

# Analyzing Patient Satisfaction Relationship with Hospital Management

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**ABSTRACT:** The relationship between patient pleasure and medical institution management is a crucial element of healthcare shipping structures worldwide. This research targets to research the complicated dynamics that influence affected person delight inside the context of medical institution control practices. By analyzing various factors consisting of best of care, conversation, responsiveness, and overall health center surroundings, this takes a look at seeks to discover the underlying mechanisms thru which powerful hospital control contributes to enhanced affected person satisfaction. The findings of this analysis will offer treasured insights for healthcare administrators, coverage makers, and researchers, highlighting the significance of green health center management techniques in improving affected person studies and consequences. Through a comprehensive evaluate of literature, statistical evaluation of affected person comments, and case studies from leading hospitals, this research endeavors to shed mild on how medical institution control practices may be optimized to foster better stages of affected person delight, ultimately contributing to higher health outcomes and patient properly-being.

**KEYWORDS:** Research Paper, Staff behavior, Statistical Analysis, Visualize Findings,

## INTRODUCTION

The healthcare quarter has passed through huge transformations over the last few many years, driven with the aid of advancements in scientific generation, adjustments in affected person demographics, and increasing expectations for nice care. Amidst these changes, affected person delight emerges as a important metric that displays the overall effectiveness of hospital management practices. This studies paper goals to delve into the tricky dating between patient pride and clinic management, exploring how numerous factors of sanatorium operations and administrative selections have an effect on sufferers' perceptions and reports.

Patient satisfaction isn't always simply a degree of individual reviews but a barometer of the broader fitness gadget's performance. It encompasses elements along with the best of care acquired, communicate with healthcare carriers, cleanliness and luxury of facilities, and the efficiency of service delivery. These factors collectively make a contribution

to the overall delight ranges amongst patients, which in flip influences their believe in the healthcare system and their willingness to searching for further remedy or endorse the power to others.

Hospital management plays a pivotal function in shaping affected person pride via its strategic selections and operational practices. Effective control ensures that sources are allocated correctly, body of workers are well-educated and prompted, and techniques are streamlined to beautify affected person enjoy. Conversely, bad control can cause inefficiencies, loss of transparency, and substandard care, negatively impacting affected person pleasure.

This has a look at seeks to analyze the complex interplay between patient satisfaction and medical institution control, drawing upon empirical proof and theoretical frameworks. By analyzing case studies, survey records, and statistical analyses, we purpose to find patterns and correlations that shed mild on the important thing drivers of patient pleasure inside the health facility setting. The findings of this studies could provide treasured insights for health center directors, policymakers, and healthcare experts, guiding them toward techniques that beautify patient pride and ultimately enhance the fine of healthcare offerings.

In end, understanding the relationship between affected person delight and health center control is vital for navigating the demanding situations and opportunities offered by means of the evolving healthcare panorama. This research paper contributes to the continuing talk on improving affected person-focused care, emphasizing the significance of effective sanatorium management in achieving excessive ranges of patient satisfaction.

## NEEDS AND SIGNIFICANCE

### NEEDS

- **Improving Patient Care:** Understanding the connection among affected person pride and medical institution control practices can result in enhancements in affected person care. By identifying what elements make contributions to patient dissatisfaction, hospitals can cope with those problems, leading to higher patient outcomes and reviews.
- **Enhancing Hospital Reputation:** High tiers of affected person pleasure can beautify a hospital's recognition amongst sufferers and the broader community. This can entice greater patients and positively impact the health center's economic overall performance.
- **Compliance with Quality Standards:** Many healthcare best standards emphasize patient satisfaction as a key indicator of service first-class. Analyzing affected person delight can assist hospitals ensure they meet those requirements and hold accreditation.
- **Staff Development and Training:** Insights gained from reading patient pride can inform staff improvement and education applications. By expertise wherein improvements are needed, hospitals can tailor training to address precise regions that have an effect on patient pleasure.

