



Out-Patient & In-Patient Feedback Analysis (01-01-2023 to 30-6-2023)



Out-Patient Feedback Analysis

(01-01-2023 to 30-06-2023)

Patient feedback analysis is important because it helps improve the quality of care, enables patient-centeredness, evaluates performance, manages reputation, ensures regulatory compliance, and fosters continuous learning and innovation in healthcare.

Out-Patient Feedback Analysis

(01-01-2023 to 30-06-2023)



Analytics Sun Jan 01 2023 - Fri Jun 30 202

OP IP

Export

View All Data

	No of Consultations	New Consultations	Follow-up Consultations	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Data Collection	8204	3348	4856	746	8206	7249	2238	2685	2063	252	11
Percentage (%)							30	37	28	3	0
NPS (%)							95				

Question Name	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P			
Availability of sufficient information in hospital (Directional and location signages, registration counter, laboratory, radiology and pharmacy, etc.)(Out Patient Experience)	746	746	742	216	259	252	15	0			
Waiting time at the registration counter.(Out Patient Experience)	746	746	724	175	262	253	32	2			
Behaviour and attitude of hospital staff(Out Patient Experience)	746	746	742	258	278	192	13	1			
Amenities in waiting area (chairs, fans, drinking water and cleanliness of bathroom and toilets).(Out Patient Experience)	746	746	733	206	269	232	25	1			
Attitude & Communication of Doctors.(Out Patient Experience)	746	746	739	339	267	128	5	0			
Time spent on consulting, examination and counselling.(Out Patient Experience)	746	746	728	269	280	153	26	0			
Availability of lab and radiology investigation facilities within the hospital.(Out Patient Experience)	746	746	710	187	263	218	40	2			
Promptness at Pharmacy counters.(Out Patient Experience)	746	746	701	169	258	231	39	4			
Availability of prescribed drugs at the hospital pharmacy(Out Patient Experience)	746	746	703	179	270	208	45	1			
Your overall satisfaction during the visit to the hospital.(Out Patient Experience)	746	746	725	239	279	196	11	0			
Suggestions / Remarks(Out Patient Experience)	746	746	2	1	0	0	1	0			
Percentage (%)							30	37	28	3	0
NPS (%)							95				

	Net score	Excellent	Very good	Good
Net Satisfactory Score is	95%	30%	37%	28%

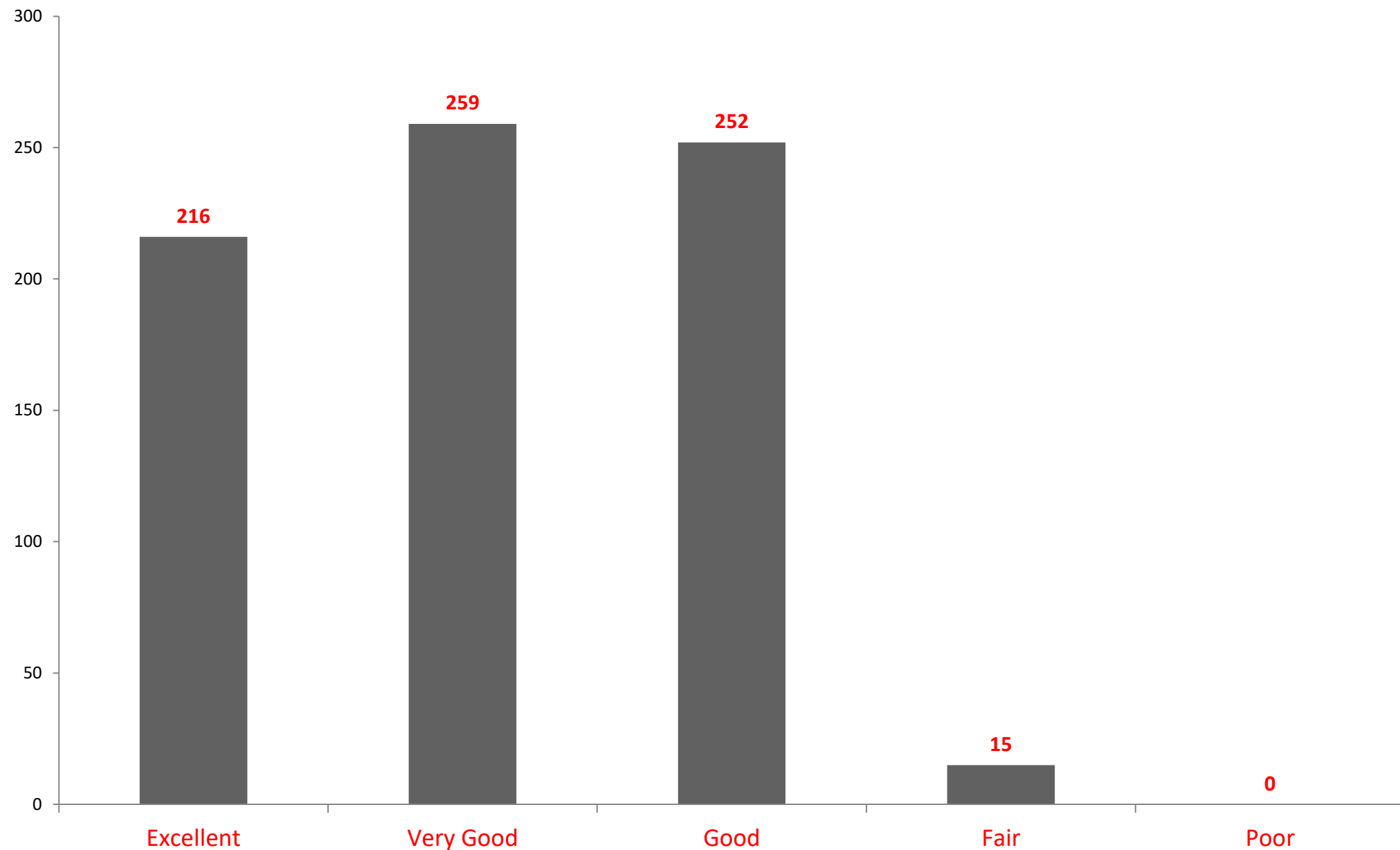
Total feed backs collected: **746**

Total number of New Consultations: **3348**

Total number of Questions: **10**

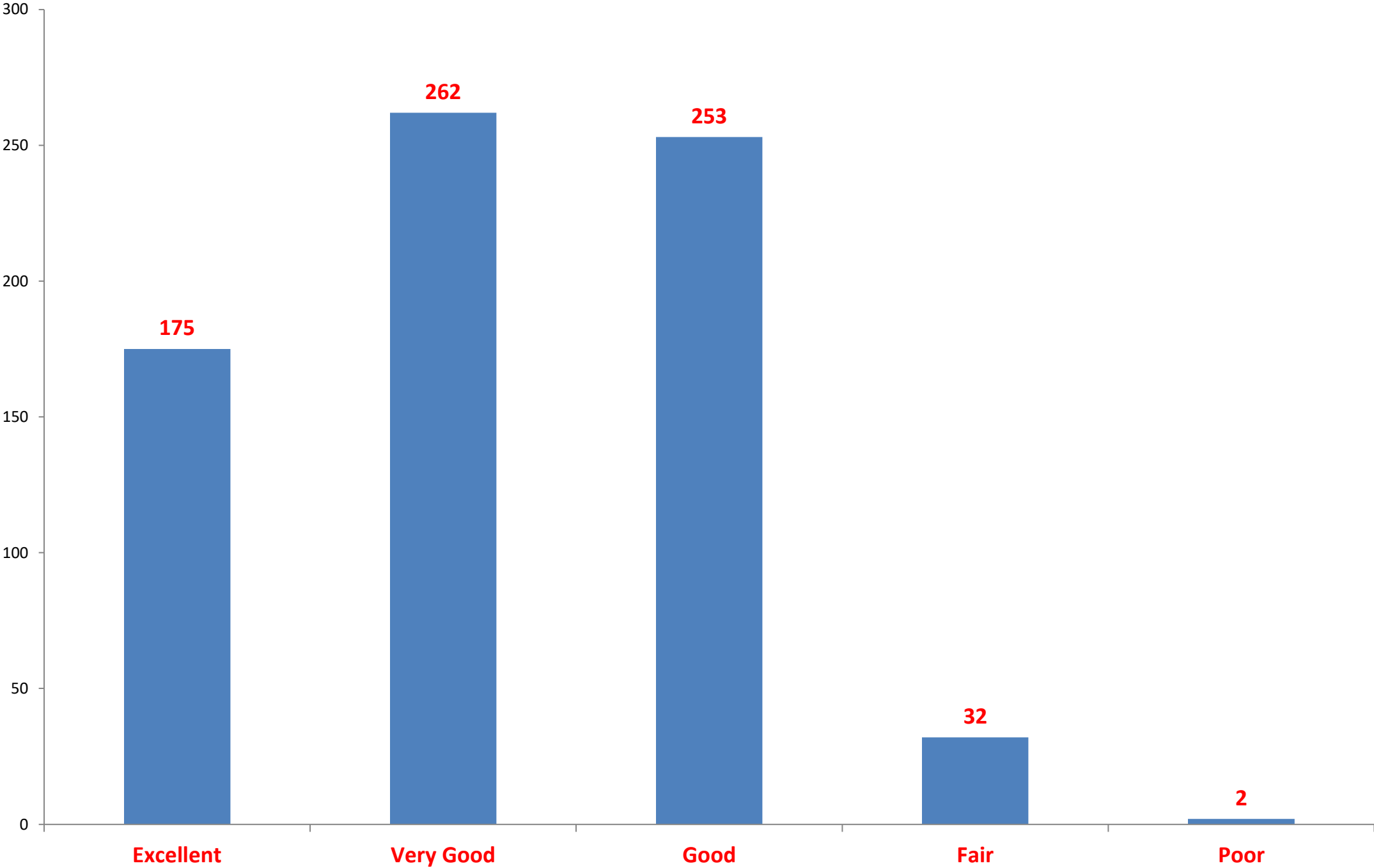
(% of Feedbacks collected: **22%**)

1. Availability of sufficient information in hospital (Directional and location signage, registration counter, laboratory, radiology and pharmacy, etc.)

