

## A Study of Patient Satisfaction within the IPD (In-Patient Department) at NIMS Hospital

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### Abstract

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

### INTRODUCTION

In the healthcare industry, patient satisfaction has gained significant attention as a key performance indicator for evaluating the quality of healthcare services. Patient satisfaction encompasses various aspects of the healthcare experience, including the provision of medical care, communication with healthcare provider, availability of amenities, and overall patient experience. Understanding patient satisfaction is essential for healthcare institutions to improve services delivery, enhance patient outcomes, and maintain a positive reputation.

The In-Patient Department (IPD) within a hospital plays a crucial role in providing comprehensive care to patients requiring hospitalization. The IPD setting involves prolonged stay, intensive medical interventions, and close interaction between patients, healthcare providers, and support staff. Patient satisfaction within the IPD is of utmost

importance as it directly affect patient well-being, compliance with treatment plans, and overall healthcare experience.

Quiet fulfilment stands as an essential perspective of healthcare quality, specifically impacting treatment result, adherence, and by and large well-being. Inside the In-Patient Department of hospital where, people experience comprehensive restorative care and expanded remains, understanding and optimizing quiet fulfilment is foremost.

NIMS Hospital, located in Jaipur, Rajasthan, India, is a renowned tertiary care facility known for its advanced medical services and patient oriented approach. The hospital caters to a diverse patient population and provides a wide range of medical and surgical specialties. NIMS hospital strives to deliver high-quality care and ensure patient satisfaction throughout the hospitalization process. However, it is crucial to continually assess and improve the quality of services provide in the IPD (In-Patient Department) to meet the evolving needs and expectations of patients.

Several studies have highlighted the significance of patient satisfaction in healthcare settings. Research has shown that higher level of patient satisfaction is associated with improved patient compliance, better health outcomes, increased patient loyalty, and positive word of mouth recommendations. Moreover, satisfied patients are more likely to adhere to treatment plans and follow-up care, leading to improved health outcomes and reduced healthcare costs.

Patient satisfaction is influenced by various factor, including effective communication with healthcare providers, promptness and accessibility of services, cleanliness and comfort of facilities, staff behaviour and attitude, and overall coordination of care. Understanding these factors and their impact on patient satisfaction is crucial for hospital in identify areas for improvement and implement strategies to enhance the quality of care and patient experiences.

## LITERATURE REVIEW

**Deka, C., Borboruah, L., Sarmah, P. P., & Paul, I. (2020). A Study on Patient Satisfaction among the Patients Admitted in the In-Patient Departments of a Tertiary Health Care Institution in North East India. National Journal of Community Medicine, 11(09), 356-361.**

Tertiary care hospital should be able to provide best possible health care to patients. The study was conducted to determine the patient satisfaction of IPD patients seeking treatment in Jorhat Medical College and Hospitals and to compare the level of satisfaction of the patients across selected departments.

**Seth, P., Shinde, V., & Gudhe, V. Assessment of Patient Satisfaction in IPD Settings of AVBRH and Designing Strategies for Providing Patient-centric Care.**

Health industry is changing and growing at a very rapid phase. The patient is the most essential stakeholder in healthcare now. The Healthcare industry is a service industry where patient satisfaction is of paramount importance for the success of any organization. Healthcare is becoming more and more customer-centric. Patient satisfaction encompasses patients' expectations, perception, and overall experience of healthcare services. Patient feedback helps a lot in improving services to patient satisfaction. This study aims to assess the satisfaction level and causes of dissatisfaction in ABVR Hospital and provide patient-centric healthcare.

