

# A STUDY ON INPATIENT SATISFICATION IN ONE OF THE SPECIALITY HOSPITALS IN COIMBATORE

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**ABSTRACT-** Inpatient satisfaction is a measure of the extent to which a patient is content with their healthcare provider. Evaluate its quality of their healthcare experience. Inpatient satisfaction has greater impact as it deals with quality of patient care. It's increasingly being assessed in surveys of care, treatment- outcome, global-multidimensional. This study is done with in the hospital. A five scale like art standing scale is set to analyze the level of inpatient satisfaction.

**Index Terms-**Inpatient satisfaction, quality of care, patients, hospital. Etc.

## I. INTRODUCTION

### A. Definition

In patient satisfaction is a highly desirable outcome of clinical care in the hospital and may even be an element of health status itself. A patient's expression of satisfaction or dissatisfaction is a judgment on the quality of healthcare in all of its aspects. Whatever its strength and limitation, inpatient satisfaction is an indicator that should be indispensable is the assessment of the quality of care in hospitals.

### B. OBJECTIVE OF THE STUDY

- To observe the functioning of the In-patient department.
- To analyze the patient satisfaction level of In-patients.
- To suggest some measures to improve satisfaction level of In-patient.

## II. REVIEW OF LITERATURE

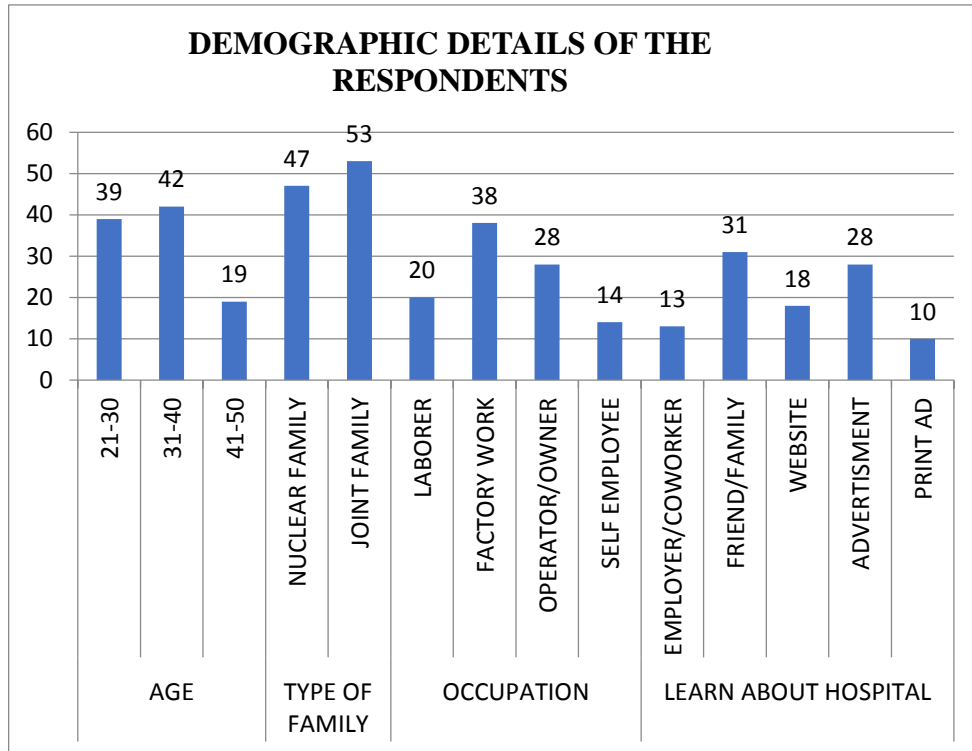
1. According to Andrewshiva, sara c, haden and jeanine brooks(2009), development of inpatient satisfaction despite to benefits to develop a brief measure to access patient satisfaction which both inpatient populations their limitations. A measure of care quality, patient satisfaction gives providers insights into various aspects of medicine, including the effectiveness of their care and their level of empathy. In-patient satisfaction is a measure of the extent to which a patient is content with the health care which they derived from their health care provider. In-patient satisfaction is a highly desirable outcome of clinical care in the hospital and may even be an element of health status. A patient expression of satisfaction or dissatisfaction is judgment on the quality of hospital care in all of its aspects.
2. According to Phi linh nguyen thi, s.braincon,f.emperur, f.guilemin(2002), as the united states determining the In-patient satisfaction and complaints were treatment as dependent variables in stepwise regressions,respectively. This study may be helpful in interpreting patient satisfaction in hospitals
3. According to Jose labarre, Patrice,francois, pascal auquier, claudine robert,magali fourny to develop of administered to measure In-patient satisfaction hospital to measure patient satisfaction to use feedback form from patients in improvements efforts take required actions based on feedback.