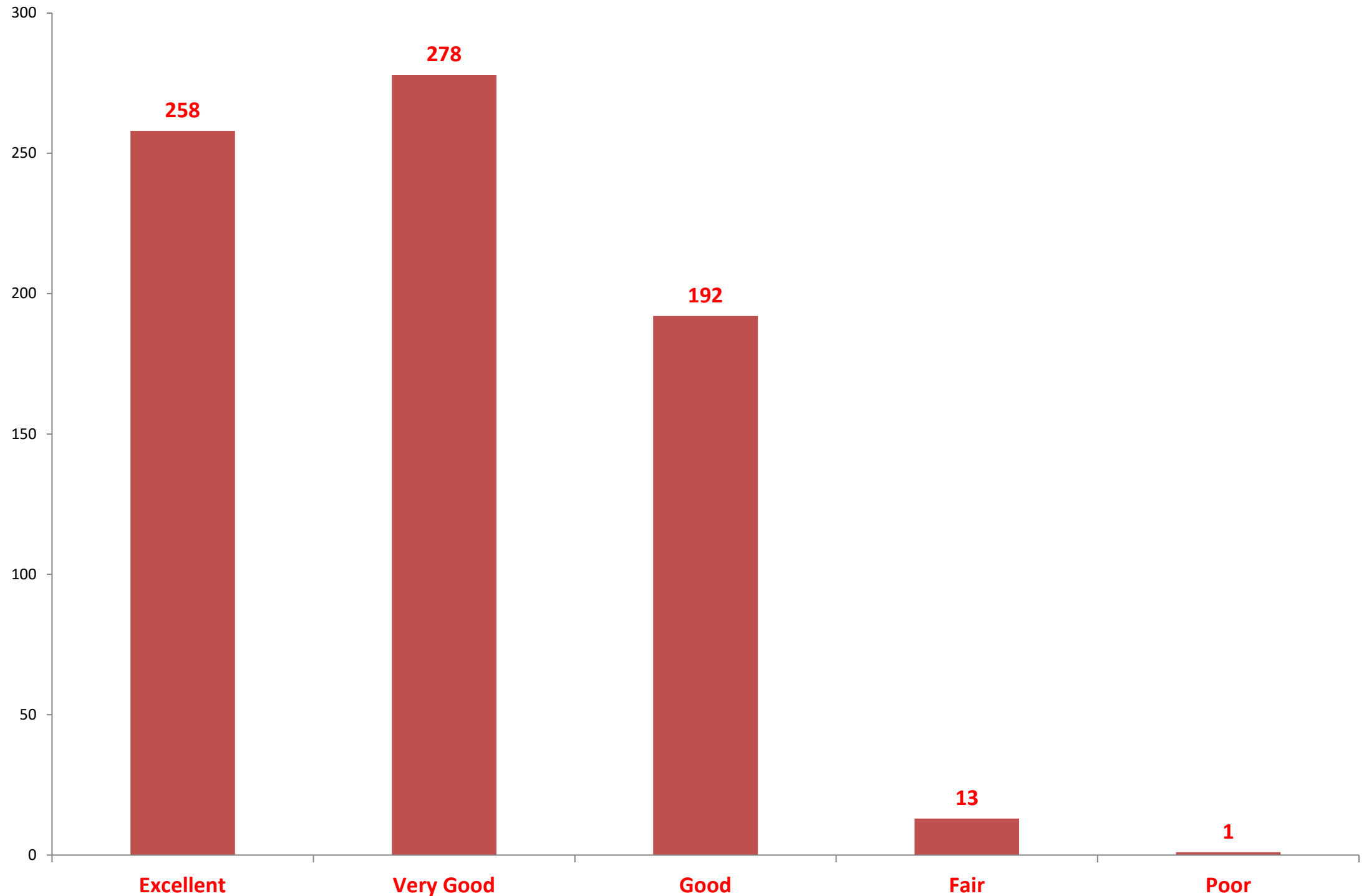


PATIENT FEEDBACK ANALYSIS - JAN TO JUNE 2023

2. Waiting time at the registration counter. (Out Patient Experience)

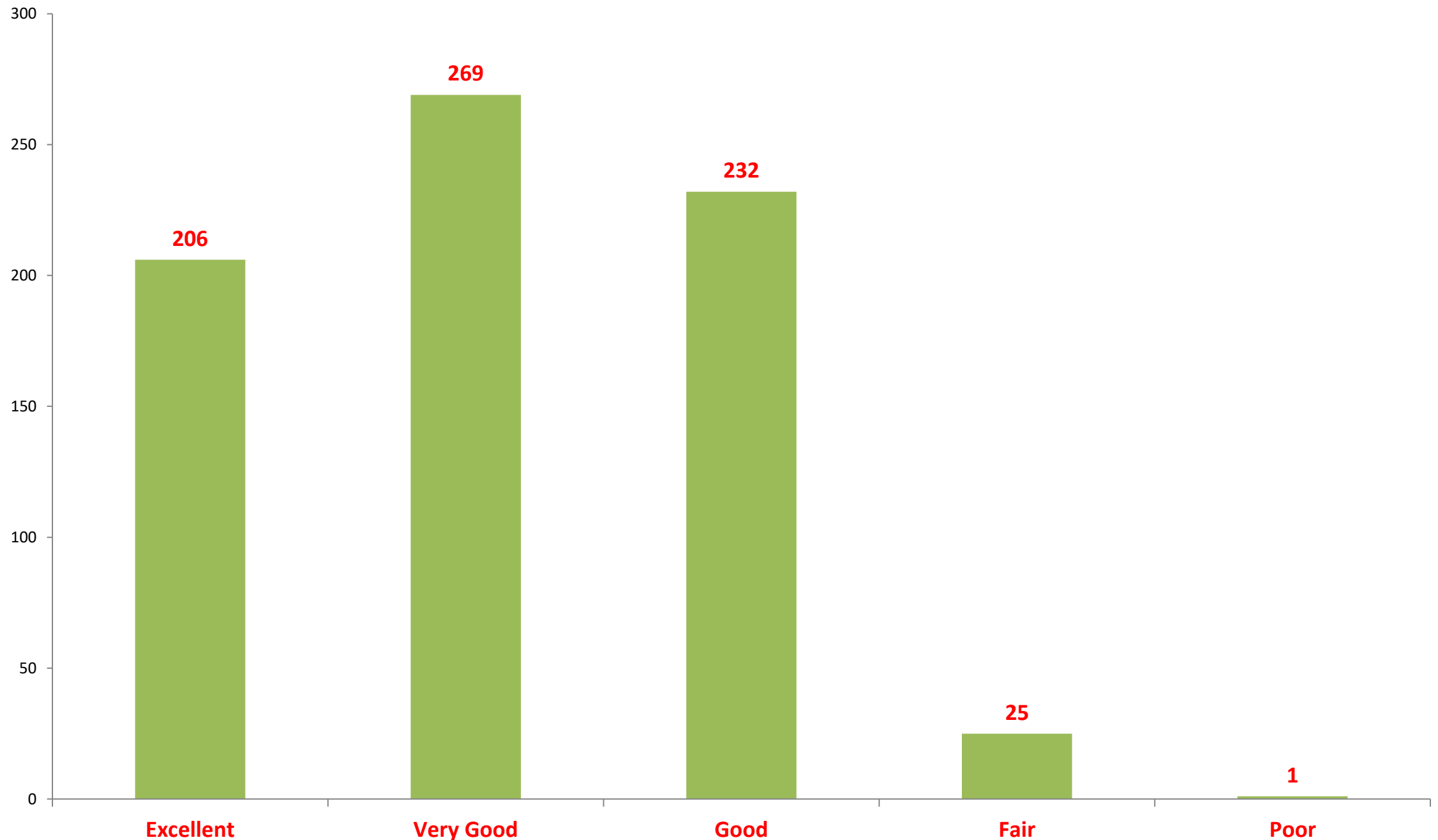


3. Behaviour and attitude of hospital staff

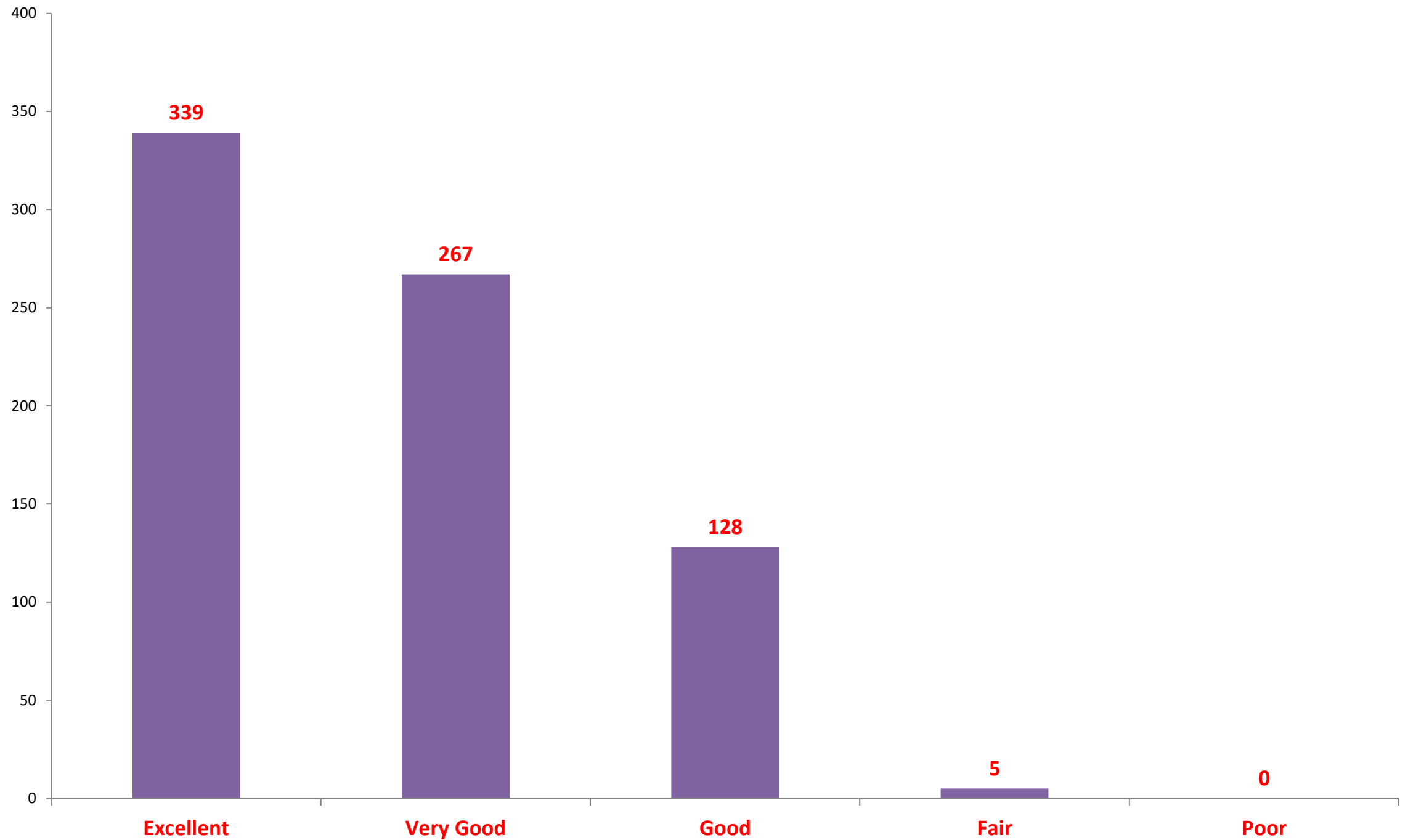


PATIENT FEEDBACK ANALYSIS - JAN TO JUNE 2023

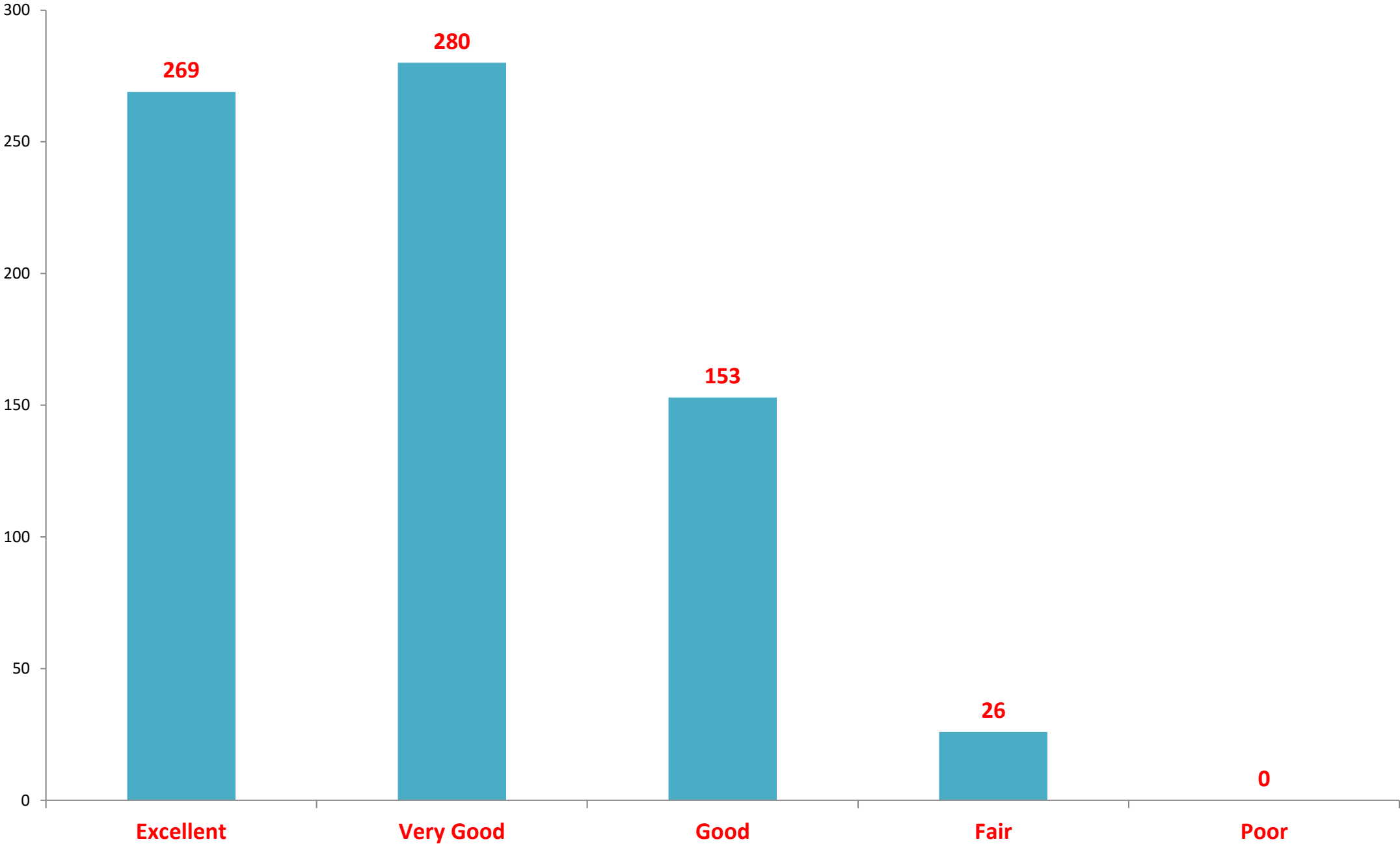
4. Amenities in waiting area (chairs, fans, drinking water and cleanliness of bathroom and toilets)



