

# A Study on Patient Satisfaction Towards Wellness Health Check-Up in a Multi-Specialty Hospital ,At Kochi

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## ABSTRACT

The Wellness health check-up is a preventive healthcare service aimed at early detection and management of diseases. Patient satisfaction serves as a key indicator of the quality and effectiveness of healthcare services. This study assesses patient satisfaction levels with wellness health check-up services in a multispecialty hospital. A-cross-sectional survey was conducted among 150 patients using a structured questionnaire. The results indicated that while a majority of patients expressed high satisfaction with the professionalism and courtesy of medical staff, moderate dissatisfaction was noted regarding waiting times and clarity of information provided. The study concludes that improvements in service delivery, especially in communication and time management, can enhance overall patient satisfaction. The findings provide valuable insights for healthcare administrators aiming to improve preventive care services.

**Keywords:** Health check-up outcomes, Appointment scheduling, staff behavior, waiting time, effective communication, overall service quality.

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## INTRODUCTION

In today's healthcare landscape, preventive medicine has gained significant importance, with Wellness health check-up playing a pivotal role in early diagnosis and health maintenance.

These comprehensive screening packages are designed to assess an individual's overall health status, enabling timely intervention and promoting long-term wellness. However, the effectiveness of such programs is not solely determined by clinical outcomes—it is equally dependent on patient satisfaction, which influences adherence, trust, and continued engagement with healthcare services. This study aims to evaluate patient satisfaction towards wellness Health Check-Ups, exploring various factors such as service quality, staff behavior, wait times, infrastructure, and overall experience. Understanding these insights can help healthcare providers enhance service delivery and patient-centered care.

## STATEMENT OF THE PROBLEM:

This study aims to investigate the level of patient satisfaction towards wellness health check- up programs, identify the key factors that contribute to or detract from patient satisfaction, and provide actionable insights for healthcare providers to improve the effectiveness and quality of these services. By understanding the gaps in service delivery, this research can help institutions improve patient retention, service quality, and ultimately, the health outcomes of those who undergo these health check-ups.

## OBJECTIVES OF THE STUDY:

1. To study the patient satisfaction on wellness health check-up
2. To analyze the factors influencing patient satisfaction on wellness health check-up
3. To suggest method to improve patient satisfaction

## REVIEW OF LITERATURE

1. According to Heather Torbic, Leticia Vargas, Alyssa Chen (2020), The study conducted at a multi-specialty hospital in Jaipur focused on medication turnaround time in the in-patient pharmacy. Analyzing 300 indents, the study found delays in 25.2% of normal, 48.7% of new admission, and 60% of urgent indents.
2. According to Sony Wiraganda (2020), The study explores the impact of Job Instruction (JI) training in pharmacy, aiming to standardize practices and improve efficiency. Preliminary results indicate benefits such as decreased error rates and increased team.
3. According to Anika Reichert (2018), this study shows that , new emphasis was put on reducing waiting times in mental health services as there is an ongoing concern that longer waiting time for treatment leads to poorer health outcomes.

## RESEARCH METHODOLOGY

RESEARCH DESIGN: Descriptive research SAMPLING METHOD: simple random sampling SAMPLE SIZE: 150

METHODS OF DATA COLLECTION: Structured questionnaire ANALYSIS: simple percentage analysis

## ANALYSIS

Chart -1. The chart showing the satisfaction level of patient towards the time taken for wellness health-checkup.



The chart shows that 8% of the respondents are very satisfied, 38% of the respondents are satisfied, 43.30% of the

respondents gives as neutral, 8% of the respondents are dissatisfied and the remaining 2.60% are dissatisfied on the time taken for wellness health check-up.

Chart-2. Chart showing the satisfaction level of patients with the care and excellence of wellness health check-up.