### SIGNIFICANCE

- **Evidence-Based Decision Making:** The findings from this research can offer proof-primarily based insights for health center control to make knowledgeable selections about guidelines and practices aimed at enhancing affected person delight.
- **Patient-Centered Healthcare:** A deeper understanding of affected person delight can guide the shift in the direction of greater patient-centered healthcare models. It emphasizes the significance of considering patient needs and preferences in decision-making techniques inside health center control.
- **Healthcare System Improvement:** On a larger scale, the findings can contribute to the development of the healthcare gadget as an entire. By highlighting effective strategies for enhancing patient pride, these studies can function a model for other healthcare institutions seeking to enhance their services.
- **Research Contribution:** This study contributes to the existing frame of know-how on patient delight in healthcare settings. It fills gaps in contemporary literature by way of specially inspecting the relationship among affected person pride and hospital control practices, supplying precious insights for future research in this location.

## REVIEW OF LITERATURE

1. **Haydar Kerem Hosgor, Ekrem Sevim (2022)** Patient Satisfaction and Hospital Brand Image “Aims: In this meta-analytic have a look at, the relationship between delight and brand photo variables became investigated from the views of patients and hospitals. Methods: After our overview of the literature which included 2010 and 2021, 19 studies that met the inclusion standards had been analyzed with the meta-analysis approach. The Comprehensive Meta-Analysis package program was used within the evaluation of the facts. Findings: The general number of the individuals within the samples within the scope of the research turned into 6,038. It turned into determined that a hundred% of the studies have been posted as articles, 68.4% have been in English, and at the same time as 31.6% had been published between 2010 and 2015, 68. Four% were posted between 2016 and 2021. According to the random effect model, a statistically big, fantastic and sturdy dating ( $r: \sim 0.50$ ) become determined between affected person pleasure and health center logo picture variables. Conclusion: In different phrases, it become found out that of the sufferers who have been happy with the consequences of the fitness service they obtained, the ones whose satisfaction stage was high perceived the logo photograph of the health facility more efficaciously. In this context, it may be endorsed that hospital directors who need their hospitals' emblem image to be perceived with the aid of health provider recipients as excessive need to connect more importance to patient pride.
2. **Abdur Razzak Khan (2024)** Patient satisfaction in the outpatient department of a Tertiary care hospital “Patients are the key stakeholders in health care industries, and it is extremely important to increase their pleasure stage. Patient pride is a subject of exceptional interest to the fitness care industries and researchers alike. As there are plenty of factors related to fitness care that reasons patient selection and rejection. Since competition has expanded in current years, this exerts extra pressure on health care industries to render more progressed service nice in addition to constructing high

recognition. Improved excellent of provider has now turn out to be an vital component of affected person delight, and gaining high popularity is taken into consideration the key for any fitness care company. In exercise and theory, it's been demonstrated that service first-class dimensions socio demographic elements and popularity is associated with patient delight. For this, we took SERVQUAL version of the provider pleasant integrate popularity, and how it impacts patient pride is the main subject of the take a look at. Purpose: The cause of this takes a look at is to analyze that how SERVQUAL version of the service best, socio-demographic elements and recognition can affect patient satisfaction in fitness care sectors, for this take a look at we researched Chattogram International Medical College Hospital hospital. This study is focused in the direction of exploring the perceptions of sufferers who eat or undertook Chattogram International Medical College Hospital health facility offerings in outpatient branch. Method: In this study hypothesis advanced to research how SERVQUAL model of the carrier satisfactory, socio-demographic factors and popularity can have an effect on patient delight. For service excellent SERVQUAL version changed into used even as numerous attributes have been taken for socio-demographic elements and recognition to analyze the patient notion. A quantitative research method turned into followed, and non-chance judgment sampling technique changed into used to collect quantitative statistics from patients of outpatient department of Chattogram International Medical College Hospital clinic to get their delight stages.