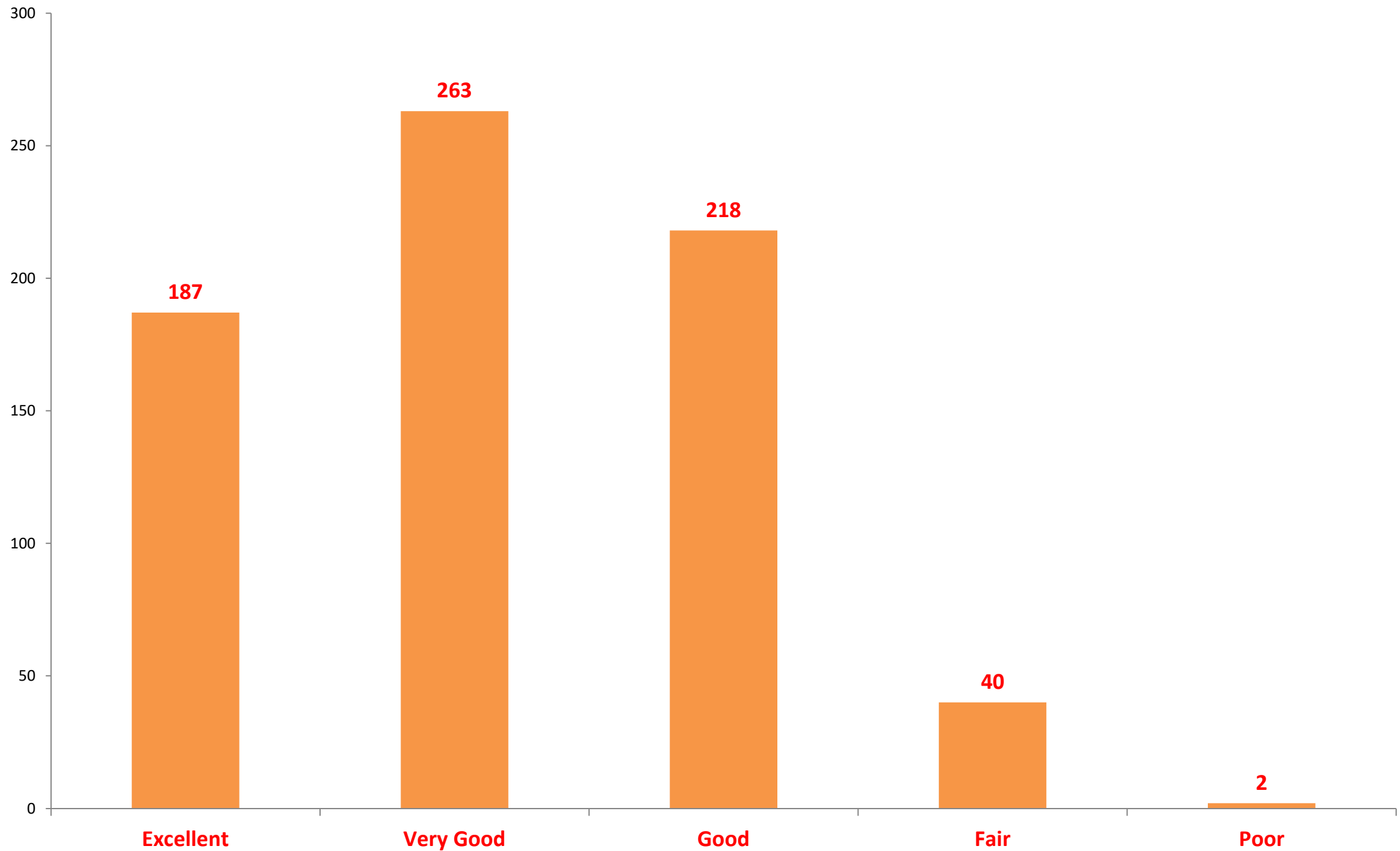
5. Attitude & Communication of Doctors



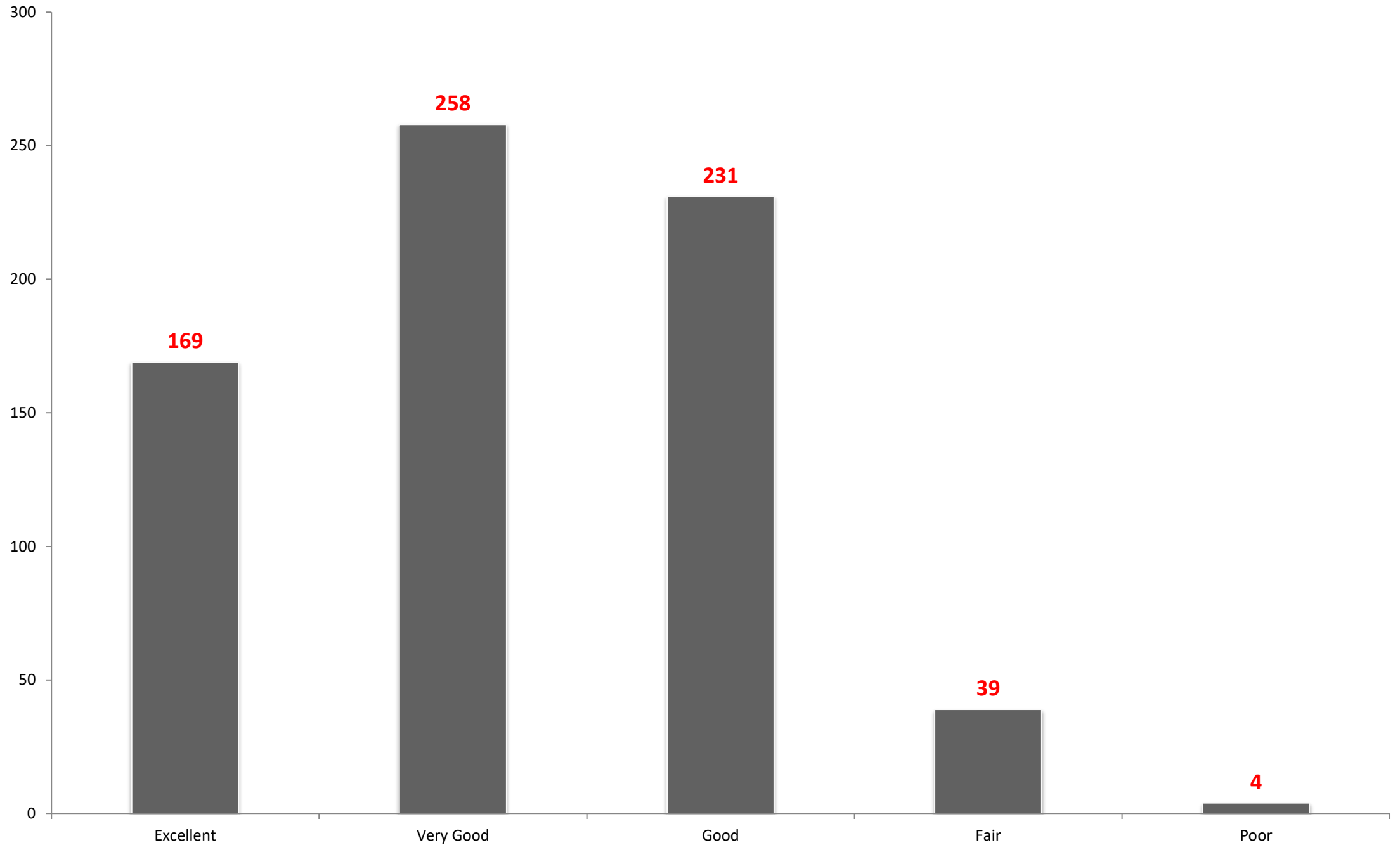
6. Time spent on consulting, examination and counseling



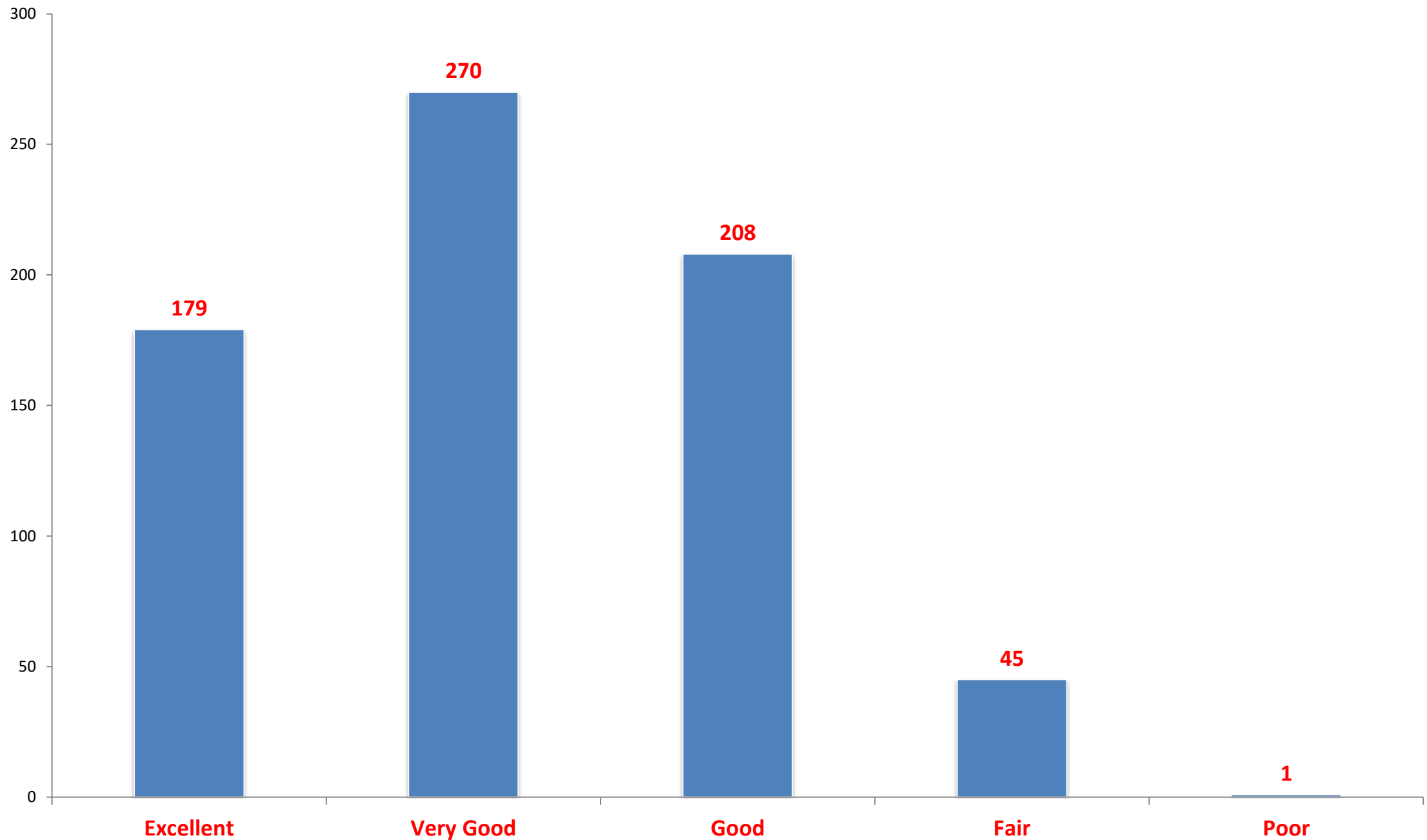
7. Availability of lab and radiology investigation facilities within the hospital



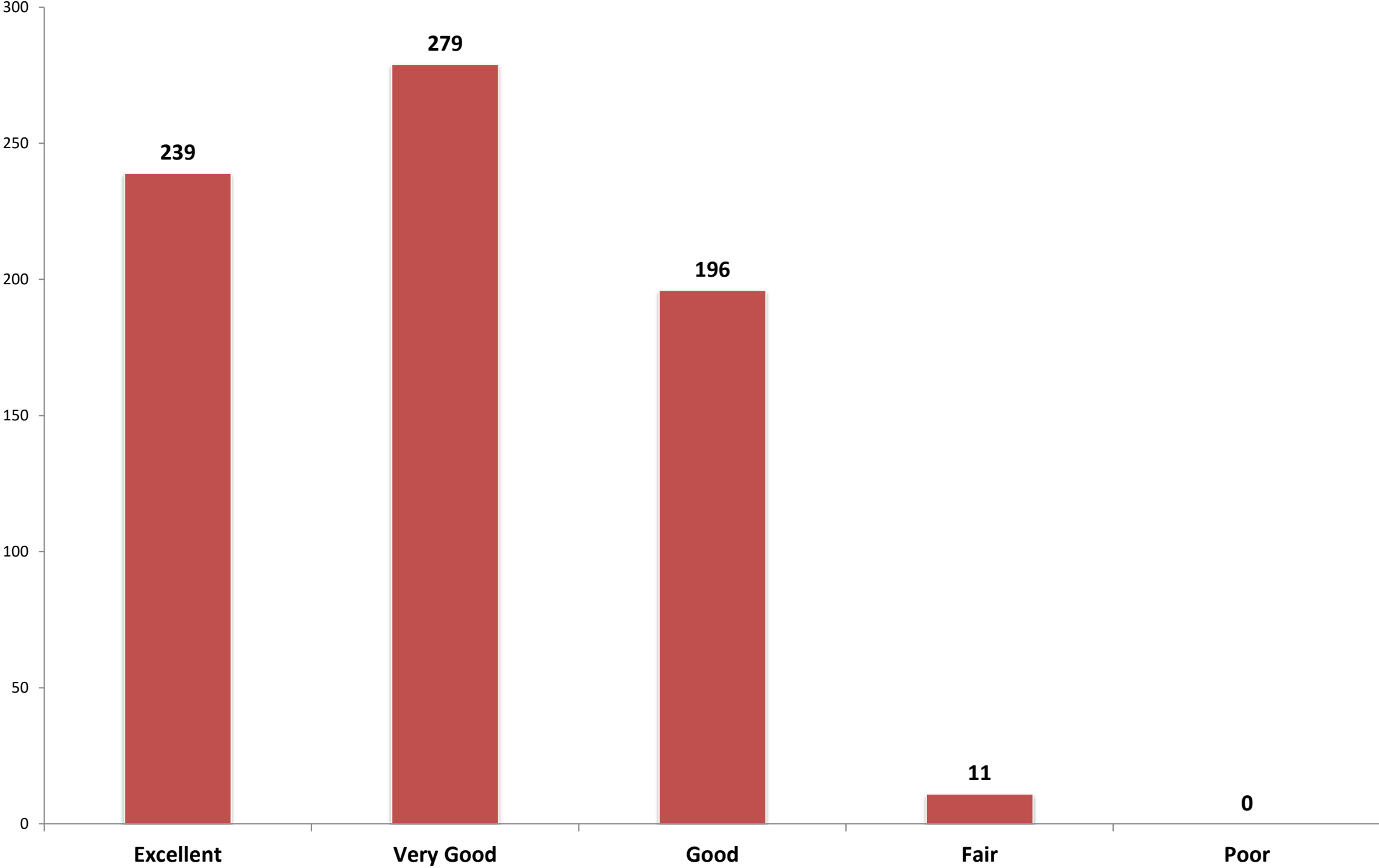
8. Promptness at Pharmacy counters

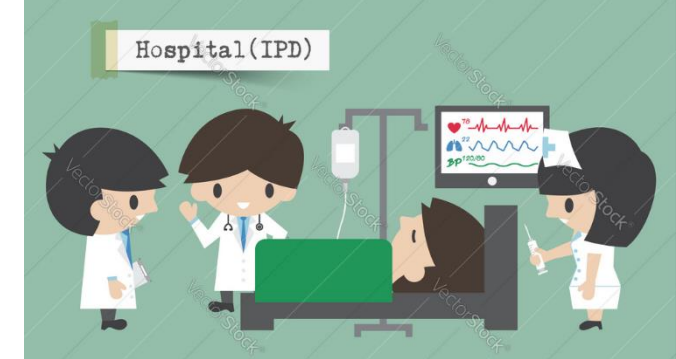


9. Availability of prescribed drugs at the hospital pharmacy



10. Your overall satisfaction during the visit to the hospital





Inpatient Feedback Analysis

(01-01-2023 to 30-06-2023)



Analytics Sun Jan 01 2023 - Fri Jun 30 2023

OP IP

[Export](#) [View All Data](#)

	No of Discharges	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Data Collection	3610	727	13813	12578	4426	4027	3511	518	95
Percentage (%)					35	32	27	4	0
NPS (%)								94	