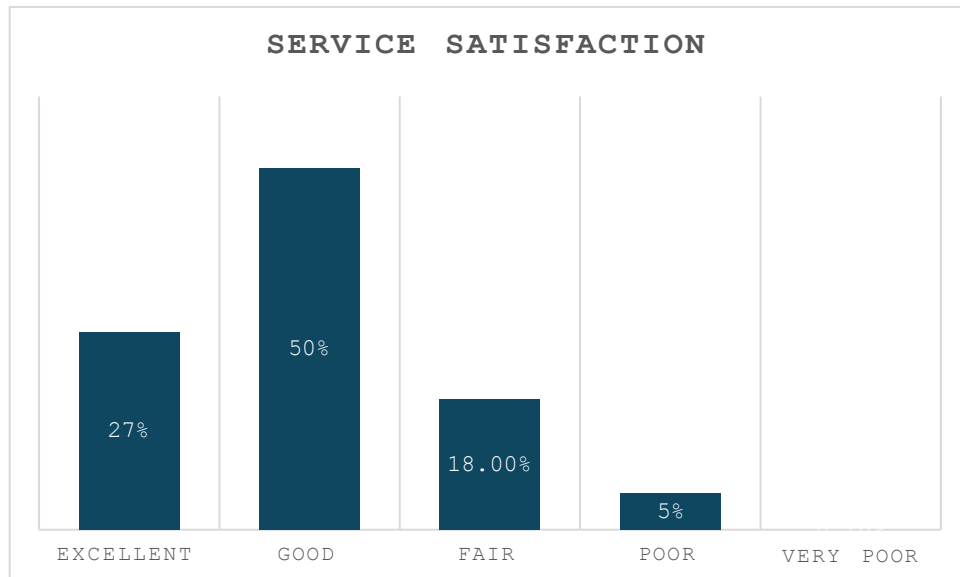
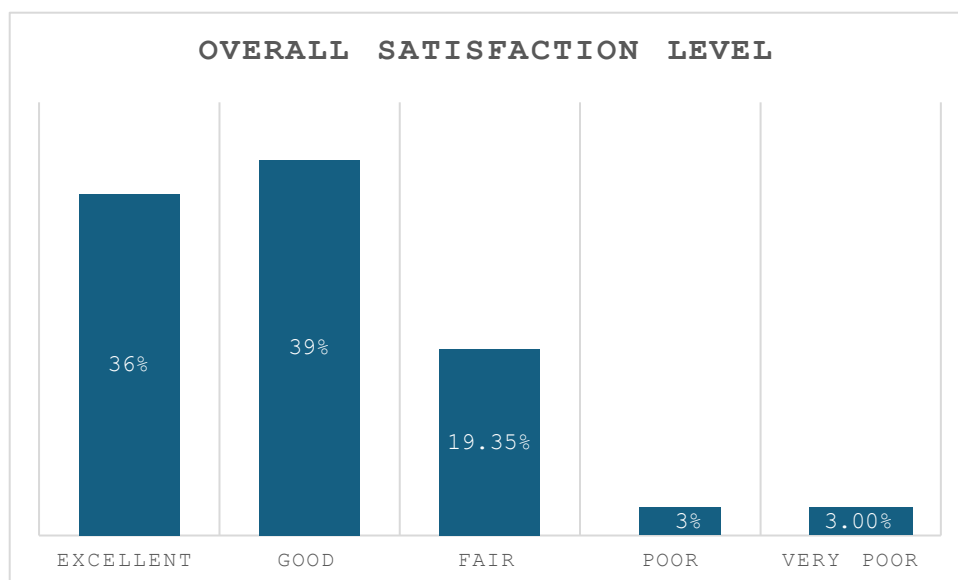


Chart shows that 27% of the respondents gives as excellent satisfaction, 50% of the respondents gives as good, 18% gives as fair and the remaining 5% gives as poor satisfaction on service excellence.

Chart-3. Chart showing the overall satisfaction of patients on wellness health check-up.



The chart shows that 36% of the respondents gives as excellent satisfaction, 39% as good, 19.35% as fair, 3% as poor and the remaining 35 as very poor satisfaction on overall wellness health check-up services.

## FINDINGS

➤ 46% of respondents reported that it is easy to take appointment for health checkup

- Improper communication between coordinators and patients on peak days causes delays.
- 14% of the respondents gives poor satisfaction on their experience with coordinators during health checkup
- Delays causes are due to the improper punctuality of patients.
- Long waiting time for USG scan makes patients uncomfortable.
- There is not enough space to accommodate VIP and platinum patients together.
- Frequent complaints raised by patients on improper cleaning of restrooms.
- Pending works in reception cause delays

## SUGGESTIONS

- Replacement of age-old equipment and proper maintenance is needed.
- Need to procure a new TMT machine with advanced technologies to reduce errors.
- Need to procure an advanced USG machine to reduce delay.
- It's better to arrange cardiology and gynecology consultations on time to reduce waiting time.
- Need to increase space in lounge area.
- Need to provide sufficient glass at the purifier side for the patients.
- Need to clean the restrooms more frequently
- It's better to send reminder calls to patients about PPBS.
- A.C. maintenance is needed at the lounge area
- Need to introduce reception checklist to reduce pending works.

## CONCLUSION

In conclusion, the study on patient satisfaction towards Wellness Health Check-ups has provided valuable insights into the perceptions, expectations, and overall experiences of individuals undergoing these comprehensive health assessments. The findings indicate that the majority of patients are satisfied with the quality and convenience of the services provided. Key factors contributing to patient satisfaction include the professionalism of healthcare staff, the comprehensiveness of the check-up packages, and the efficiency of the process.

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