**Sharma, R., Verma, M., & Chatterjee, S. (2022). A Study on Patient Satisfaction of Inpatient Services at a Multi-Specialty Hospital in Vadodara: An Evidence-Based Approach.**

This article is based on evidence generated by the satisfaction level of patients, and aims to determine the level at quarterly basis of satisfaction of selected IPD wards at Multi Specialty Hospital. The propose research project has been design to analyse the major factors that affect satisfaction of the patients and there by quality services. 44 different parameters spread over eight different dimensions that contributing to the quality of hospital service with special reference to In Patients Department was identified by reviewing the literatures and considering the expert opinion. The responses are collected on 5-point Likert scale through structure Questionnaire. The quarterly finding of data analysis reflects the status of satisfaction level on different dimensions in different wards and amongst different demographic factors viz. Age, gender, education and tenure of stay.

**Hamid, S., Bhat, A. G., & Yattoo, G. H. (2022). EVALUATION OF PATIENT SATISFACTION IN INPATIENT DEPARTMENT OF A SECONDARY LEVEL HOSPITAL OF SOUTH KASHMIR. Journal of Pharmaceutical Negative Results, 1267-1286.**

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.

**Hajifathali, A., Ainy, E., Jafari, H., Moghadam, N. M., Kohyar, E., & Hajikaram, S. (2008). In-patient satisfaction and its related factors in Taleghani University Hospital, Tehran, Iran. Pakistan Journal of Medical Sciences, 24(2), 274.**

Measurement of patient satisfaction is expected to play an increasingly important role in the growing push toward accountability among health care providers overshadowed by measures of clinical processes and outcomes in the quality-of-care equation. Patient satisfaction finding regarding inpatient and ambulatory care play a significant role in hospitals strategies and tactics in delivering patient services. Patient satisfaction survey is an instrumental component in hospital's quality of care monitoring, in relation to cost and services. Many studies have been done throughout the world to determine the patient satisfaction and its related factors. In a study conducted in Turkey, satisfaction with physicians, nurses, equipment and food services were the main determinants of overall satisfaction

in hospitalized patients. Gender, sex and education play a major role in patient satisfaction. In Iranian surveys, satisfaction level of patients who were treated by male doctors was greater than females and an inverse relationship between patient satisfaction and education was observed. There is a lack of studies about patient satisfaction among patients admitted in hospitals in Tehran. Therefore, the aim of this study was to find out patient satisfaction with care in one teaching hospital in Tehran and explore the associated factors. It is the third such study done in Iran. Finding from this study will be presented to national authorities to be used as a framework to improve health services.

### OBJECTIVE

- **Identify Factors Affecting Satisfaction:** Investigate the various factors that contribute to patient satisfaction. These dimensions may include:
- **Quality of Medical Care:** Evaluate the standard of medical treatment provided.
- **Interactions with Healthcare Professionals:** Assess patient experiences with doctors, nurses, and other healthcare staff.
- **Facility Accessibility and Availability:** Investigate the ease of accessing facilities such as diagnostic services, pharmacy, and other amenities.
- **Overall Hospitalization Experience:** Understand patients' overall satisfaction during their stay in the IPD.

### SCOPE

1. **Experiences of inpatient care:** Exploring patients' experiences during their IPD stay. This includes aspects such as medical care, interactions with medical professionals, and the overall hospital experience.
2. **Quality of Service:** Evaluate the quality of services provided at IPD, including care, facilities, and amenities.  
**Patient-Provider Communication:** Discover how healthcare professionals effectively communicate with patients and address their concerns.
3. **Accessibility and Availability:** Assess the accessibility and availability of critical facilities (e.g., beds, medicines, diagnostic services) within the IPD.
4. **Patient Demographics:** Consider whether patient demographics (age, gender, socio-economic status) influence satisfaction.

5. **Corrective Actions:** Suggests actionable steps to improve services based on patient feedback.

## RESEARCH METHODOLOGY

The research design for this study has been a mixed-method approach, combining both quantitative and qualitative methods. This approach allows for a comprehensive understanding of patient satisfaction in the IPD at NIMS Hospital by capturing both numerical data and in-depth insight from patient. The study will be conducted in several phases, including data collection, analysis, interpretation.