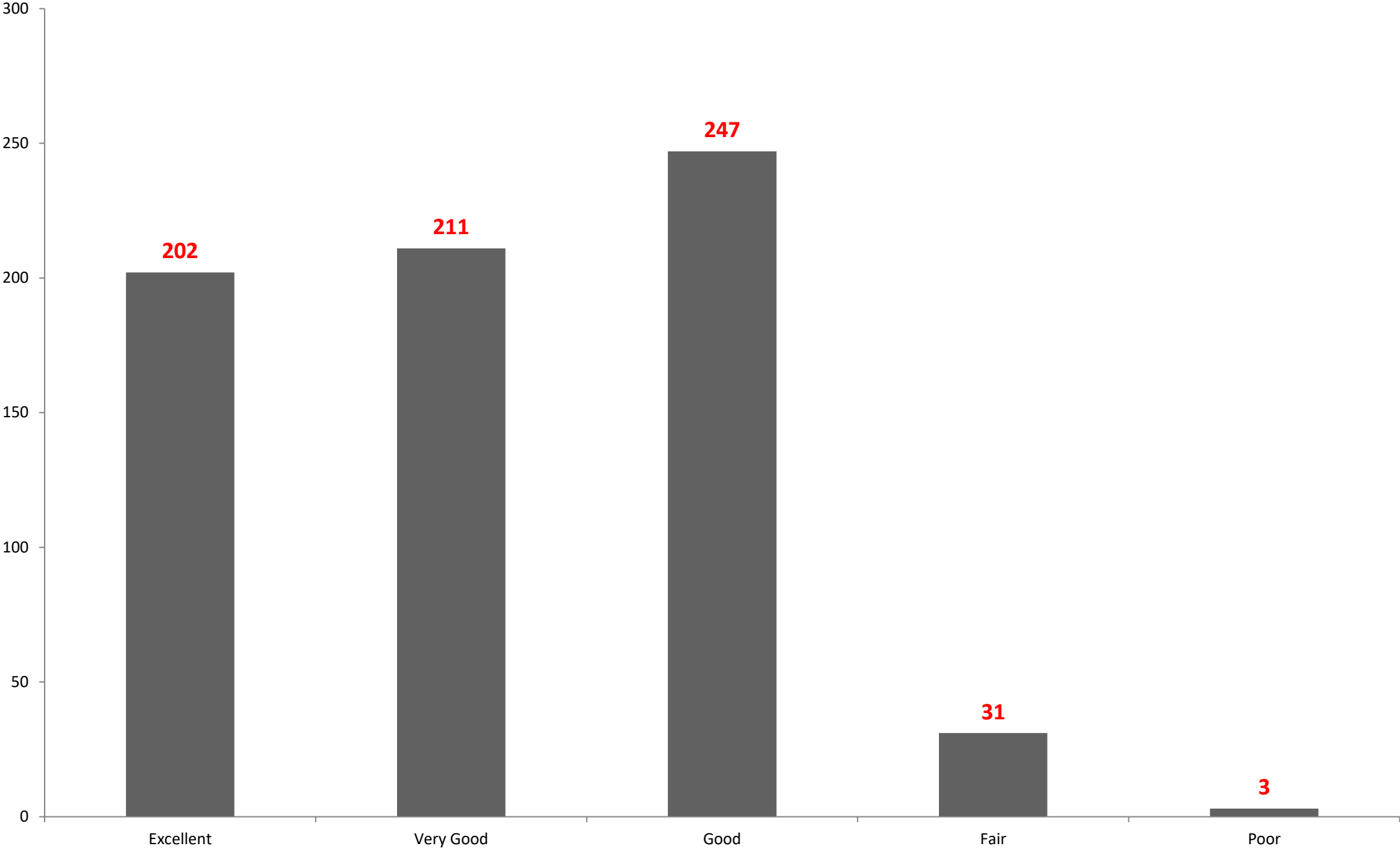
Question Name	No of Feedbacks Collected	Total Questions	No. Of Questions filled	E	V	G	F	P
Availability of sufficient information in hospital (Directional and location signage's, registration counter, laboratory, radiology and pharmacy, etc.)(In Patient Experience)	727	727	694	202	211	247	31	3
Waiting time at the registration/ Admission counter.(In Patient Experience)	727	727	699	162	195	275	56	11
Behaviour and attitude of hospital staff at registration/admission counter(In Patient Experience)	727	723	707	207	211	239	47	3
Your feedback on discharge process.(In Patient Experience)	727	908	783	181	228	282	78	14
Cleanliness of the ward.(In Patient Experience)	727	727	720	229	253	210	24	4
Cleanliness of Bathroom and toilets.(In Patient Experience)	727	727	713	216	261	209	25	2



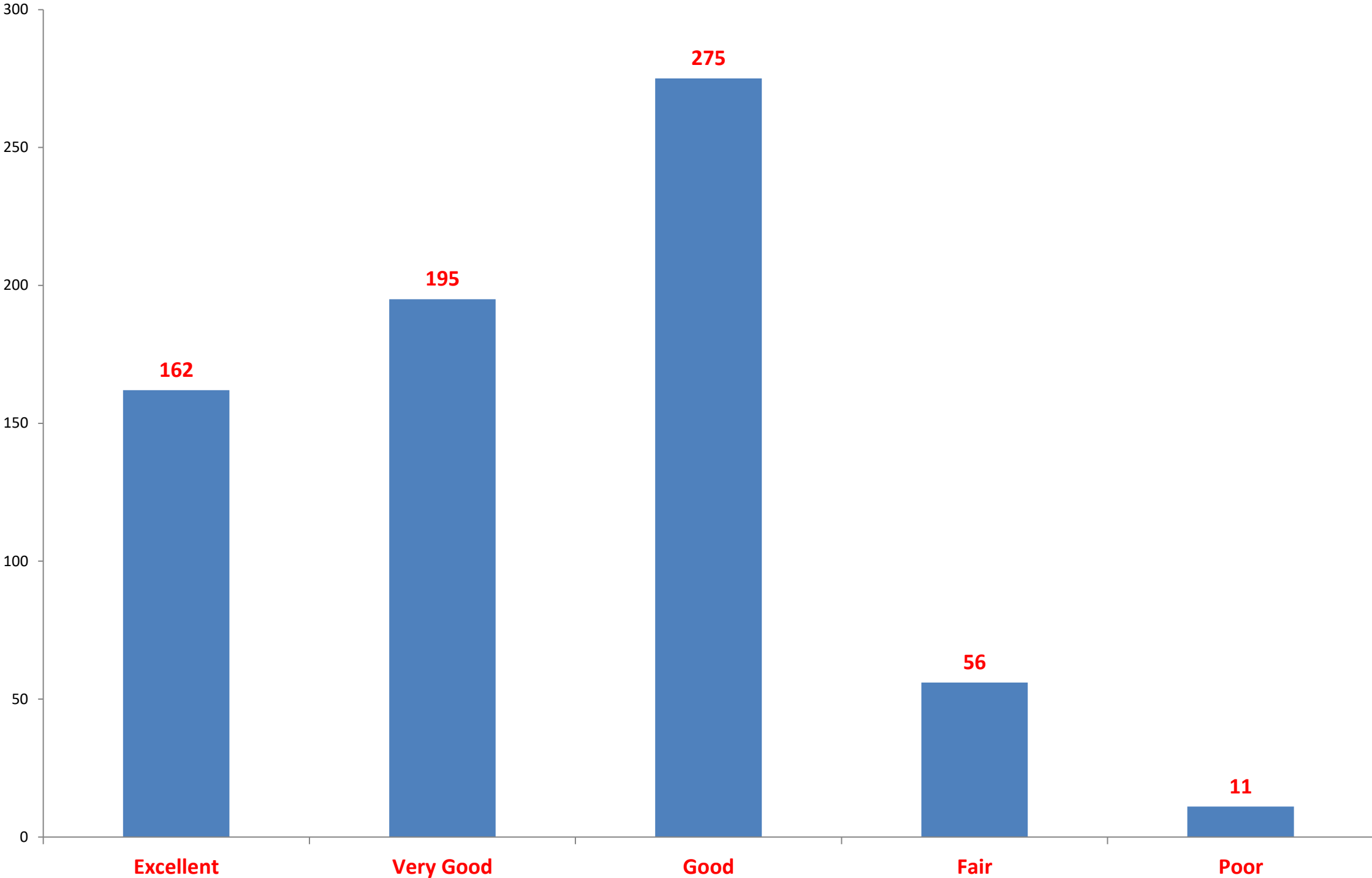
Cleanliness of bed sheets, pillowscovers, etc.(In Patient Experience)	727	727	713	227	250	211	21	4
Doctor’s attention to the patient and regularity of the doctor.(In Patient Experience)	727	727	720	366	225	118	10	1
Attitude and communication of doctors(In Patient Experience)	727	727	702	365	216	112	8	1
Time spent for examination of patient and counselling.(In Patient Experience)	727	727	711	288	222	169	30	2
Promptness in response by nurses in the ward.(In Patient Experience)	727	726	708	283	220	189	14	2
Round the clock availability of nurses in the ward.(In Patient Experience)	727	726	707	282	229	179	16	1
Attitude and Communication of nurses.(In Patient Experience)	727	726	702	281	220	184	13	4
Availability, attitude & promptness of ward boys/dayi.(In Patient Experience)	727	726	713	226	237	204	39	7
All prescribed drugs were made available from hospital supply.(In Patient Experience)	727	726	680	235	215	205	23	2
Diagnostic service were provided within the hospital(In Patient Experience)	727	726	688	241	229	195	21	2
Timeliness of supply of the diet and its quality(In Patient Experience)	727	726	681	191	198	197	62	33
Your overall satisfaction during the treatment as inpatient(In Patient Experience)	727	726	692	263	249	158	20	2
Suggestions / Remarks(In Patient Experience)	727	12	4	0	1	0	1	1
Percentage (%)				34	31	28	4	0
NPS (%)						93		

	Net score	Excellent	Very good	Good
Net Satisfactory Score is	93%	34%	31%	28%
Total feed backs collected: 727		Total number of Questions: 18		
PATIENT FEEDBACK ANALYSIS - JAN TO JUNE 2023				
Total no. of Admissions from Jan to June – 3610 % of Feedbacks collected: 20%				

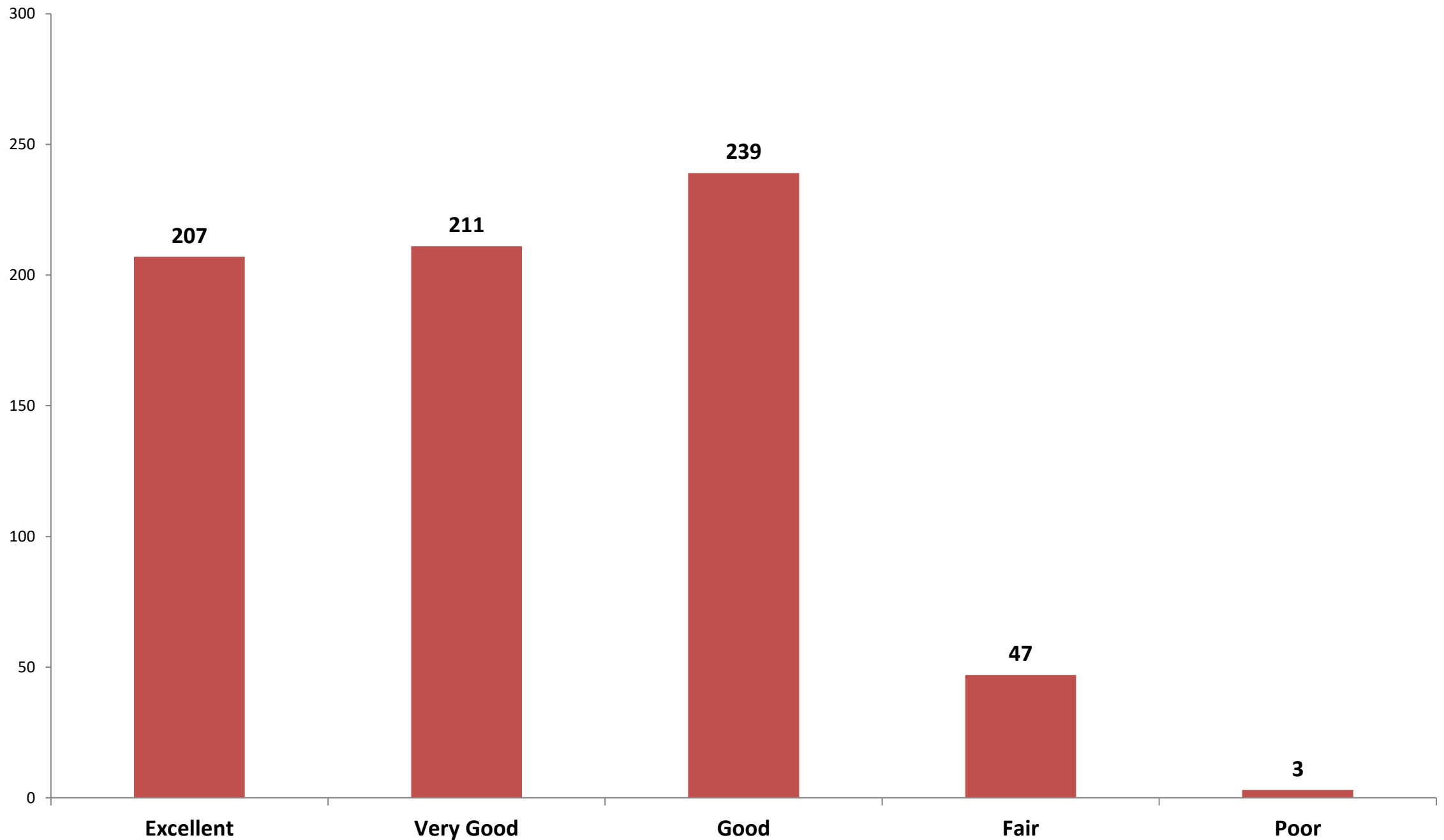
1. Availability of sufficient information in hospital (Directional and location signage's, registration counter, laboratory, radiology & pharmacy, etc.)