## OBJECTIVES OF THE RESEARCH

- i. **Examine the Impact of Hospital Characteristics on Patient Satisfaction:** Investigate how diverse medical institution characteristics which includes length (measured with the aid of the number of licensed beds), profit status, location (rural vs. Urban), and whether or not it's far a coaching hospital effect affected person pleasure stages. This includes exploring whether or not larger hospitals or those with certain profit statuses have a tendency to have lower delight prices as compared to smaller or nonprofit establishments.
- ii. **Explore Organizational Factors and Staff Attitudes Influencing Quality of Care:** Identify the organizational factors and team of workers attitudes that contribute to clinic body of workers perceptions of the quality-of-care patients receive. This entails information how personnel empowerment and mental safety in the place of job relate to patient delight and affected person experience.
- iii. **Investigate the Relationship Between Patient Satisfaction and Health-Related Quality of Life (HRQOL):** Determine the correlation among patient delight with the clinic revel in and their fitness-associated pleasant of existence. Explore how factors including age, gender, kind and stage of infection, sort of insurance, marital fame, and period of stay have an impact on both patient pleasure and HRQOL.
- iv. **Assess the Role of Communication and Information Provision in Enhancing Patient Satisfaction:** Analyze how powerful conversation and statistics sharing among healthcare carriers and patients affect patient pleasure. This consists

of inspecting the impact of clear and steady communication concerning treatment plans and outcomes on affected person delight.

- v. **Evaluate the Effectiveness of Interventions Aimed at Improving Patient Satisfaction and HRQOL:** Assess the effectiveness of interventions designed to beautify patient satisfaction and HRQOL, which include enhancing communicate abilities among nursing team of workers and engaging patients in selection-making techniques. This goal goals to discover strategies that may lead to stepped forward affected person experiences and consequences.

## SCOPE OF THE STUDY

- **Patient Demographics:** Understanding the demographic characteristics of patients (e.g., age, gender, socioeconomic status) and how these factors might also impact their satisfaction ranges.
- **Quality of Care:** Evaluating the exceptional of care furnished by means of hospitals, which include medical results, communicate capabilities of scientific personnel, responsiveness to patient needs, and overall patient revel in for the duration of hospitalization.
- **Hospital Management Practices:** Investigating the position of sanatorium control in enhancing patient pleasure. This consists of inspecting regulations and tactics related to affected person engagement, comments mechanisms, staff training, and operational performance.
- **Technology Utilization:** Assessing the effect of technology on affected person satisfaction, such as electronic health records, telemedicine services, and digital affected person portals.
- **Patient Feedback Mechanisms:** Analyzing present techniques for accumulating and making use of patient comments to pick out areas for improvement and measure adjustments over time.
- **Comparative Analysis:** Conducting a comparative evaluation of affected person delight throughout specific forms of hospitals (public vs. Personal, urban vs. Rural) to identify traits and pleasant practices.
- **Impact of COVID-19:** Exploring the precise demanding situations posed via the COVID-19 pandemic on affected person satisfaction and the way sanatorium management tailored to these adjustments.
- **Future Trends:** Identifying emerging developments in healthcare transport and management that could potentially decorate patient pride in the future.

## RESEARCH METHODOLOGY

To conduct a study, take a look at on studying the relationship between patient satisfaction and health facility management, a complete research method is critical. This method will manual the collection, evaluation, and interpretation of facts to attract meaningful conclusions approximately how health facility management practices have an impact on affected person pride ranges. Here's a dependent technique:

## LITERATURE REVIEW

**OBJECTIVE:** Identify existing studies on patient delight and its relation to medical institution management.

**METHODOLOGY:** Conduct a systematic evaluate of educational journals, conference court cases, and respectable health care courses specializing in affected person delight indices and management techniques in healthcare settings.

**ANALYSIS:** Synthesize findings to recognize modern know-how gaps and theoretical frameworks that could inform the research layout.

## RESEARCH DESIGN

Type of Study: Cross-sectional survey look at.

