

# ASSESSING PATIENT EXPERIENCE IN INPATIENT DEPARTMENTS: A CASE STUDY OF A MULTISPECIALITY HOSPITAL IN COIMBATORE

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**Abstract**—This study investigates patient experience within the Inpatient Department (IPD) of a multispecialty Hospital in Coimbatore, India. Patient-reported experience Measures (PREMs) were utilized to evaluate patient satisfaction, focusing on aspects such as communication with healthcare providers, hospital environment, and service quality. The findings highlight the importance of patient feedback in identifying areas for improvement in healthcare delivery, ultimately enhancing patient-centered care and overall hospital management.

**Key Words:** Patient experience, Patient-Reported Experience Measures (PREMs), Inpatient Department (IPD), patient satisfaction, healthcare quality, hospital management.

## 1. INTRODUCTION

Patient experience is increasingly recognized as a critical component of healthcare quality. While patient satisfaction has long been a focus in healthcare, a comprehensive understanding of the patient's journey within the hospital setting is essential for delivering patient-centered care. This study explores patient experiences in the IPD of the Multispecialty Hospital, utilizing PREMs to gain insights into various facets of patient care and identify areas for enhancement.

## 2. OBJECTIVES

This study aimed to:

- Assess patient satisfaction levels concerning their health.
- Investigate the influence of hospital facilities and the environment on overall patient satisfaction.
- Identify factors impacting patient experience.
- Propose recommendations to enhance patient experience.

## 3. LITERATURE REVIEW

According to Charlotte Kingsley and Sanjiv Patel in their study "Patient reported outcome measures and patient-reported experience measures," Patient-Reported Experience Measures (PREMs) are useful tools for obtaining data on patients' perceptions of their health and experiences while receiving care, to improve the quality of care. The selection of the correct measuring tool is vital to ensure validated, reliable data for the population. The limitations of Patient-Reported Outcome Measures (PROMs) and PREMs must be considered before implementing these tools.

According to Chindhu Shunmuga Sundaram, Rachel Campbell, et al., in their study "Patient and healthcare provider perception on using patient-reported experience measures (PREM's) routine clinical care: a systematic review of qualitative studies," patient-reported experience measures (PREMs) assess the quality of care from patients' perspectives. PREMs can be used to enhance patient-centered care and facilitate patient engagement in care. With increasing quality improvement studies in clinical practice, the use of PREMs has surged. Knowledge about stakeholder experiences of using PREMs to assess the quality of care across diverse clinical settings is needed to inform PREM implementation efforts. This review examines the qualitative literature on patient and healthcare provider experiences of using PREMs in clinical practice.

## 4. METHODOLOGY

The research methodology used in the report is as follows:

- **Research Design:** The study involves assessing patient perspectives to make public health

services more responsive to people's needs and expectations.

- **Data Collection:** Patient experience measures are used, which are sensitive to differences in quality care across different providers, institutions, or time.
- **Analysis:** The research focuses on identifying factors affecting patient satisfaction levels with the services provided.
- This methodology aims to evaluate and improve healthcare service quality by understanding and addressing patient experiences and satisfaction levels.

## 5. ANALYSIS

**Chart 1:** The chart showing the quality of medical care

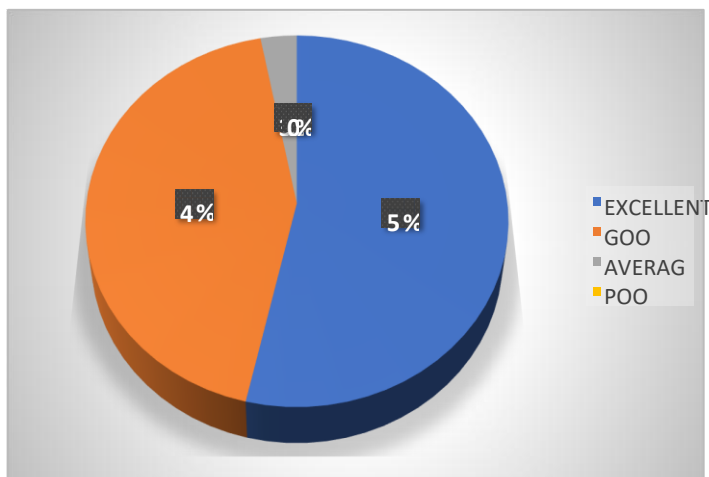


Table 1: The table shows the doctor's explanation of the patient's condition & treatment

S.NO	PARAMETERS	NO.OF. RESPONDENT	PER CEN TAGE
1	EXCELLENT	95	63%
2	GOOD	55	37%
3	AVERAGE	0	0%
4	POOR	0	0%

The above table shows that 63% of the respondents have responded as feel excellent, 37% of the respondents have responded as feel good for the question “Doctor's Explanation of Patients Condition & Treatment”.

## 6. RESULTS AND RECOMMENDATIONS

### Results

The study findings provide insights into patient perceptions of care quality, communication effectiveness, and satisfaction with hospital services. Key results include:

### Quality of Medical Care

- Doctor’s Explanation of Patient’s Condition & Treatment
- Nurses' Understanding of Patients’ Needs
- Nurses' Responsiveness to Patient Calls
- Communication and Approach/Time Delay in Pharmacy
- Laboratory Services
- Billing & Insurance Service
- Reception Service
- Discharge Process
- Room Facilities & Cleanliness Service

### Recommendations

Based on the study's findings, the following recommendations are suggested:

- Enhance communication between healthcare providers and patients to ensure clear and comprehensive information sharing.
- Implement strategies to minimize waiting times and improve the efficiency of service delivery.
- Focus on providing personalized attention to patients, addressing their individual needs and concerns.
- Maintain a clean and comfortable hospital environment to promote patient well-being.
- Utilize patient feedback to continuously monitor and improve the quality of care.

## 7. CONCLUSIONS

This study provides valuable insights into patient experiences within the IPD of Multispecialty Hospital. By utilizing PREMs, the hospital can gain a deeper understanding of patient perceptions and identify opportunities to improve service delivery. The findings emphasize the importance of patient-centered care and the ongoing need to assess and enhance patient experiences in healthcare settings.

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