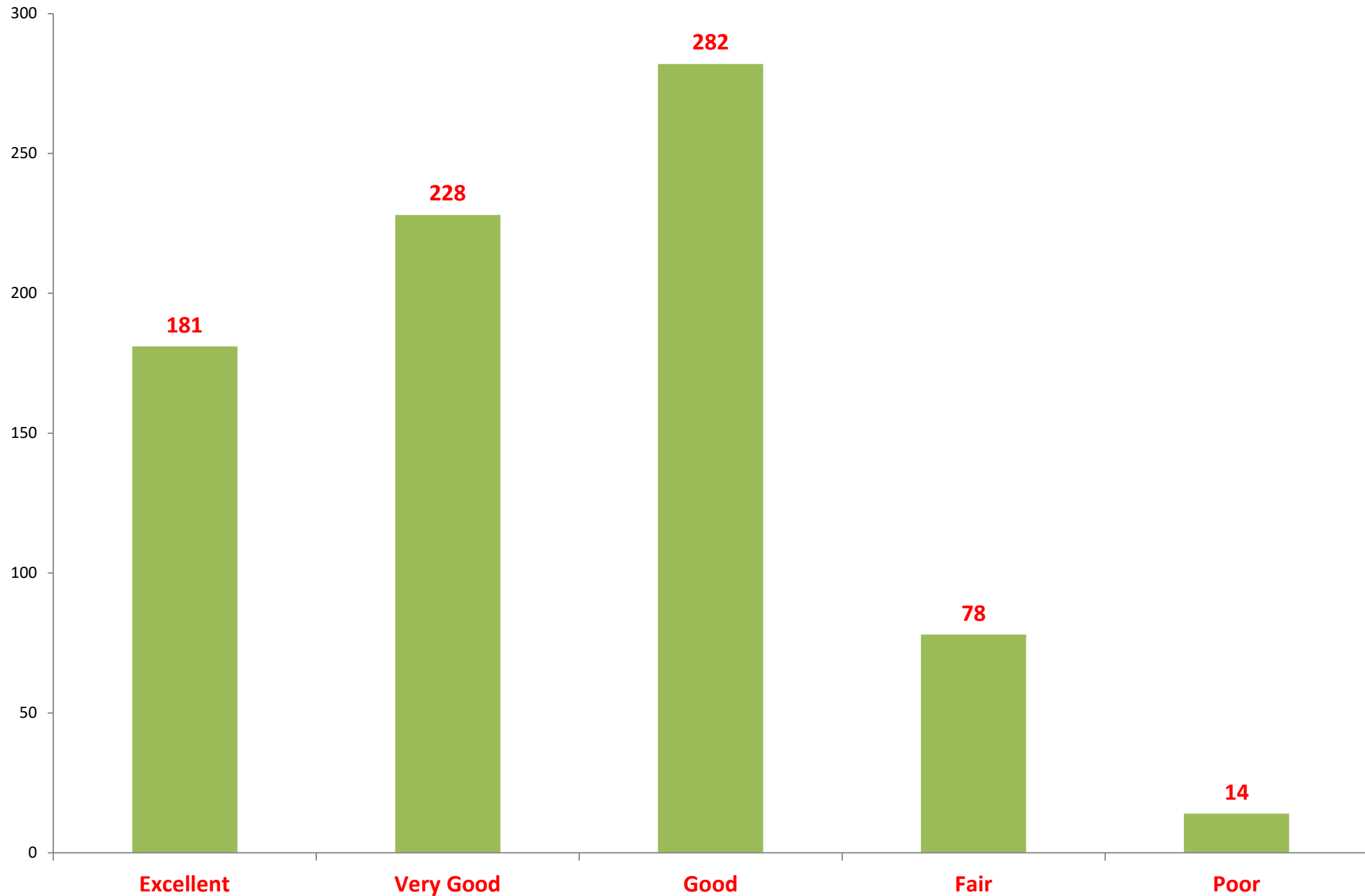
2. Waiting time at the registration/ Admission counter



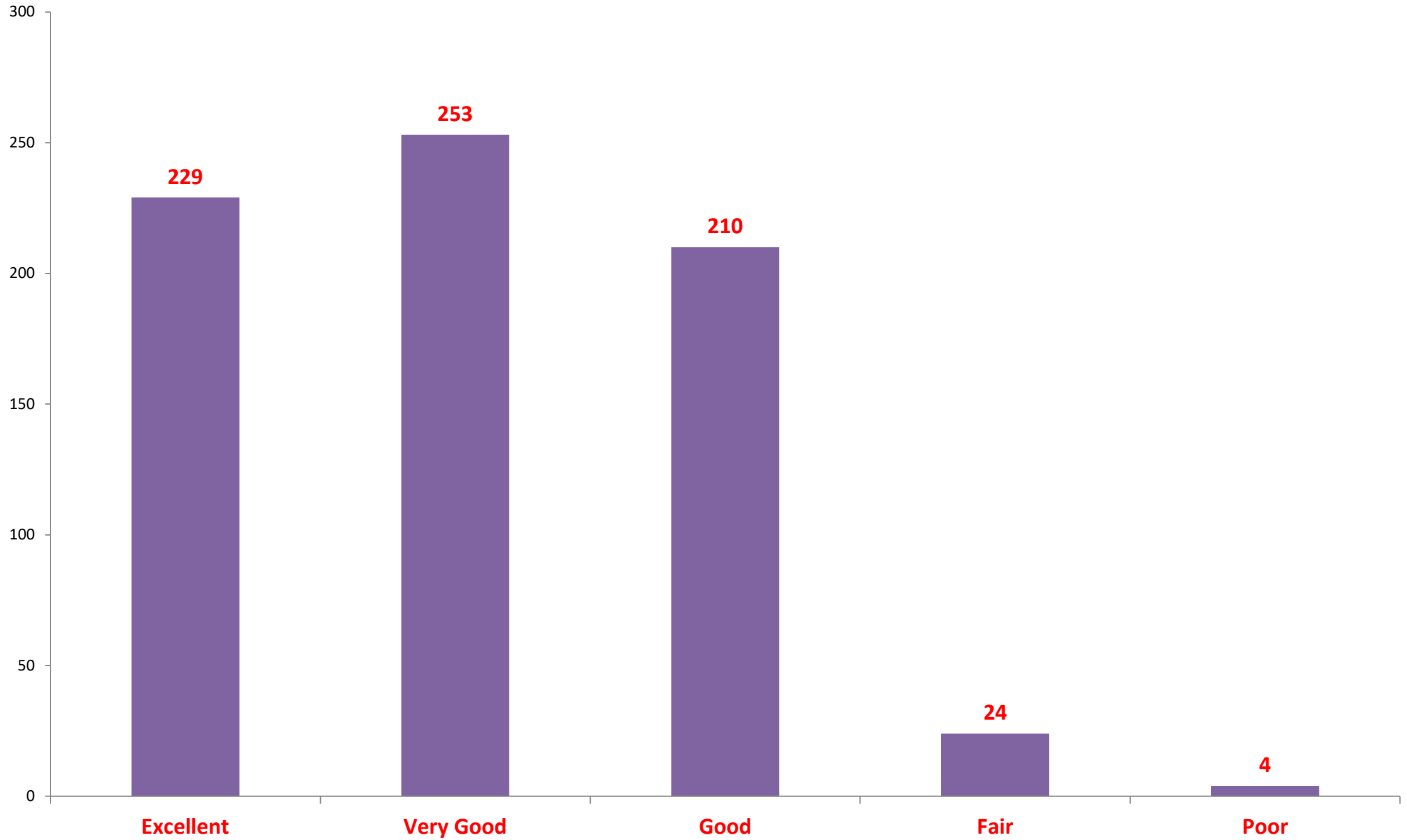
3. Behaviour and attitude of hospital staff at registration/admission counter



