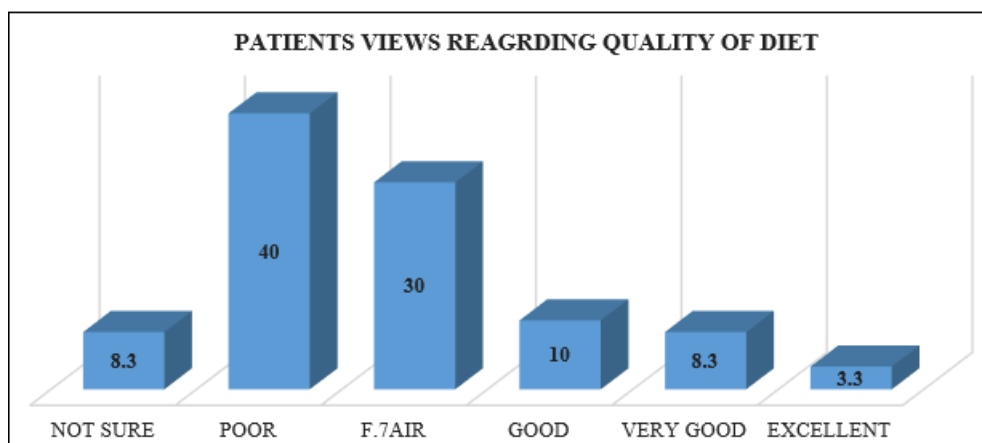


Figure 3: Bar diagram shows patient view in terms of Quality of Diet, N=60

Data shows that majority of patient (70%) rated the quality of diet is poor and fair

this patient satisfaction survey in the medicine department revealed high levels of satisfaction with both the behaviour of emergency staff and the quality of treatment received. The majority of patients rated the staff's behaviour as "Very Good" or "Excellent" (56.7%), and 51.6% of patients expressed similar levels of satisfaction regarding treatment. These findings align with a study conducted by BMC

4. Discussion

Patient satisfaction represents a key marker of communication and health - related behaviour.3 Results of

Healthcare which reported 58% of patients rating staff behaviour as excellent and 50% giving top marks to the treatment quality. Both studies highlight that more than half of the patients were satisfied with the emergency services.

However, a notable difference emerges when comparing patient dissatisfaction. In this study, only 3.3% of patients rated the staff's behaviour as "Poor, " and 1.7% gave a "Poor" rating for treatment, whereas found higher dissatisfaction levels, with 10% of patients rating emergency staff behaviour poorly and 8% being unsatisfied with treatment quality.

In contrast, a study carried out in five different hospitals in Scotland found that physical comfort had the highest satisfaction rate compared to other core dimensions: information, coordination of care and emotional support.⁴

5. Conclusion

The survey reveals a generally high level of patient satisfaction in the medicine ward, particularly in terms of staff behaviour and treatment quality. However, significant areas such as cleanliness, diet quality, and out - of - pocket expenses require targeted improvements. These findings underscore the importance of continuous quality improvement initiatives to address these concerns and enhance overall patient experiences. Further research with larger sample sizes and diverse healthcare settings would help validate these results and guide future quality improvement efforts.

References

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