### 1. Quantitative Phase:

The quantitative phase of the research design involves the collection and analysis of numerical data. This phase will employ a structured questionnaire survey to gather information from a representative sample of IPD patients at NIMS Hospital, Jaipur. The survey will be designed based on established patient satisfaction measurement scale and validate instruments.

#### Sampling:

A stratified random sampling technique has been employed to ensure representation from different patient demographics. The IPD patient has been categorized based on factors such as age, gender, medical condition, and length of stay. From each category, a sample will be randomly selected to participate in the survey. The sample size will be determined using appropriate statistical calculations to ensure statistical significance.

#### Data Collection:

The data has been collected through face-to-face interviews or self-administrated surveys, depending on the convenience of the participation. The questionnaire will assess various dimensions of patient satisfaction, including service quality, communication, waiting times, staff behaviour, and infrastructure. The use of standardized data collection methods will ensure consistency and allow for comparison across different participants.

**Data Analysis:**

The collected questionnaire data has been analysed using appropriate statistical technique, descriptive statistics, such as frequency, means, and percentage will be used to summarize the data and provide an overview of patient satisfaction levels, inferential statistical, including correlation analysis, regression analysis, and t-tests will be conducted to examine the relationship between different variables and identify the factors influencing patient satisfaction. This quantitative analysis will provide numerical insight and allow for statistical inference.

**2. Qualitative Phase:**

The qualitative phase of the research design aims to gain in-depth insight into patient experiences, perceptions, and expectation regarding hospital services in the IPD. This phase will involve conducting in-depth interviews with a subset of participants from the quantitative survey.

**Sampling:**

Purposive sampling has been used to select a subset of participants who represent range of satisfaction levels and are willing to provide detailed insights into their experiences. Participants will be chosen based on their satisfaction levels, ensuring a diverse range of perspectives

**Data Collection:**

In-depth interviews have been conducted to gather rich qualitative data. The interviews will be semi-structured, allowing participants to freely express their experiences, perceptions, and suggestions regarding hospital services. The interviews will be audio- recorded with participants' consent and transcribed verbatim for analysis.

**Data Analysis:**

Thematic analysis has been employed to analyse the qualitative data obtained from the interviews. The transcripts will be carefully read re-read to identify recurring themes and patterns related to patient satisfaction. Codes will be assigned to relevant segments of the data, and themes will be generated by grouping similar codes together. This qualitative analysis will provide a deeper understanding of the subjective experiences and perceptions of patient and help contextualize the quantitative findings.

## METHOD OF DATA COLLECTION

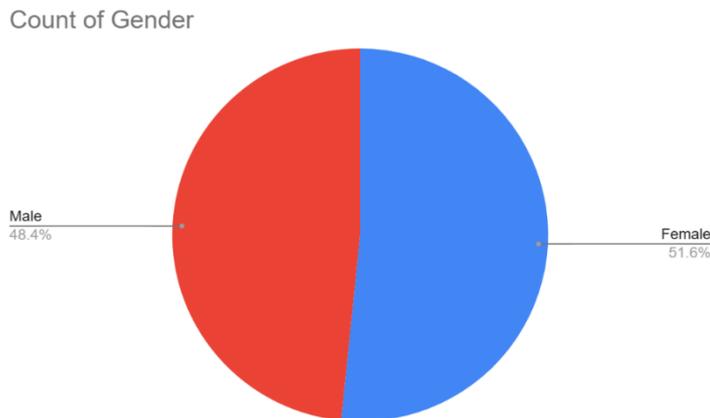
To study patient satisfaction within the Inpatient Department (IPD) at NIMS Hospital, you can employ various data collection methods including:

- 1. Surveys:** Develop a structured questionnaire focusing on aspects like quality of care, staff behaviour, facilities, and overall experience. Administer these surveys to patients either in person or through electronic means like email or a hospital app.
- 2. Interviews:** Conduct one-on-one interviews with a sample of patients to gather more detailed insights into their experiences, concerns, and suggestions for improvement.
- 3. Focus Groups:** Organize group discussions with patients to explore common themes and opinions regarding their satisfaction with the IPD services.
- 4. Observation:** Observe interactions between patients and healthcare providers, as well as the general atmosphere and conditions within the IPD.
- 5. Document Review:** Analyse existing records such as patient feedback forms, complaints, and commendations to identify recurring issues and patterns.