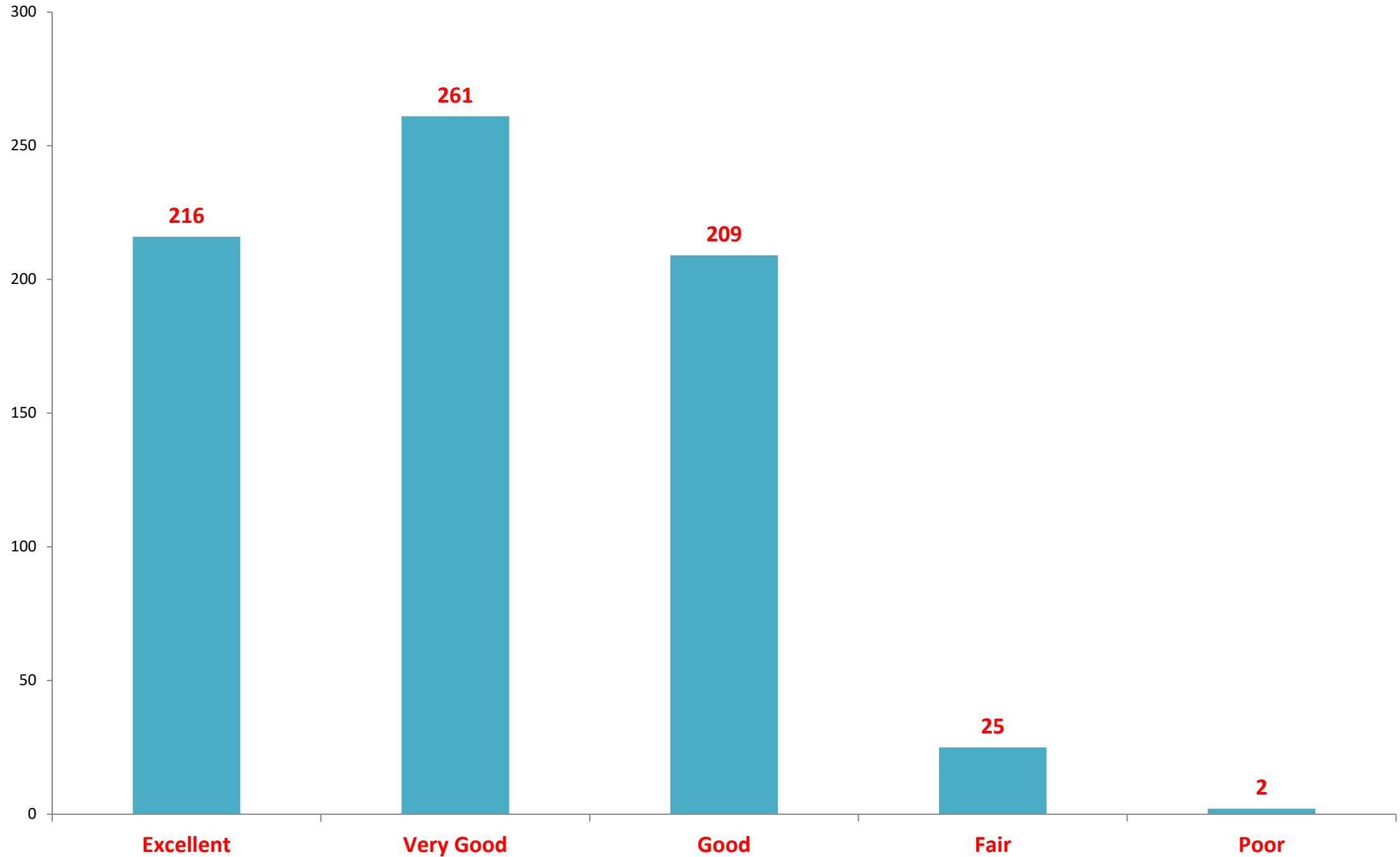
4. Your feedback on discharge process



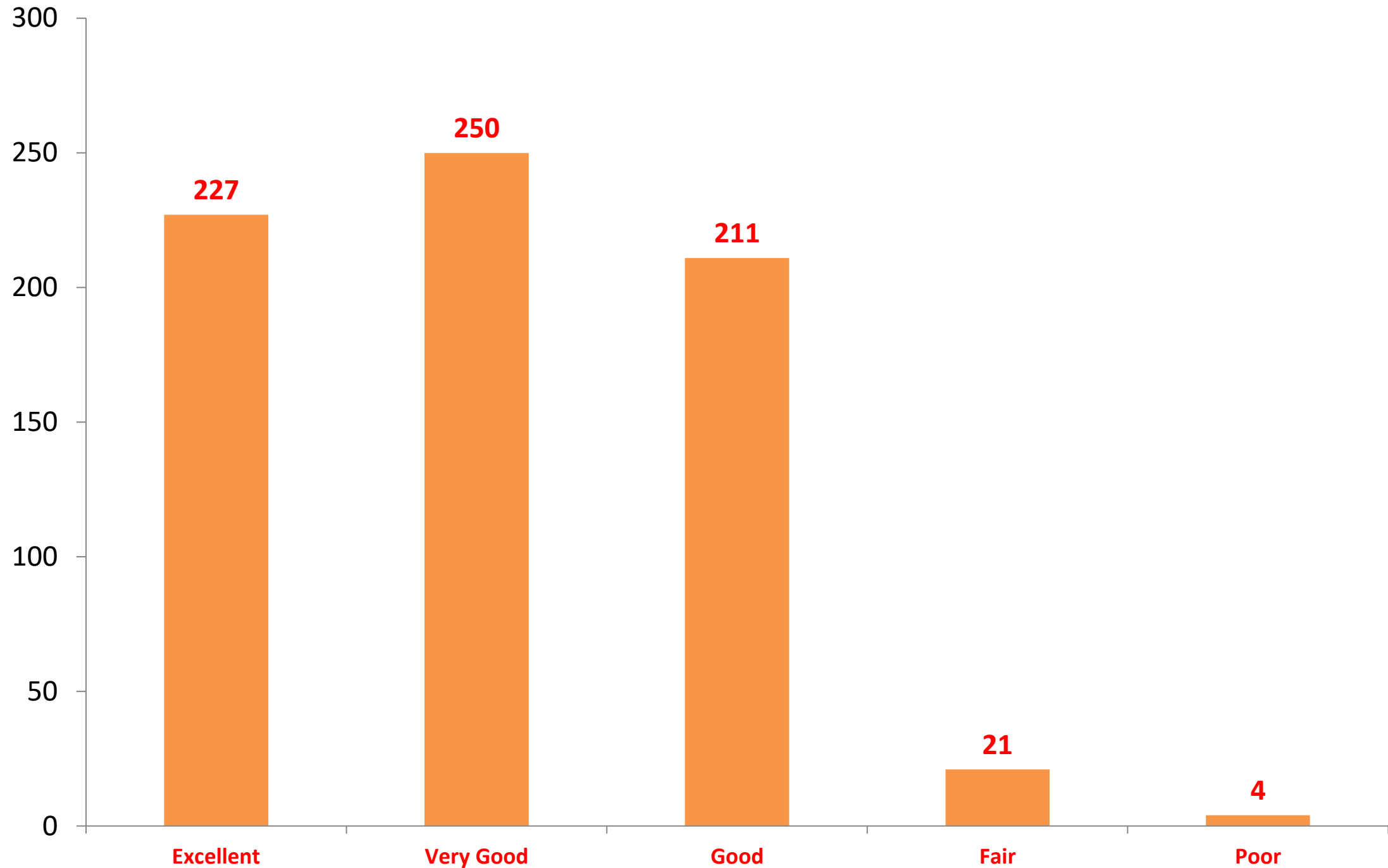
5. Cleanliness of the ward



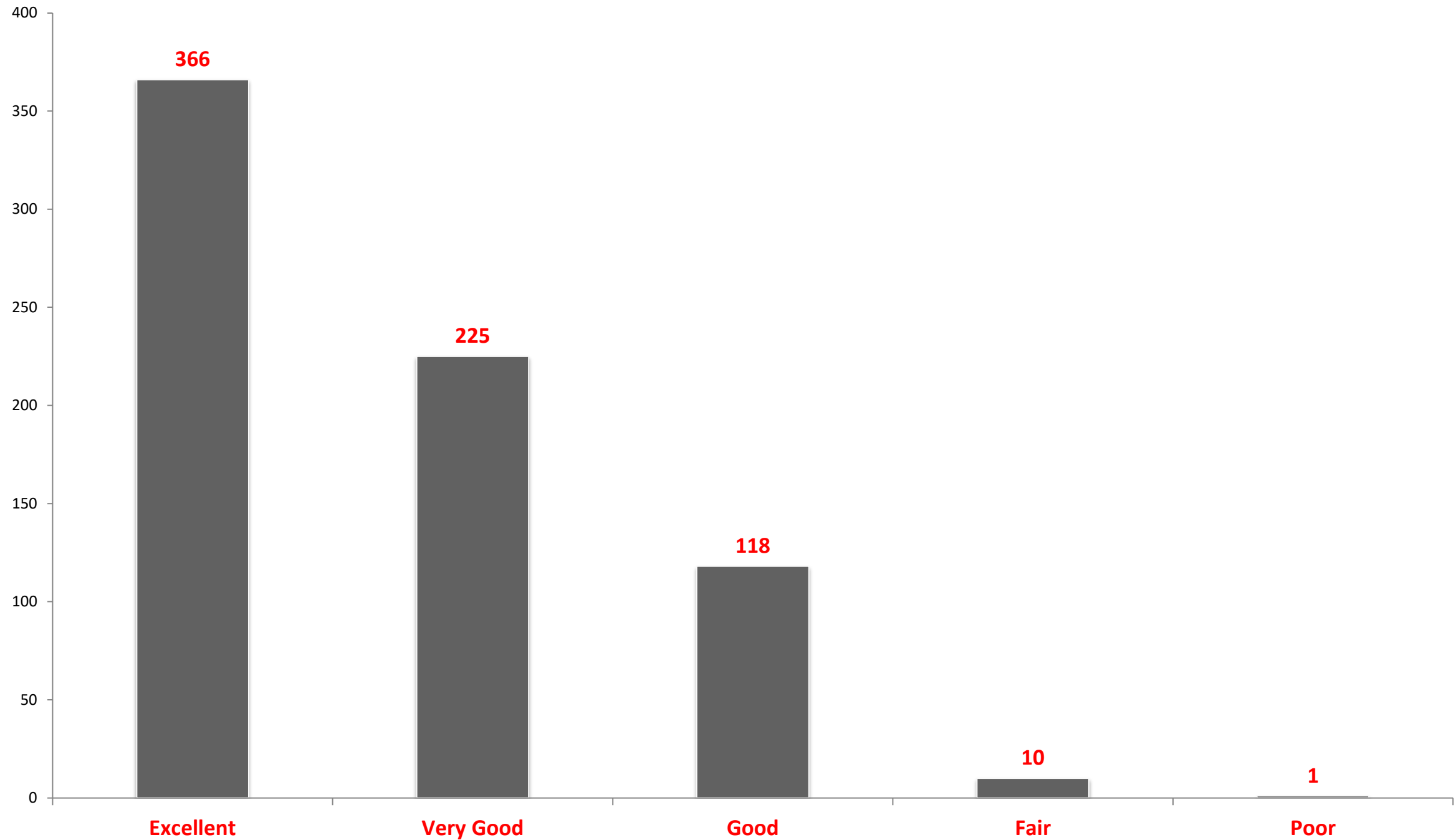
6. Cleanliness of Bathroom and toilets



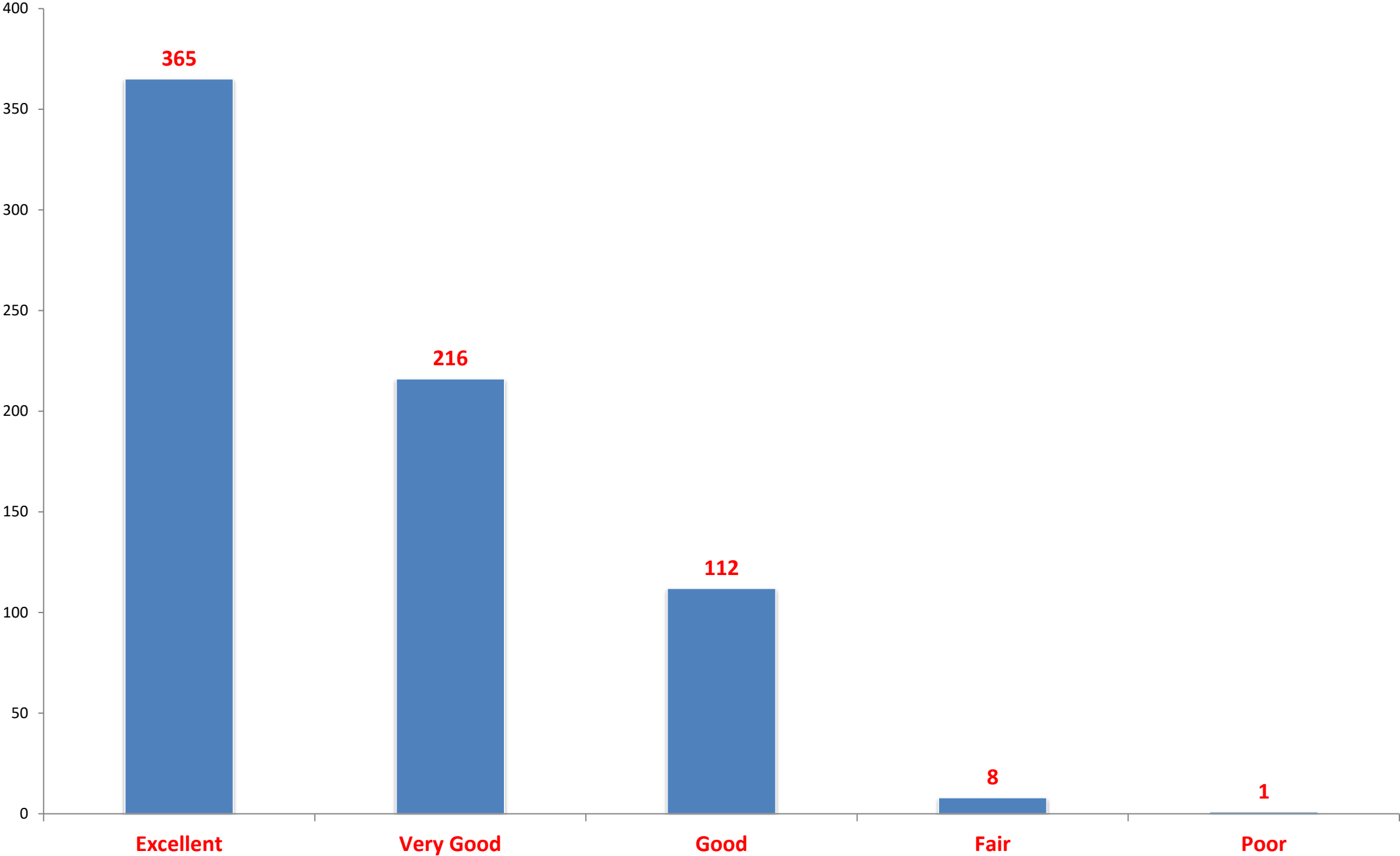
7. Cleanliness of bed sheets, pillows, covers, etc.



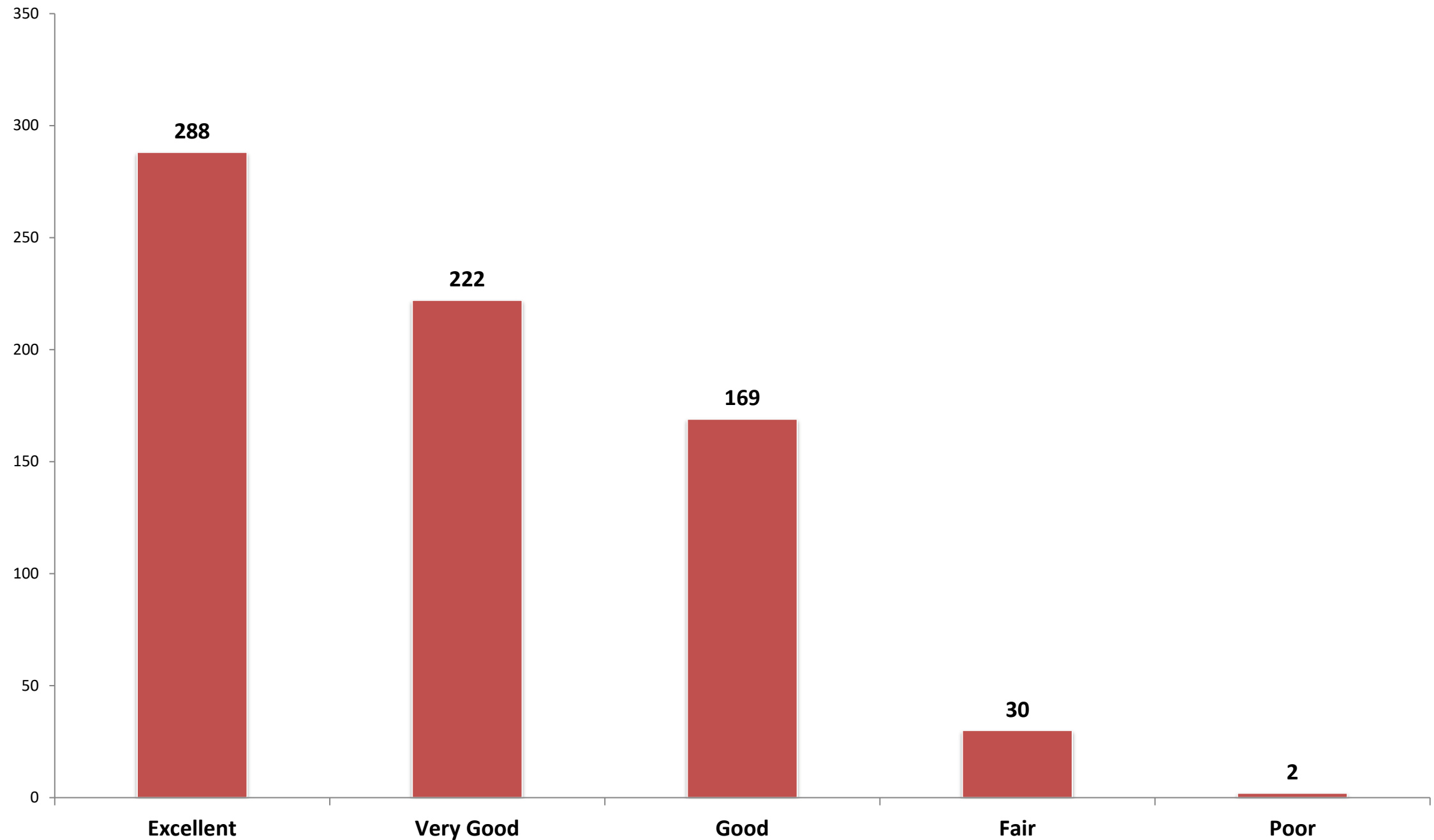
8. Doctor's attention to the patient and regularity of the doctor.



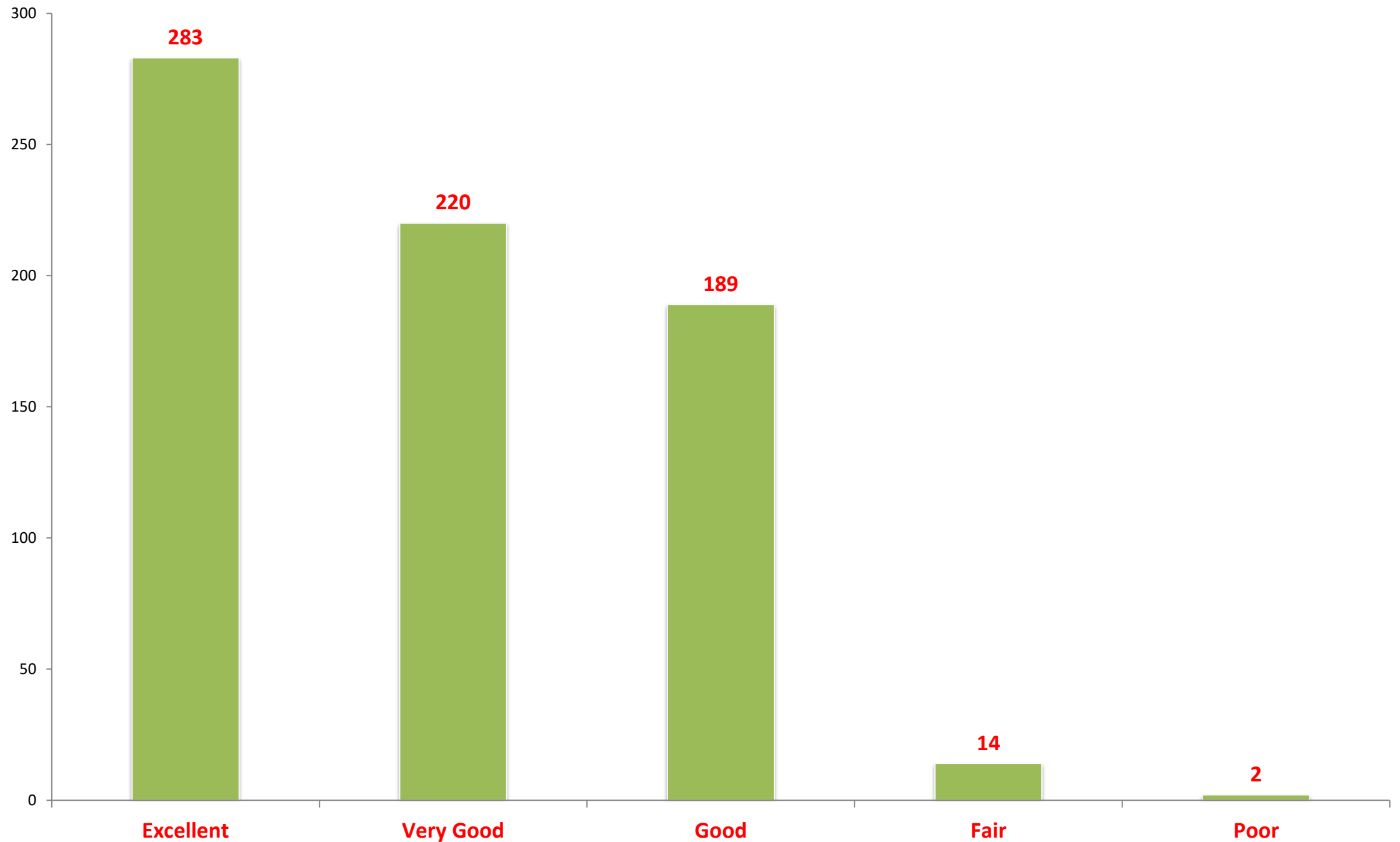
9. Attitude and communication of doctors



