International Journal of Research Publication and Reviews

AN OBSERVATIONAL STUDY TO ANALYZE THE QUALITY OF SERVICES IN IN-PATIENT DEPARTMENT AND THE FACTORS AFFECTING IT THROUGH VARIOUS QUALITY INDICATORS AT LEADING PRIVATE HOSPITAL IN VADODARA

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A B S T R A C T

The core purpose of present work is to analyse the quality of services in in-patient department and also to monitor how Quality Indicators can be so very crucial in terms of maintaining and improving the standards of the hospitals. This research focuses and analyse the concept of quality of hospital service in respect from the perspective of patients. Quality Indicators can be essential element for calculating and measuring patient's perception for the assessment or evaluation of quality of services provided to them. Customers who were hospitalised and those who had recently used health services provided data. Observational study is used as a sampling method to analyse quality indicators in in-patient department. The observation is carried out on the basis of structured checklist which includes certain parameters on the basis on which quality is been measured.

Keywords:In-patient Department, Quality Indicators

1. Introduction

For best practices and monitoring the performance of in-patient department services, quality in health organizations is necessary. Services are vital because they provide patient satisfaction in a variety of ways. It comprises quality indicators, which are defined as "a statistical assessment of function, system, or process performance across time."

Quality Indicators focuses on structure of the care provided to the customers and can also be used as a tool pilot the process of quality improvement in health care. In today's cut-throat competition era, one should be more on the side of customer centric and treat the customer as the pillar of the healthcare organization. As Healthcare industry is service oriented, it must be on the base of relationship between patient and healthcare provider.

As far as flawless performance is concerned in the hospital, quality improvement processes are carried out in sense of providing and maintaining the features of the services. As trends are changing, there has been demand for better medical treatment and for the same quality of services provided to the patients needs to go hand-to-hand.

Top priority must be given to improve the quality of medical services in order to give superior services to the patients and to pleas and retain them. As there are multiples of operations are being carried to compete, maintaining a high level of service quality is must. Quality needs to be updated time and again to be in the race for providing utmost level of satisfaction to the patients.

International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

2. Review Papers

The (AndriantoWidjadja, 2021) seeks identify the elements that influence the quality of hospital services for inpatients. In general, the service quality element has been widely regarded as the primary predictor of a company's success. Improving service quality will result in increased customer satisfaction, which will affect retention and loyalty. As an organisation that sells health services, hospitals are required to continuously improve their quality, which is relatively difficult to standardize and communicate.

In a look at the research work by the (AsadShahjehan, Sajjad Ahmad Afridi,2020) Customer Loyalty Through Healthcare Quality; The Mediating Role of Customer Commitment: A Comparison of Public and Private Hospitals The primary goal of this study article is to assess customers' perceptions of healthcare quality, as well as their loyalty and commitment to hospitals. Data were gathered from hospitalized patients who had recently used the health services of several public and private hospitals. According to the findings, healthcare quality has a significant effect on consumer loyalty. The role of customer commitment as a moderator in the relationship between service quality and customer loyalty was also investigated. The findings revealed that the connection between healthcare quality and customer loyalty is entirely disrupted by consumer commitment.

The purpose of this study work was to investigate a conceptual model for the links between hospital service quality(Jee Su Lim, John H Heinrichs, KeeSook Lim,2018), patient satisfaction, hospital use, and hospital financial performance.

The research (Rohit Trivedi, KhyatiJagani) aims to of this study is to learn how diverse demographic characteristics and recurrent use of the same doctor or hospital impact the overall assessment of health-care service quality and satisfaction among inpatients admitted to private hospitals in a rising economy.

3. Research Methodology

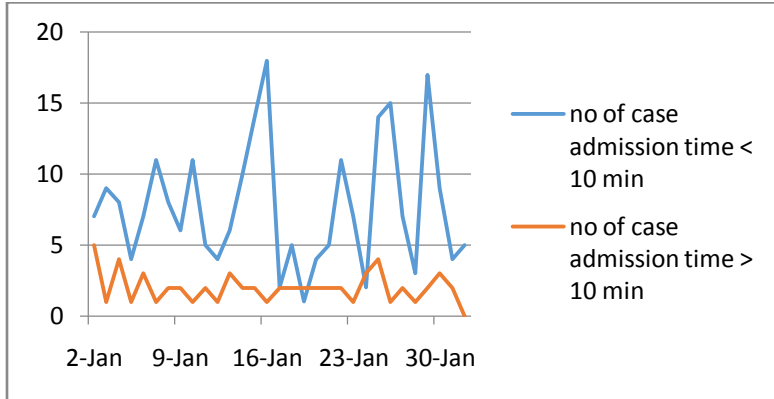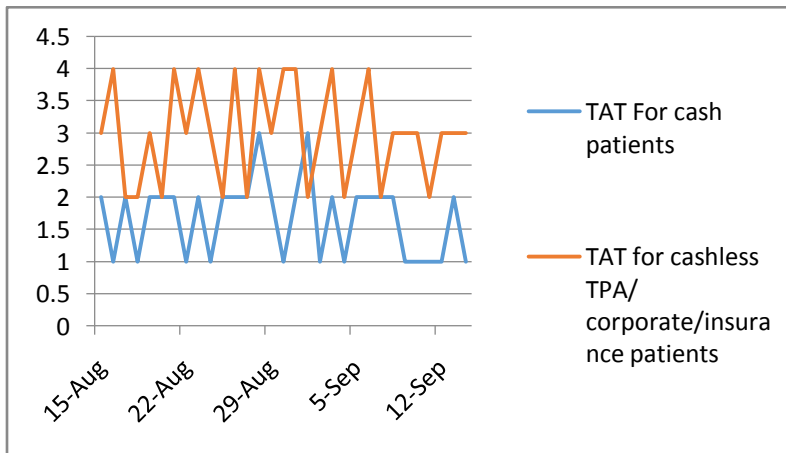1.**Number of new admission and number of planned discharge:-**
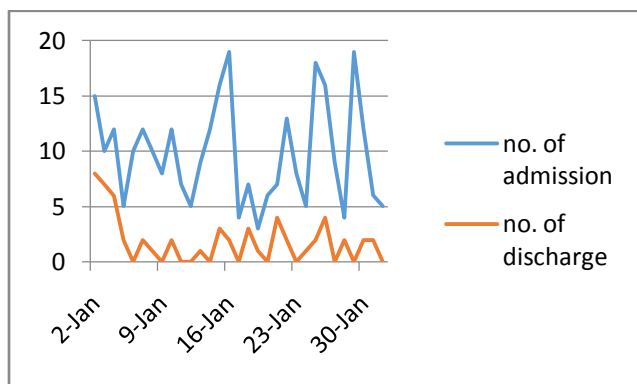
International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