**SAMPLE SIZE CALCULATION:** Determine the sample size based totally on the anticipated incidence charge of patient pride and favored confidence level using statistical software program (e.g., GPower).

**SAMPLING METHOD:** Stratified random sampling to ensure illustration across one-of-a-kind health facility departments and patient demographics.

## DATA COLLECTION

**QUESTIONNAIRE DEVELOPMENT:** Develop a questionnaire to degree patient satisfaction and investigate numerous elements of clinic management. Include established scales which include the Patient Satisfaction Questionnaire (PSQ) and Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

**DATA COLLECTION TOOLS:** Use on line survey structures to distribute the questionnaire to sufferers who've lately acquired offerings from the hospitals underneath study.

**ETHICAL CONSIDERATIONS:** Ensure informed consent is received from members and hold confidentiality of gathered facts.

## DATA ANALYSIS

**DESCRIPTIVE STATISTICS:** Calculate frequencies, method, and trendy deviations to explain the sample traits and preliminary traits in patient pride scores. Perform chi-square assessments or t-exams to have a look at relationships between demographic variables and patient satisfaction scores.

**MULTIVARIATE ANALYSIS:** Use regression fashions (e.g., linear regression, logistic regression) to perceive sizeable predictors of patient delight, controlling for confounding factors like age, gender, and sort of provider acquired.

## **INTERPRETATION AND REPORTING**

**INTERPRET RESULTS:** Discuss the consequences of the findings concerning the connection among medical institution management practices and patient delight.

**REPORTING STANDARDS:** Adhere to reporting requirements together with the Consolidated Standards of Reporting Trials (CONSORT) for observational studies to enhance transparency and reproducibility.

**RECOMMENDATIONS:** Based on the findings, suggest actionable recommendations for health center control to improve affected person satisfaction.

## **TYPES OF DATA COLLECTION**

**Primary Data:** primary data are those which were collected a fresh & for the first time and thus happen to be original in character.

- Questionnaire

**Secondary Data:** Secondary data is collected from previous research and literature to fill in the respective project. The secondary data was collected through:

- Articles
- Websites
- Books

**Sample Size: 41 (customers)**

Analysis Technique: Random Sampling and Questionnaire technique selected by researcher to collect the data from the respondent.

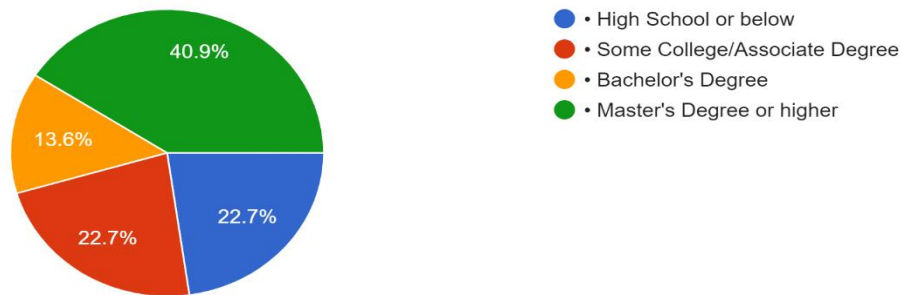


## DATA ANALYSIS & INTERPRETATION

### ➤ Education level

#### 3. What is your level of education?

22 responses



Response	Frequency	Percentage
High school	5	22.7
Some college	5	22.7
Graduation	3	13.6
Post graduation	9	40.9
Total	22	100

#### Data analysis:

From the above graph and table, it is overserved that out of 22 responses,9 respondents are post-graduation with 40.9%, 3 respondents are graduation with 13.6%, and I respondents has an associate degree.