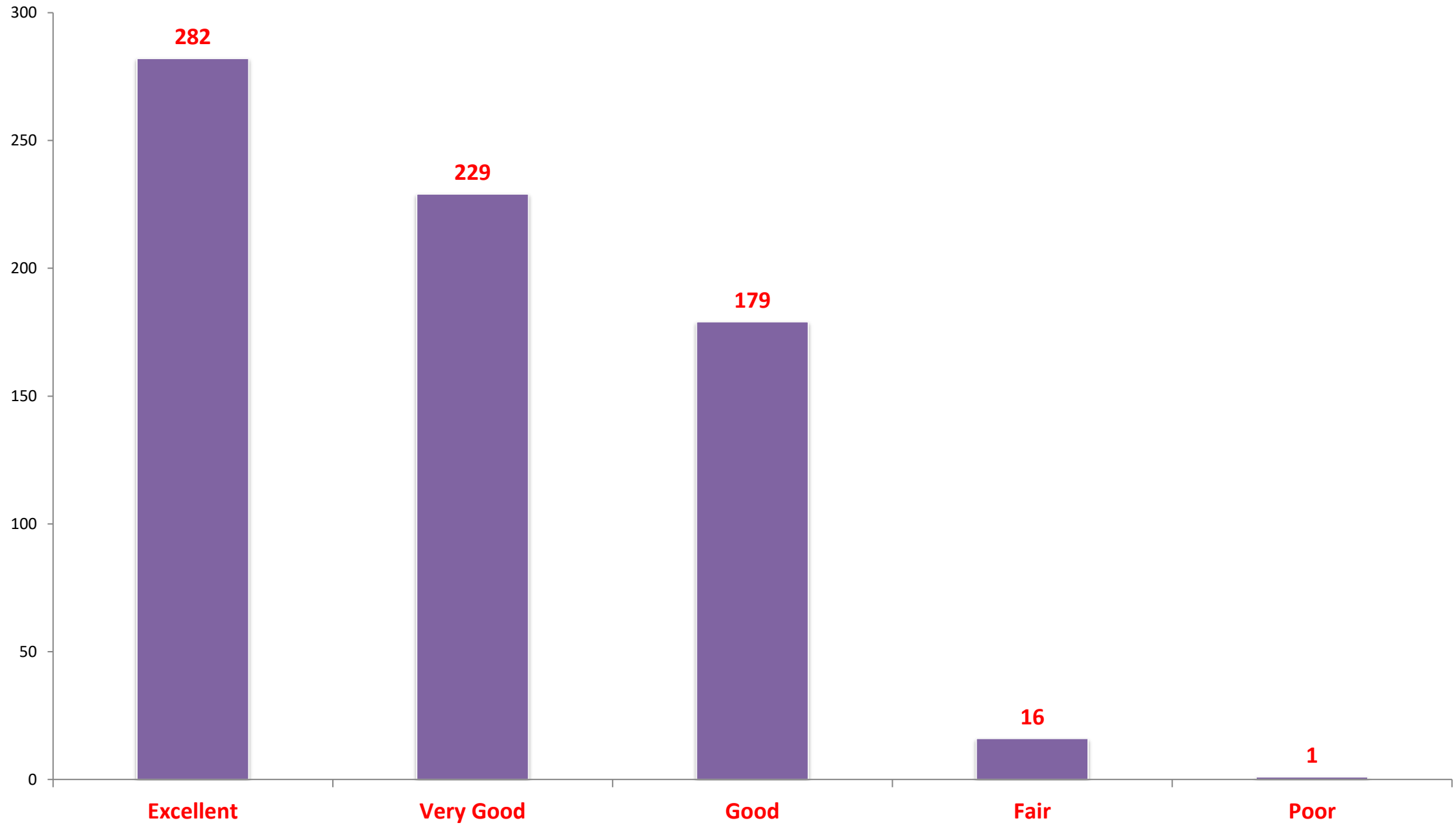
10. Time spent for examination of patient and counseling



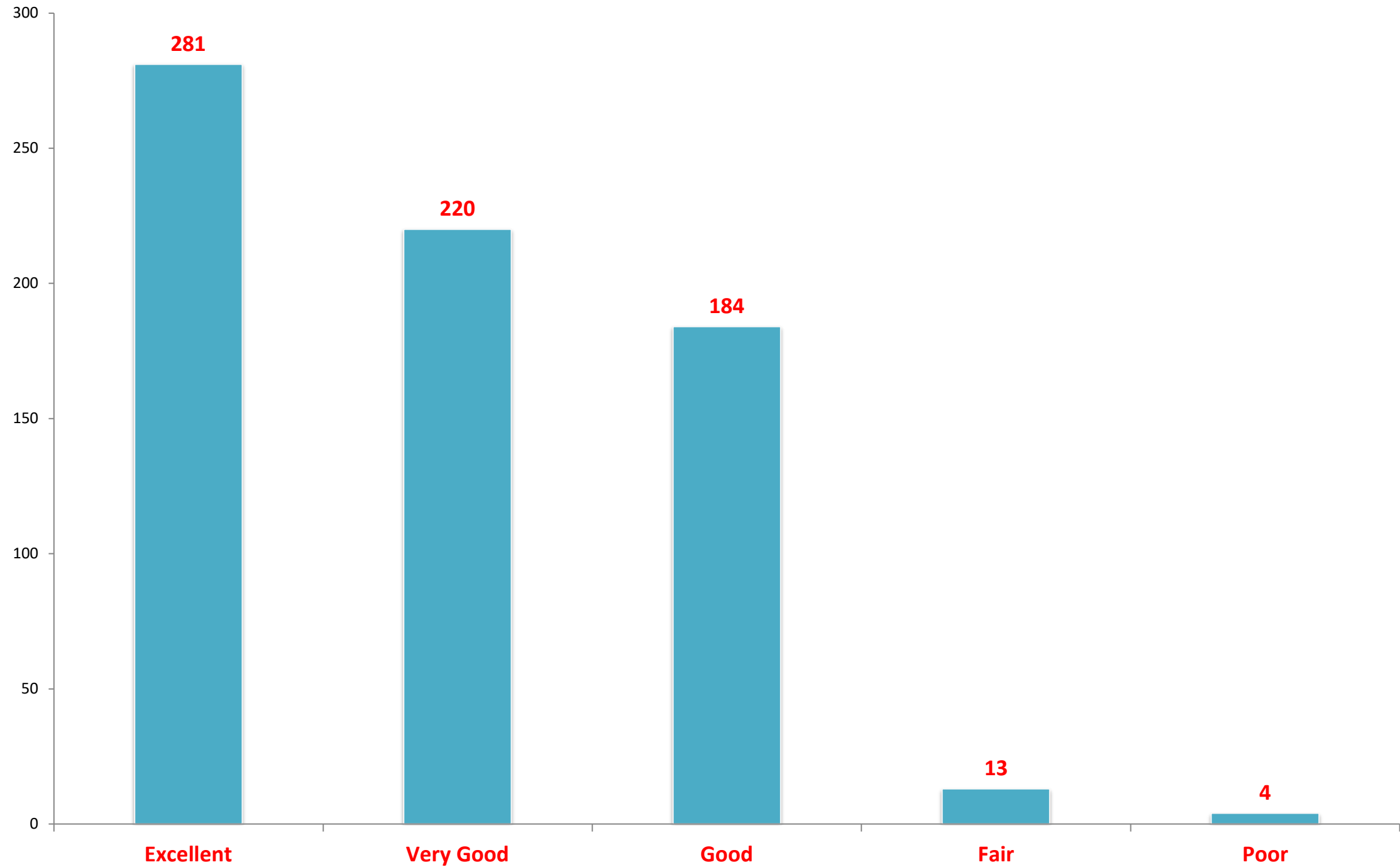
11. Promptness in response by nurses in the ward



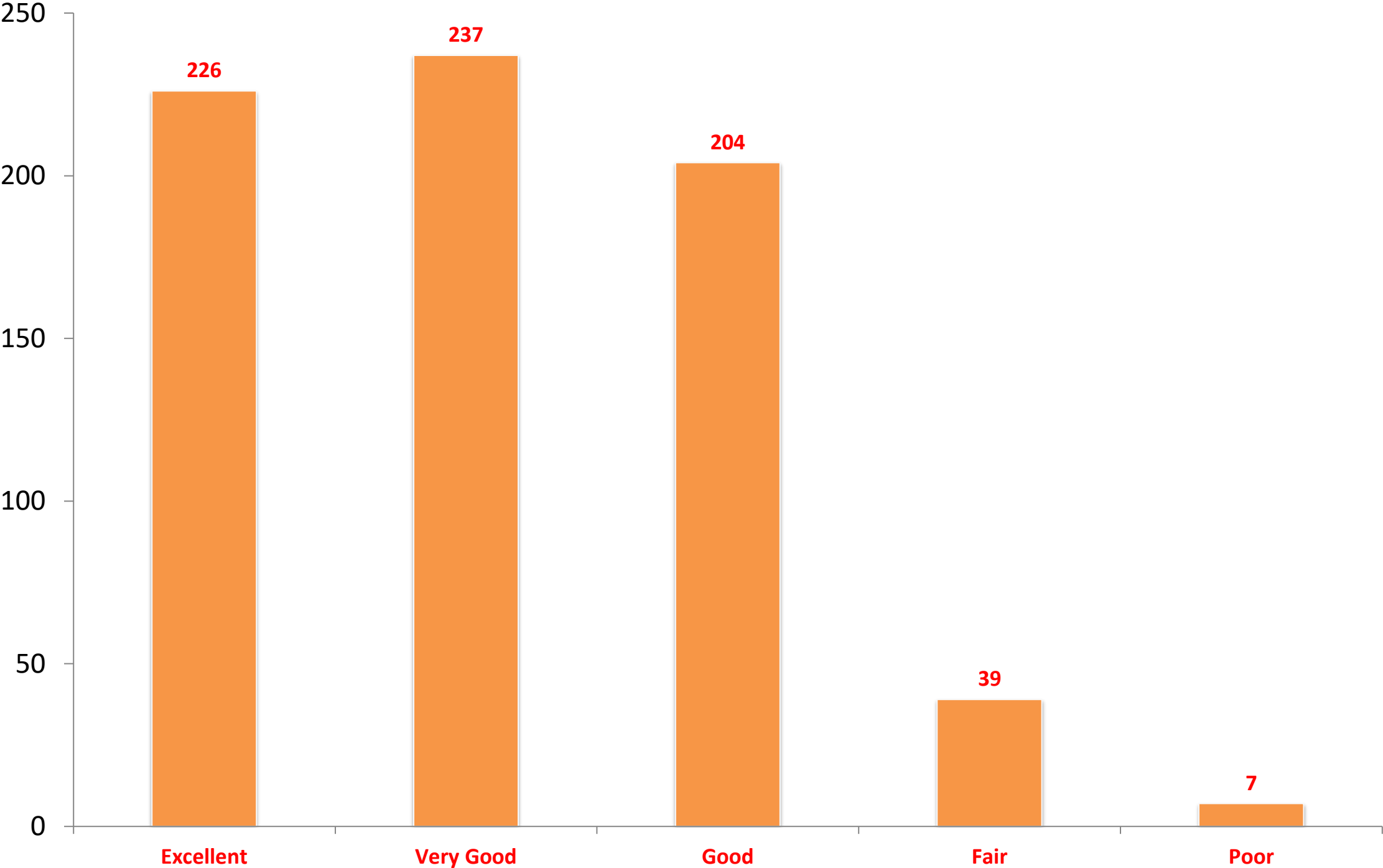
12. Round the clock availability of nurses in the ward



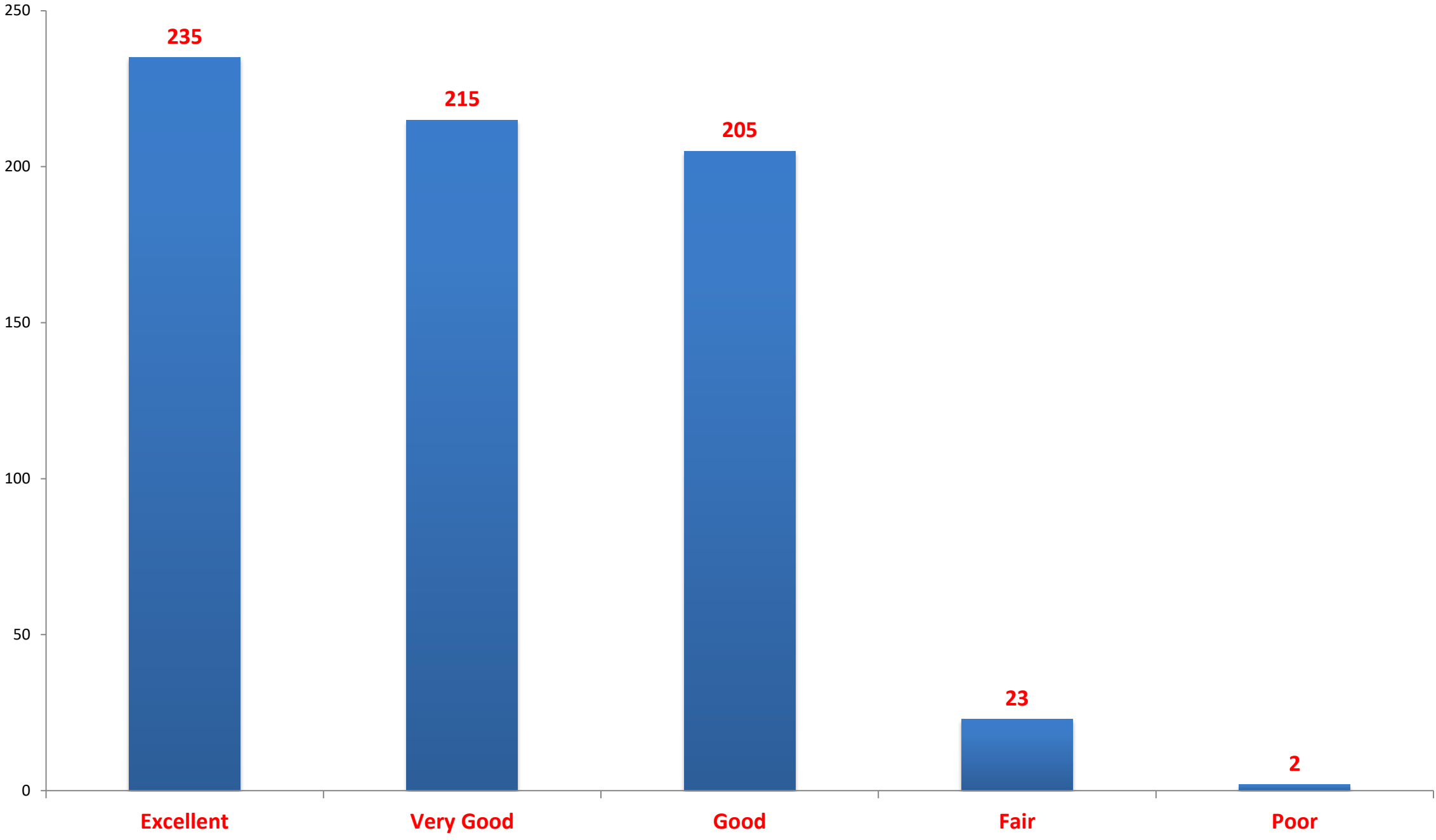
13. Attitude and Communication of nurses.



