

A Study on Complaints Action & Prevention Plan, In One of The Leading Hospital in Coimbatore

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Abstract - This study is about how hospitals can handle and prevent complaints from patients to improve their services. It focuses on one of the leading hospital in Coimbatore. Complaints were collected from different departments like administration, food services, housekeeping, nursing, and billing. The research found that many complaints were about food delays, poor facility maintenance, slow discharge processes, and cleaning problems. The study used simple observation and feedback from 310 patients to understand the issues better. Solutions and preventive steps were suggested, like improving food quality, fixing maintenance problems quickly, training staff, and making sure patients get clear information. The study shows that by listening to patient complaints and acting on them, hospitals can improve patient satisfaction, build trust, and provide better overall care.

Keywords: Patient complaints, hospital services, patient care, feedback, solutions, staff training, better service, patient satisfaction, quick response, healthcare improvement.

1. INTRODUCTION

The hospitals can handle patient complaints better and take steps to prevent them in the future. Complaints are important because they show where things are going wrong, and by fixing them, hospitals can improve their service. The study looks at different departments in the hospital, such as administration, food services, housekeeping, nursing, and billing. It helps to understand the common problems patients face, like food delays, facility issues, or discharge delays. By finding the reasons behind these complaints and planning solutions, hospitals can make patients happier and improve their overall experience.

The objectives of the study includes,

- To study about the complaints given by patients
- To identify and analyze the root causes of complaints

- To establish action and prevention plan to rectify complaints.

REVIEW OF LITERATURE:

Garcia et al. (2023) has explained provide a comprehensive review on the integration of complaint action plans into hospital quality assurance processes. The study shows that hospitals that proactively address patient complaints through standardized processes and timely resolutions tend to have lower complaint rates and higher patient satisfaction scores. The authors also discuss the importance of regular staff training on complaint management and the use of data analytics to prevent complaints from recurring, ensuring better long-term outcomes.

Zhang et al. (2022) has explained examine the role of digital tools in complaint management and how technology can enhance patient engagement and satisfaction. The study shows that hospitals leveraging digital tools to track, analyze, and resolve complaints are better positioned to address issues promptly and efficiently. By utilizing digital platforms, hospitals can streamline the process of submitting, reviewing, and resolving complaints, ensuring faster response times and more accurate data collection. The study highlights that digital tools also enable hospitals to identify trends in patient feedback, which can inform broader systemic changes.

2. METHODOLOGY

To comprehend the various hospital concerns, the study used a descriptive research approach. Patient complaints from a variety of departments, including administration, food services, housekeeping, and billing, were observed and documented in order to gather data. In order to maintain the study's fairness, 310 patients from the hospital in Coimbatore were selected at random. Simple percentage analysis was then used to examine the complaints in order to determine the most prevalent problems that patients encountered. This aided in

identifying trouble spots and formulating fixes to enhance healthcare services.

Simple percentage analysis: Simple percentage analysis is a method used to understand data by showing values as percentages of a total. It helps compare individual parts to the whole, making it easier to see their importance or contribution. This method is widely used in fields like finance, business, and statistics to make data clearer and more understandable. In this study, percentage analysis was used to compare different types of complaints and understand their distribution across departments. Percentages are a special kind of ratio that help in comparing two or more sets of data, describing relationships, and showing how different factors contribute to the overall situation.

The formula used to calculate the percentage is:

$$\text{percentage of respondents} = \frac{\text{number of respondents} * 100}{\text{total respondents}}$$

ANALYSIS:

TABLE - 1 SHOWING THAT COMPLAINTS COUNT OF DIETARY

DIETARY	COUNT OF COMPLAINTS	PERCENTAGE
cold food served	3	2%
food delay	136	74%
food misserved	10	5%
food not provided	1	1%
food quality	24	13%
food quatity	5	3%
Vessels complaint	4	2%
Grand Total	183	100%

The table shows that 74% of the respondents complained about food delays, 13% about food quality, 5% about food being misserved, 3% about food quantity, 2% about issues with vessels and cold food served to patients, and 1% complained about food not being provided.