Each method has its advantages and limitations, so employing a combination of these approaches can provide a comprehensive understanding of patient satisfaction within the IPD at NIMS Hospital.

### DATA ANALYSIS AND INTREPRETATION

#### ➤ Gender



Response	Frequency	Percentage
Male	30	48.4%
Female	32	51.6%
Total	62	100

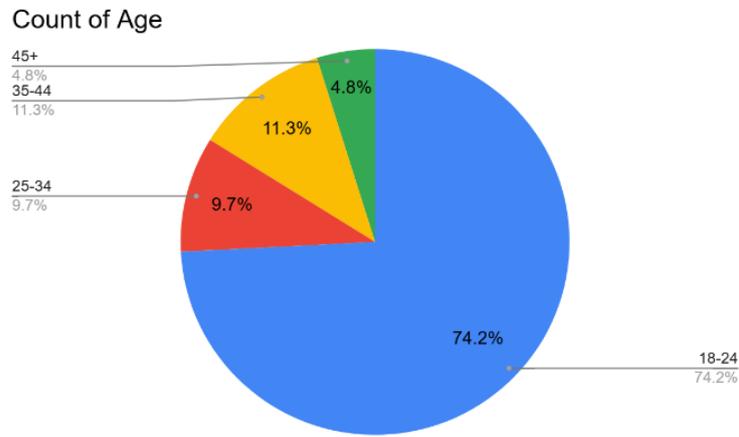
#### Data analysis:

From the above graph and table, it is observed that out of 62 responses, 30 respondents are from Male with 48.4%, 32 respondents are from Female with 51.6%.

#### Interpretation:

The data shows a slightly higher percentage of female respondents compared to male respondents, with females constituting a slightly larger portion of the total responses.

➤ Age



Response	Frequency	Percentage
18-24	46	74.2%
25-34	6	9.7%
35-44	7	11.3%
45+	3	4.8%

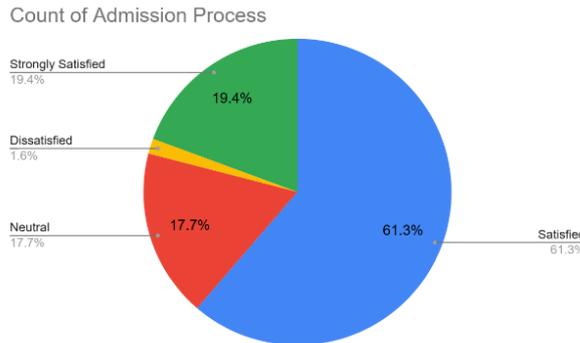
**Data analysis:**

- The majority of responses fall within the 18-24 age group, accounting for approximately 74.2% of the total.
- The 25-34 age group follows with 9.7% of the responses.
- The 35-44 age group contributes 11.3% of the responses.
- Respondents aged 45 and above represent a smaller proportion, with only 4.8% of the total responses.

**Interpretation:**

The data suggests that the survey or study attracted a predominantly younger audience, with the majority falling within the 18-24 age range. The relatively low representation of older age groups (25-34, 35-44, and 45+) could indicate a potential bias towards younger demographics in the survey's target audience or outreach efforts.