## III. METHODOLOGY

In this study, the data are collected from the patients. For this purpose, a checklist has been designed. The sample size is 100. Simple percentage analysis, correlation is used for this analysis. The checklist is framed on the basis of stay factors such as treatment. Pay/compensation procedure services explanations, communication between doctors and nurses, etc. In order to identify the patient satisfaction towards with these factors a five scale is framed. The survey is made based on their responses.

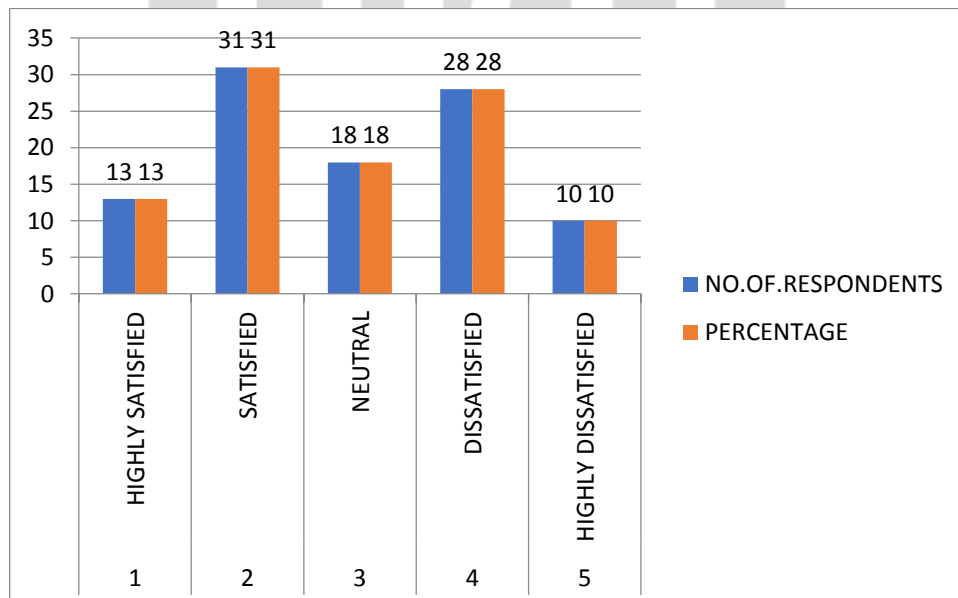
IV. ANALYSIS

Chart-1 Showing the demographic data of the respondents(patients)