TABLE 2 SHOWING THAT COMPLAINTS COUNT OF HOUSEKEEPING

HOUSEKEEPING	COUNT OF COMPLAINTS	PERCENTAGE
Cleaning	6	17%
cleaning delay	4	12%
Dustbin	4	12%
electronics complaint	1	3%
Facility	6	18%
food complaint	1	3%
Hygiene	2	6%
Insects	9	26%
Plumbing	1	3%
Grand Total	35	100%

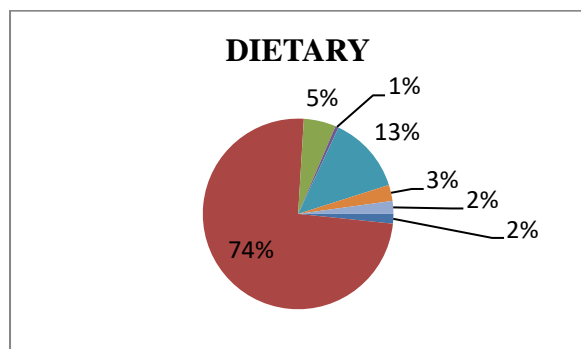
The table shows that 26% of the respondents complained about insects in the room, 18% about facility issues, 17% about cleaning, 12% about cleaning delays and dustbin covers not being changed, 6% about poor hygiene, and 3% about electronic, food, and plumbing complaints.

TABLE 3 SHOWING THAT COMPLAINTS COUNT OF ADMINISTRATION

ADMINISTRATION	COUNT OF COMPLAINTS	PERCENTAGE
discharge delay	2	17%
Facility	6	50%
food complaint	3	25%
staff complaint	1	8%
Grand Total	12	100%

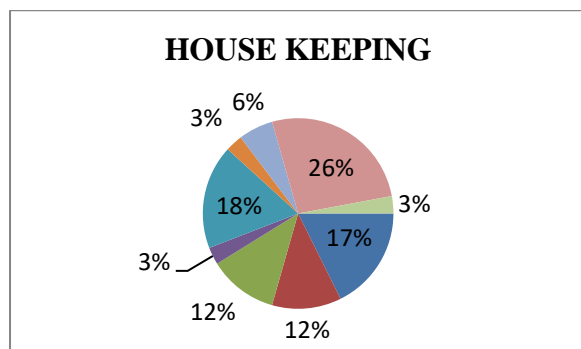
The table shows that 50% complained about the facilities, 25% had issues with the food, 17% of the respondents complained about discharge delays and 8% raised concerns about staff behaviour.

**CHART 1 SHOWING THAT COMPLAINTS
PERCENTAGE OF DIETARY**



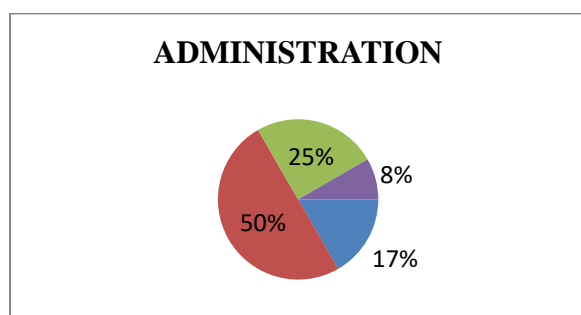
The chart 1 shows that 74% of the respondents complained about food delays, 13% about food quality, 5% about food being misserved, 3% about food quantity, 2% about issues with vessels and cold food served.

**CHART 2 SHOWING THAT COMPLAINTS
PERCENTAGE OF HOUSEKEEPING**



The chart 2 shows that 26% of the respondents complained about insects in the room, 18% about facility issues, 17% about cleaning, 12% about cleaning delays and dustbin covers not being changed, 6% about poor hygiene, and 3% about electronic, food, and plumbing complaints.