➤ Admission Process



Response	Frequency	Percentage
Satisfied	38	61.3%
Strongly satisfied	12	19.4%
Neutral	11	17.7%
Dissatisfied	1	1.6%

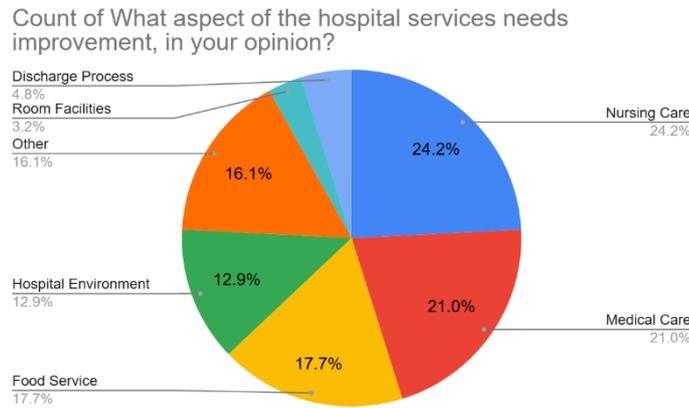
**Data analysis:**

- The majority of respondents fall into the satisfied category, accounting for approximately 61.3% of the total.
- A significant proportion of respondents also reported being strongly satisfied, representing 19.4% of the responses.
- Neutral responses make up 17.7% of the total, indicating that some patients neither strongly liked nor disliked their experience.
- Only a small fraction of respondents expressed dissatisfaction, with 1.6% reporting negative feelings.

**Interpretation:**

The data indicates that the majority of respondents expressed satisfaction, reflecting predominantly positive sentiments. However, the presence of neutral responses suggests a segment of respondents may have mixed feelings or be indifferent. Despite this, the low incidence of dissatisfaction suggests that overall, the subject matter likely met or even exceeded respondents' expectations.

➤ What aspect of the hospital services need improvement?



Response	Frequency	Percentage
Nursing Care	15	24.2%
Medical Care	13	21%
Food Service	11	17.7%
Hospital Environment	8	12.9%
Room Facilities	2	3.2%
Discharge Process	3	4.8%
Other	10	16.1%

**Data analysis:**

**Nursing Care:** The highest number of responses relate to nursing care, with 24.2% of patients expressing their opinions in this category. This suggests that nursing services play a crucial role in patient satisfaction.

**Medical Care:** Approximately 21% of respondents specifically mentioned medical care. This indicates that patients are attentive to the quality of medical treatment they receive during their stay.

**Food Service:** 17.7% of patients provided feedback on food service. It’s essential to consider dietary preferences, meal quality, and timely delivery to enhance patient experience.

**Hospital Environment:** The hospital environment received 12.9% of responses. Factors such as cleanliness, ambiance, and noise levels contribute to overall satisfaction.

**Room Facilities:** Although only 3.2% of patients mentioned room facilities, it’s crucial to address any issues related to comfort, amenities, and privacy.

**Discharge Process:** 4.8% of respondents highlighted the discharge process. Efficient and well-organized discharge procedures contribute to patient satisfaction.

**Other:** The remaining 16.1% of responses fall into the “other” category. Further analysis is needed to understand the specific aspects covered by these responses.

### **Interpretation:**

Healthcare providers should focus on enhancing nursing and medical care, along with food service, to meet patient expectations and satisfaction. While these areas are prioritized, attention should also be given to less emphasized aspects like Hospital Environment, Room Facilities, and the Discharge Process to ensure a comprehensive and positive patient experience.

## **FINDINGS**

- 1. Overall Satisfaction:** The study revealed that the majority of patients were satisfied with the services provided at IPD of NIMS Hospital. This can be measured through survey responses where patients rate their overall experience on a scale or provide qualitative feedback.
- 2. Quality of Care:** Patients may report positive experiences regarding the quality of care they received during their stay. This may include evaluating medical expertise, staff attentiveness, and treatment effectiveness.
- 3. Communication with healthcare providers:** This result may indicate that effective communication between patients and healthcare providers is an important factor in patient satisfaction. Patients may appreciate clear explanations about their condition, treatment options, and involvement in decisions about their care.
- 4. Hospital Facilities and Amenities:** Rate your satisfaction with the hospital's physical environment, including cleanliness, comfort, and accessibility to amenities such as bathrooms and waiting areas.
- 5. Waiting Time:** Patient perceptions of waiting times for consultations, tests, and procedures can impact overall satisfaction. Reduced wait times and efficient planning processes result in higher satisfaction levels.
- 6. Suggestions for Improvement:** This study was able to identify areas for improvement based on patient suggestions and feedback. This includes improving communication channels, addressing specific concerns, and introducing new services to better meet patient needs.