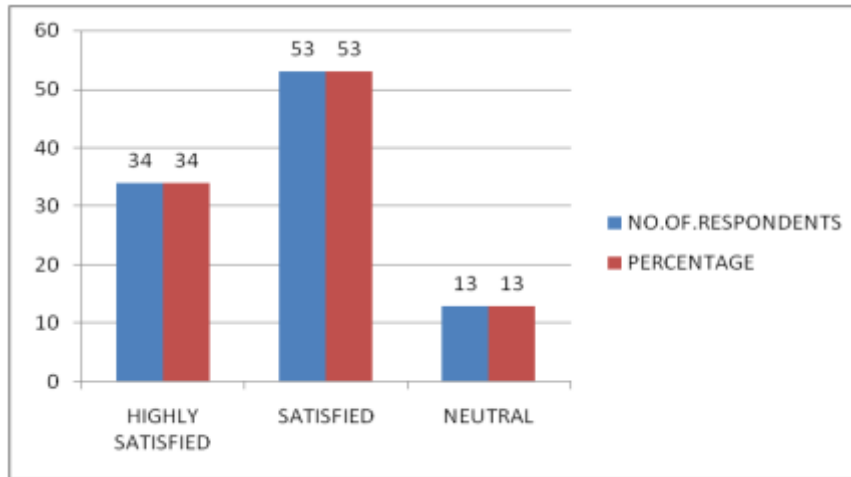


The above chart-1 shows that age, type of family, occupation, how did you learn about hospital in the study. It is evident 39% of the respondents are between the age group of 21-30 years, 42% of the respondents are between the age group of 31-40 years and 19% of the respondents are between the age group of 41-50 years. 47% of the respondents are nuclear family and 53% of the respondents are joint family. 20% of the respondents have graded as laborer and 38% of the respondents have graded as factory work and 28% of the respondents have graded as owner/operator and 14% of the respondents have graded as self-employed. 13% of the respondents have graded as employer/coworker and 31% of the respondents have graded as friends/family and 18% of the respondents have graded as website and 28% of the respondents have graded as advertisement. 10% of the respondents have graded as print advertisement.

Chart-II Showing the respondent's(patients) opinion dietary facility



**Chart-III Showing the respondent’s (patients) opinion overall satisfaction**



**Table-I Showing between the behavior of nurses and care and attentiveness given by staffs**

**CORRELATIONS**

		BEHAVIOR OF NURSES	CARE AND ATTENTIVENESS GIVEN BY STAFF
BEHAVIOR OF NURSES	PEARSON CORRELATION	1	1.000**
	SIG. (2-TAILED)		.000
	N	100	100
CARE AND ATTENTIVENESS GIVEN BY STAFF	PEARSON CORRELATION	1.000**	1
	SIG. (2-TAILED)	.000	
	N	100	100

**\*\* . CORRELATION IS SIGNIFICANT AT THE 0.01 LEVEL (2-TAILED).**

In the following interpretation, H denotes “Hypothesis”

H0: There is no correlation between behavior of nurses and care and attentiveness given by staff.

H1: There is correlation between behavior of nurses and care and attentiveness given by staff.

From the above table, the significant value is 0, which is lesser than 0.05, hence we reject H0 and accept H1. Thus, we prove that there is correlation between behaviors of nurses and care and attentiveness given by staff.

**V.MAJOR FINDINGS&RECOMMENDATIONS**

- Among the 39% of the respondents are between the age group of 21-30 years, 42 of the respondents are between the age group of 31-40 years and 19% of the respondents are between the age group of 41-50 years.
- Majority 53% of respondents are joint family, 47% of the respondents are nuclear family.

- It is evident from chart –II 13% of the respondents have graded as highly satisfied and 31% of the respondents have graded as satisfied and 18% of the respondents have graded as neutral and 28% respondents have graded as dissatisfied 10% of the respondents have graded as highly dissatisfied.

The recommendations include,

- Collect patient feedback system should be improved.
- Patient needs and problems should be addressed through telephone in order to immediate attention.
- A proper dietary system shall be formulated to identify the patient likes and dislikes. A qualified dietary person has to be appointed to make suggestion among patients' diet
- Dietitians shall make ward rounds and meet the patient's needs and problems. Ensure the dietitian made nutritional assessment among patients and prefer it for the patients.

## VI. CONCLUSION

In-patient satisfaction plays an integral part in the hospital. this study "A STUDY ON INPATIENT SATISFACTION "was helpful to determine the level of In-patient satisfaction and their requirements which would improve the patient care of the hospital. from the perception towards hospital with their work, it is found most of the patients are satisfied. in each and every criterion like satisfied with ensure environment cleanliness, care and attentiveness by staffs, communication, staff friendliness doctors' explanations on treatment. In-patient satisfaction has greater impact as it deals with quality of patient care.

## VII. REFERENCE

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