

A STUDY ON ANALYSING THE FREQUENCY OF COMPLAINTS IN A LEADING MULTISPECIALITY HOSPITAL

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Abstract - Frequency of patient complaints are analyzing the number of repeated complaints and categories the department to find the root cause of the problem. Providing a permanent solution to reduce the complaints and make the patient satisfied.

Key Words: Frequency of complaints, Discrimination, Response delay, Treatment, Management

1.INTRODUCTION

This study conducted to know about the frequency/repeated complaints in hospitals. Hospital is a service sector which provide medical, nursing and various care to the patient. In this study we used patient satisfaction survey as a tool to analyze the frequency of the complaints and root cause of the problem. These data were given by patient or patient attendee. We categories those complaint and figure particular department to get the clear view of root cause of the problem.

Objectives of the study:

- To analyse frequency of the complaints using patient satisfaction survey
- To measure the factors affecting the patient satisfaction in In Patient Department

2. LITERATURE REVIEW

According to Bobbie Berkowitz, this article discusses challenges for measurement of the patient experience, such as lack of consistent terminology and multiple contributing factors, by reviewing a brief selection of selected literature to help readers appreciate the complexity of measurement. subsequent satisfaction with the provision of care Use of patient-reported outcome measures and patient-reported experience measures

According to Rachael L Morton, Patient-reported outcome measures (PROMs) and patient-reported experience measures (PREMs) are increasingly used in research to quantify how patients feel and function, and

their experiences of care, however, knowledge of their utilization in routine nephrology is limited.

3. RESEARCH METHODOLOGY

A descriptive study for the time period of three months was conducted considering the in-patients admitted in the hospital. Primary data was collected in the questionnaire method. The question framed by the operation department was prepared, with inclusion of patient details for the purpose of identification, set of questions were given to identify, categorize and analyses the patient complaint and Total number of samples are 100.

4. ANALYSIS

From the study of the analyzing frequency of the complaints, the charts were given below

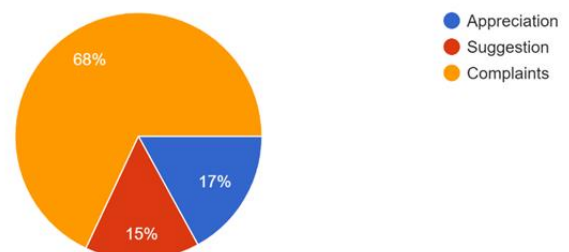


Chart-1 Illustrating the patient satisfaction survey report which has 68% Complaints, 17% Appreciation, and 15% Suggestions are recorded

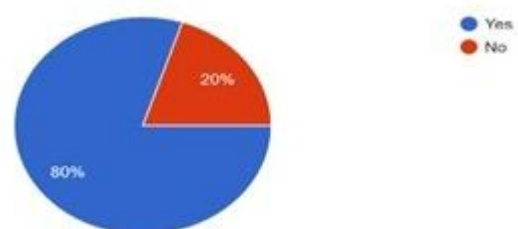


Chart-2 Illustrating 80% of patient faced trouble in this hospital, 20% of patient is satisfied with services

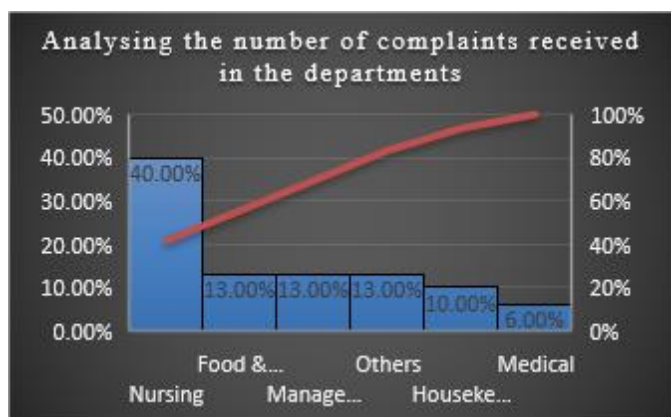


Chart-3 Illustrates the number of complaints received in different departments 40% Nursing, 13% Food & Beverages, 13% Management, 10% Housekeeping, 6% Medical, 13% others...

