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**PATIENT SATISFACTION AND SERVICE QUALITY  
STUDY IN A TERTIARY CARE TEACHING HOSPITAL:  
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India**Dr. Vanitha R. Bhargav<sup>2</sup>**<sup>2</sup>Professor and HOD, Total quality Mgmt, TQM School of Business Administration,  
Mysore-24, Karnataka, India**ABSTRACT**

Patient satisfaction is one of the most important parameters of quality. The measurement of patient satisfaction is an imp tool for research, administration and planning. Patient satisfaction is a crucial index for determining the quality services and the way in which they are provided by medical staff. The patient satisfaction is of paramount importance in ensuring better quality on the way to total quality management patient satisfaction survey are important for the view in importance of quality of services and to attain the maximum satisfaction of patients. A review of qualitative studies highlighted that in most studies, patients defined quality as patient centered care and that quality would include having physical and emotional needs having individualized care as well as being involved in their care and decision making of care. The review also highlighted the importance of medical personnel who respect, listen to patients and anticipate their needs.

**Aim and Objectives**

The aim of the study is to assess the level of satisfaction of inpatients at the tertiary care specialty hospital and to find out the causes of dissatisfaction.

**Objectives**

The objectives set were, to study the level of satisfaction of inpatients in general wards at the tertiary care specialty hospital and to find the causes of dissatisfaction, if any suggest remedial measures.

**Methodology**

Structured questionnaire based study where views of the inpatients were taken regarding various supportive, operation services. The data collected from different patient ward patient care areas over a period of 6 months and analyzed to determine the dissatisfying factors among the patients.

**Observations**

More than 79% of the patients rated the services excellent and good the factors where the satisfaction level is low is the cleanliness in the toilets and linen, use of disinfectants. Operation process services opine from patients more than 80% of the patients are satisfied, but suggested to improve housekeeping, laundry and sanitary services.

**Conclusion**

The study suggests that a majority of inpatients are satisfied with hospital services. The study recommends for the need to increase technical machinery usage to improve the housekeeping and sanitary services of the wards.

**KEY WORDS:** Hospital Services, Patient satisfaction, Quality.