#### Interpretation:

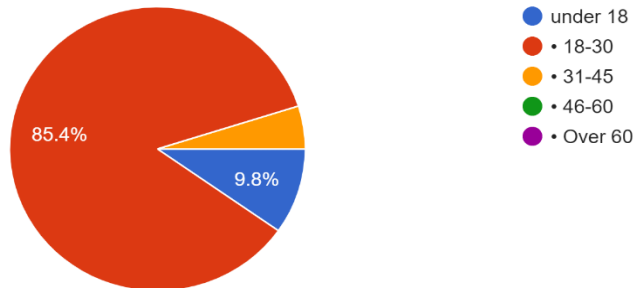
It is observed that most of the respondents are post graduated and the least number of respondents are those who has associate degree.



## ➤ Age

### 1. age

41 responses



Response	Frequency	Percentage
Under 18	35	9.8
18-30	4	85.4
31-45	2	4.9
46-60	0	0
Over 60	0	0
Total	41	100

**Data Analysis-** from the above graph and table it is observed that out of the total responses 41, 35 responders are from the age group under 18, 4 responders are from the age group of 18-30, 2 responders are 31-45 and 0 people are of 46-60 to 60 above.

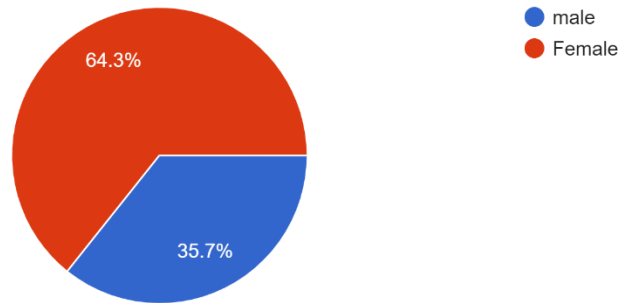
### Interpretation:

It is observed that most of the responders are among the age group of Under 18 years and the least number of responders belongs to the age group 46-60 above.

➤ Gender

2. Gender:

42 responses



Response	Frequency	Percentage
Male	15	35.7
Female	27	64.3
Total	42	100

**Data analysis:**

From the above graph and table, it is overserved that out of 42 responses, 15 respondents are Male With 35.7%, 27 respondents are Female with 64.3%.

**Interpretation:**

It is observed that most of the respondents are Female and the least number of respondents are those who has Male,

### ➤ How often do you visit our hospital

How often do you visit our hospital?  
41 responses



Response	Frequency	Percentage
This was my first visit	14	34.1
Rarely	13	31.7
Occasionally	6	14.6
Frequently	1	2.4
Regularly	7	17.1
Total	41	100

### Data analysis:

From the above graph and table, it is overserved that out of 41 responses, 14 respondents are This was my first visit with 34.1%, 13 respondents are Rarely with 31.7%, 6 respondents are Occasionally with 14.6%, 1 respondent is Frequently with 2.4%, and 7 respondents are Regularly with 17.1%.

### Interpretation:

It is observed that most of the respondents are this was my first visit and the least number of respondents are those who has Frequently.

### LIMITATION OF RESEARCH

The study was carried out within the stated parameters. The research was limited.

- Acknowledge Limitations: Discuss capacity obstacles of the look at, including self-choice bias in survey respondents or the move-sectional nature of the take a look at.
- Future Directions: Suggest areas for future research, consisting of longitudinal studies to track changes through the years and qualitative research to explore underlying mechanisms of satisfaction.

## CONCLUSION

In end, this study has meticulously analysed the relationship among patient delight and sanatorium control practices, highlighting the important position that powerful management plays in enhancing affected person experiences and outcomes. The findings underscore the importance of adopting complete techniques that prioritize affected person-centered care, green verbal exchange, and continuous excellent development initiatives. By that specialize in those areas, hospitals can considerably improve patient satisfaction degrees, leading to higher health outcomes, improved affected person loyalty, and ultimately, the achievement of healthcare establishments. This observe emphasizes the need for hospital management to actively interact in efforts aimed toward know-how and addressing sufferers' needs and expectations, thereby fostering a fantastic healthcare environment that prioritizes patient properly-being principally else.

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