Radiology, Nursing	Management, Housekeeping	F&B, HK	Operation, Medical	Transport, Radiology	Nursing, Medical services
2	2	1	1	1	2

Table – 3.1 Illustrates the same patient complained 2 or 3 complaints in different departments

Management Nursing	Nursing, Management, HK, F&B	Nursing, HK	Nursing, F&B	Management, Nursing, F&B	Radiology, Medical
2	1	2	2	2	1

Table – 3.2 Illustrates the same patient complained 2 or 3 complaints in different departments

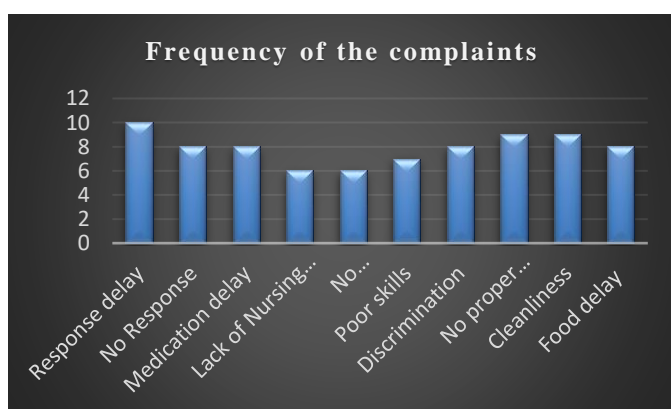


Chart-4 Illustrates the frequency of the complaints repeated complaints 10 response for Response delay, 8 for no response, 8 for medication delay, 6 for lack of nursing staff, 6 for no communication, 7 for poor skills, 8 for discrimination, 9 for no proper amenities, 9 for cleanliness, 8 for food delay.

OBSERVATION

Observation and remarks state that, delays were identified during the following incidents such as,

- Lack of nursing staff results in call bell delay
- Wrong dosage of medication is about to given to the patient, patient attendant noticed and warned the nurse which shows the poor knowledge of the nurse
- There is an lack of nursing staff so organization recruit more nursing interns instead of recruiting experienced nurses which leads to wrong medication or dosage given to the patient
- No communication between nursing staffs. Duty nurse already administer the insulin to the patient but after 10 minutes another nurse came with insulin and was about to administer and patient attendee had to stop her, and she is very casual about that.
- Cleanliness of washroom is poor, housekeeping staff should clean the washroom 6 hour once as patient was getting smell from washroom and washroom door is not in proper condition, tap water is leaking.
- Particular Consultant is always on call, he didn't even care what medication were given to the patient

5.MAJOR FINDINGS AND RECOMMENDATIONS:

The high frequency of complaints received in Multispecialty hospital

- Discrimination towards the patient, nurses were rude to the patient and made fun of her by saying she is an "motion patient" which shows poor training of the nurse
- Response delay/No response to the call bell
- Due to lack of nursing staff organization recruit training nurse instead of experienced one which results in medication error, discrimination, poor knowledge, Negligence
- Due to lack of staff results in Food delay to the patient
- Cleanliness of the washroom is pathetic
- Lack of training to the staff
- Consultant delay in rounds
- Poor quality of food
- No basic amenities
- No promptness of nursing staff
- No proper Communication between departments
- Language barriers

Recommendation:

- Recruit experienced nursing staffs instead of interns
- Maintenance staff should check cleanliness of the room before giving those room to another patient
- Proper Induction training to the staff
- Severe action should take for misbehavior

- Warn/punish the staff for discrimination towards the patient
- Proper Training should give to the staff for patient handling
- Conducting counselling session for the staff

6. CONCLUSION

In this study high frequency of complaints were received in nursing department due to lack of nursing staff results in response delay, medical negligence, and discrimination. The frequency of complaints analyzed, categorized and provided suggestion to improve the quality of care.

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