## LIMITATION OF RESEARCH

While conducting the study titled "A Study of Patient Satisfaction on Hospital Services in IPD at NIMS Hospital, Jaipur," several limitations should be considered:

- Limited Generalizability:** The findings of this study will be specific to NIMS Hospital, Jaipur, and may not be directly generalizable to other hospitals or healthcare settings. The unique characteristics, patient population, and infrastructure of NIMS Hospital may limit the generalizability of the study's findings.
- Potential Bias:** The study relies on self-reported data from patients, which may be subject to response bias and recall bias. Patients may provide socially desirable responses or may have difficulty accurately recalling their experiences, which could introduce bias into the findings.
- Sampling Limitations:** The study will involve a sample of patients from the IPD at NIMS Hospital, which may not fully represent the entire patient population. The sample size and selection process may limit the external validity of the findings.
- Single Institution Focus:** The study is conducted solely at NIMS Hospital, limiting the understanding of patient satisfaction in different healthcare settings. The findings may not capture the variations that could exist in other hospitals or healthcare institutions.
- Time Constraints:** The study's timeframe may impose limitations on the data collection process. Due to time constraints, it may not be possible to collect data from a large number of participants or extend the study over an extended period, potentially limiting the depth and breadth of the findings.
- Subjectivity of Patient Satisfaction:** Patient satisfaction is a subjective measure that can be influenced by various individual factors, expectations, and prior experiences. While efforts will be made to capture a comprehensive understanding of patient satisfaction, it is important to acknowledge that individual perspectives and subjective interpretations may vary.

## SUGGESTATION AND RECOMMENDATIONS

- Effective Communication:** Clear and open communication is paramount in fostering trust and understanding between patients and healthcare providers. It ensures that patients are well-informed about their treatment plans, which can alleviate anxiety and improve overall satisfaction.
- Timely and Responsive Care:** Minimizing waiting times and providing prompt assistance demonstrate a commitment to patient-centred care. Patients value efficient service delivery and timely attention to their needs, which significantly influences their satisfaction with the hospital experience.

3. **Empathy and Compassion:** Demonstrating empathy and compassion towards patients creates a supportive environment that can positively impact their emotional well-being. Patients appreciate healthcare providers who listen to their concerns and show genuine care, leading to higher satisfaction levels.
4. **Comfortable and Clean Environment:** A clean and comfortable environment contributes to the overall patient experience by promoting a sense of well-being and safety. Patients are more likely to feel satisfied with their stay when they are in a conducive environment that enhances their comfort and recovery.
5. **Patient Education:** Educating patients about their medical conditions and treatment plans empowers them to actively participate in their own care. When patients feel knowledgeable and involved in decision-making, they tend to have a higher level of satisfaction with the care they receive.

## CONCLUSION

Patient satisfaction in the inpatient department (IPD) is crucial for ensuring quality healthcare and a patient-centred approach. It significantly influences patient experience, outcomes, and perceptions of the healthcare facility. By prioritizing patient satisfaction, hospitals can foster a supportive environment, enhancing patient well-being and leading to better health outcomes. Various recommendations, including effective communication, empathy, and prompt care, contribute to increasing satisfaction in IPD. Staff training, patient education, and post-discharge support further enhance patient-centred care. Models like SERVQUAL and HCAHPS offer structured approaches to assessing satisfaction, tailored to the hospital's needs. Ultimately, improving patient satisfaction in IPD requires collaboration among healthcare providers, administrators, and staff, aiming to consistently meet patient expectations and enhance care quality for better patient experiences and outcomes.

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