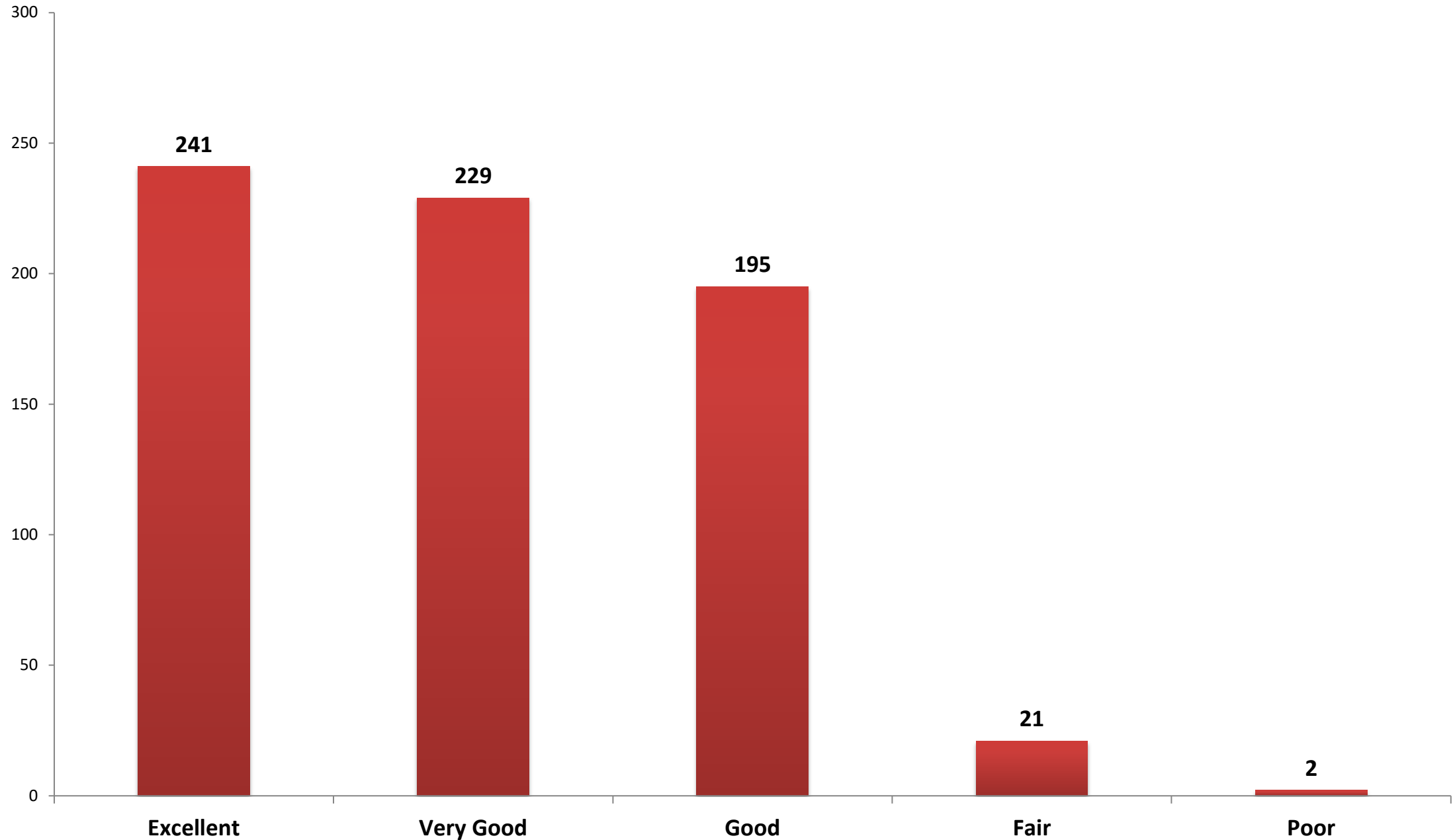
14. Availability, attitude & promptness of ward boys/dayi.



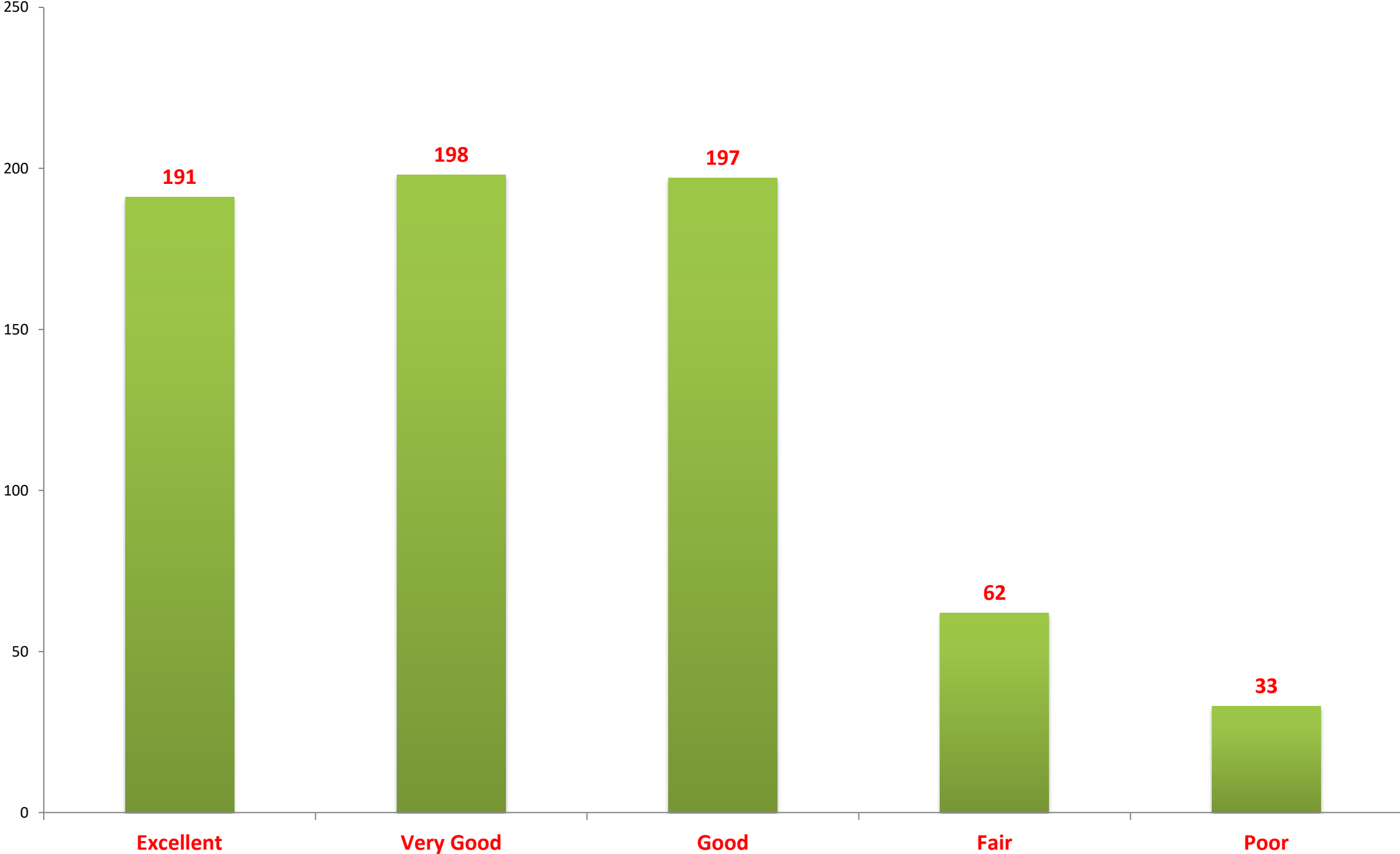
15. All prescribed drugs were made available from hospital supply



16. Diagnostic services were provided within the hospital

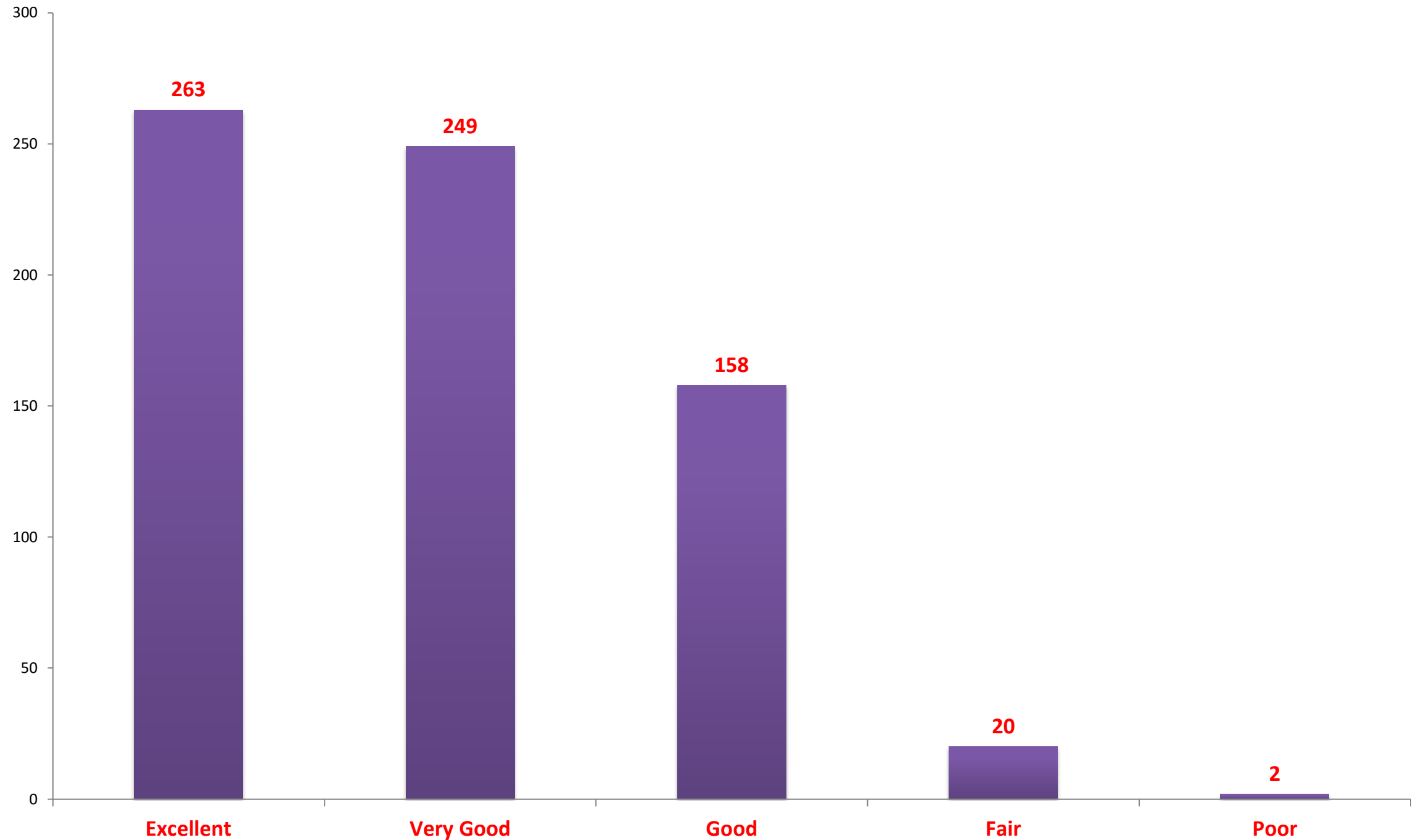


17. Timeliness of supply of the diet and its quality



PATIENT FEEDBACK ANALYSIS - JAN TO JUNE 2023

18. Your overall satisfaction during the treatment as inpatient



RCA and CAPA Report: Hospital Inpatient and Outpatient Feedback - 2023

RCA:

1. Introduction:

Issues related to waiting time, services, and facilities based on hospital inpatient and outpatient feedback. Identified the root causes contributing to the concerns raised in the feedback.

2. Data Collection:

Gathered feedback from inpatients and outpatients. There were 10 attributes related to outpatient and 18 attributes related to Inpatients. The main issues related to discharge waiting times, billing clearance, insurance/credit issues, nursing care, canteen services, housekeeping, air conditioning, OP and radiology department waiting times, slowly moving lifts, and hot water facility. Analyzed the frequency and impact of the mentioned issues on patient experience.

3. Contributed Factors:

- Deficiency in efficient processes and coordination
- Resource constraints: Limited resources impacting the availability of hot water, proper air conditioning, and smooth functioning of lifts.
- Ineffective service monitoring: Insufficient monitoring and feedback systems to address and resolve concerns promptly.

4. Root Causes:

- Process optimization: Need to improve and streamline processes across departments to minimize waiting times and enhance efficiency.
- Staffing and resource management: Need to assess and address staffing levels and resource allocation to ensure adequate support for services and facilities.
- Facility maintenance: Need to implement proactive maintenance plans to address issues with air conditioning, lifts, and hot water facilities.

CAPA:

1. Implementation:

- Process improvement initiatives: Streamlined workflows, optimize resource allocation, and implement technologies to reduce waiting times and enhance efficiency.
- Staffing and resource management: Conducted assessments, adjusted staffing levels, and allocated resources effectively to meet patient needs.
- Facility maintenance: Scheduled regular inspections, performed preventive maintenance, and addressed facility-related issues promptly.

2. Monitoring and Evaluation:

- Defined metrics: Established measurable indicators to assess the effectiveness of the implemented changes, such as patient satisfaction surveys and waiting time data.
- Conducted audits: Regular review feedback, waiting time data, and facility maintenance records to identify areas requiring further improvement.
- Continuous improvement: Based on monitoring results, make necessary adjustments to the action plans and ongoing processes to address any identified gaps or issues.

“Our belief is that in order to improve outcomes and enhance patient experience, we need to focus on the patient experience and the care team experience. And in order to do this we have to make these solutions seamless, part of one’s lifestyle.”

Prepared by:



NAGESWARA RAO KARRI

MANAGER – HIM & QUALITY



Approved by:



Dr. Y. Ramesh Babu, MD,DA

**Chairman -Management Committee &
NABH Accreditation Coordinator**