**CHART 3 SHOWING THAT COMPLAINTS
PERCENTAGE OF ADMINISTRATION**



The chart shows that 50% complained about the facilities, 25% had issues with the food, 17% of the respondents complained about discharge delays and 8% raised concerns about staff behaviour.

FINDINGS AND SUGGESTION A.DIETRY DEPARTMENT

FOOD DELAY

There are frequent food delays.

FOOD QUALITY AND QUANTITY.

The food quality and quantity are very bad.

ACTION PLAN

It is suggested to reduce food delays and ensure timely delivery to patients.

It is suggested to improve quality and quantity for the food

PREVENTION PLAN:

To prevent food delays and issues with food quality and quantity, it is important to have enough staff for meal preparation and delivery, improve coordination between the kitchen and delivery teams, and follow clear timelines for serving meals. Regular monitoring of delivery times and quick action on any problems will help ensure timely service. Additionally, regular quality checks, proper portion control, and the use of fresh ingredients are necessary to maintain food standards. Staff should be well-trained to prepare meals correctly, and inventory should be checked regularly to avoid shortages and ensure smooth meal service.

B. HOUSEKEEPING DEPARTMENT

INSECTS

Need to control insects like bedbugs and cockroaches inside the rooms.

CLEANING COMPLAINTS

The patient complained about cleaning delays, insufficient manpower for sanitary work, and the need for proper cleaning improvements.

ACTION PLAN

It is suggested to include providing pest control to avoid insects immediately

It is suggested to avoiding cleaning delays, placing manpower for sanitary work, and making proper cleaning improvements.

PREVENTION PLAN:

To control insects like bedbugs and cockroaches, regular pest control treatments should be carried out, along with routine inspections to catch infestations early. Proper cleaning and sanitation must be maintained by regularly washing linens and thoroughly cleaning furniture and corners. To prevent cleaning delays and improve overall cleanliness, it is important to have enough trained cleaning staff, follow a fixed cleaning schedule, and conduct routine checks. Monitoring workloads and filling any staffing gaps promptly will also help maintain high hygiene standards throughout the hospital.

C.ADMINISTRATIVE DEPARTMENT

Patients in the hospital reported the need for better facilities, such as improved toilets, comfortable waiting areas, fast Wi-Fi, more beds, and repaired electronic devices and tiles. Issues like closet damage, faulty flushes, lack of mats, and noise from construction were also concerns. Additionally, complaints were made about poor food service, including bad quality and quantity, unsatisfactory taste, and food delivery delays. Some patients received the wrong food orders, further adding to dissatisfaction.

Overall, both facility maintenance and food service need urgent improvement to enhance patient experience.

ACTION PLAN

To improve patient comfort, toilets should be regularly maintained, waiting areas upgraded with better seating, lighting, and Wi-Fi, and more beds added while fixing broken tiles for safety. Closet damage, faulty flushes, and the need for more mats and proper cleaning should be addressed promptly. Providing cardiac tables and extra chairs in rooms will enhance convenience for patients and visitors. Additionally, food quality, quantity, and taste should be improved, with timely delivery of the correct diet to ensure patients receive the right meals without delay.

PREVENTION PLAN

To prevent facility issues, regular maintenance of toilets, waiting areas, Wi-Fi, beds, and furniture like cardiac tables and chairs is essential to ensure patient comfort and safety. Quick repairs of broken tiles and keeping extra beds ready can avoid inconvenience. For food services, better coordination between the kitchen and delivery team is needed to serve the correct food on time. Regular quality checks, proper staff training, and improving food taste and nutrition will help meet patient expectations and boost satisfaction.

3. CONCLUSIONS

In conclusion, this study highlights the importance of a strong complaints management system to improve customer satisfaction. By identifying the main causes of complaints and using a clear, efficient process to address them, businesses can reduce complaints and prevent recurring issues. The proposed action plan includes clear communication, quick resolutions, employee training, and regular feedback collection, which will help improve product quality and customer service. By implementing these strategies, businesses can build trust, improve their reputation, and create long-lasting customer loyalty, leading to continuous growth and better customer relations.

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