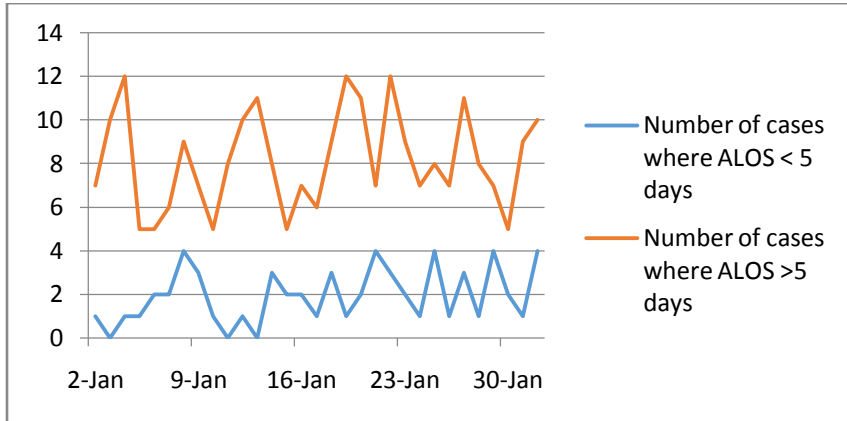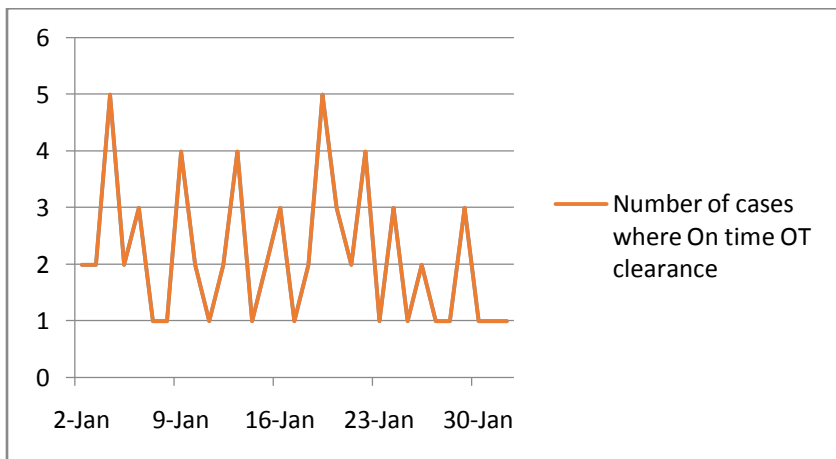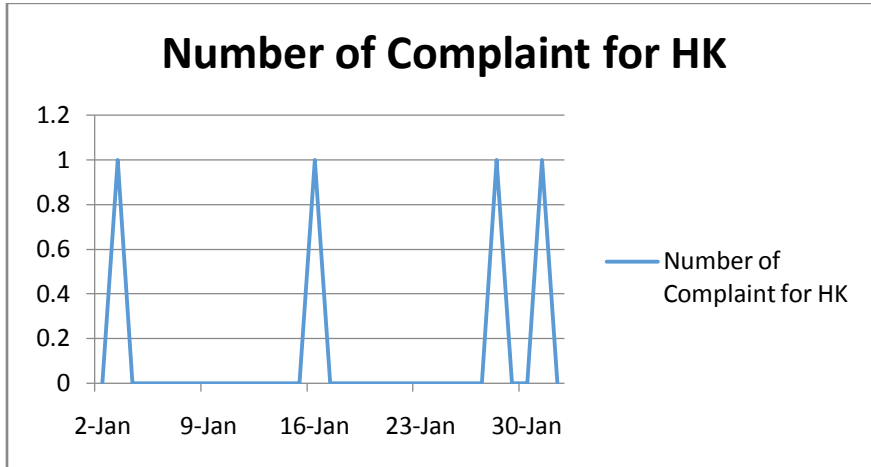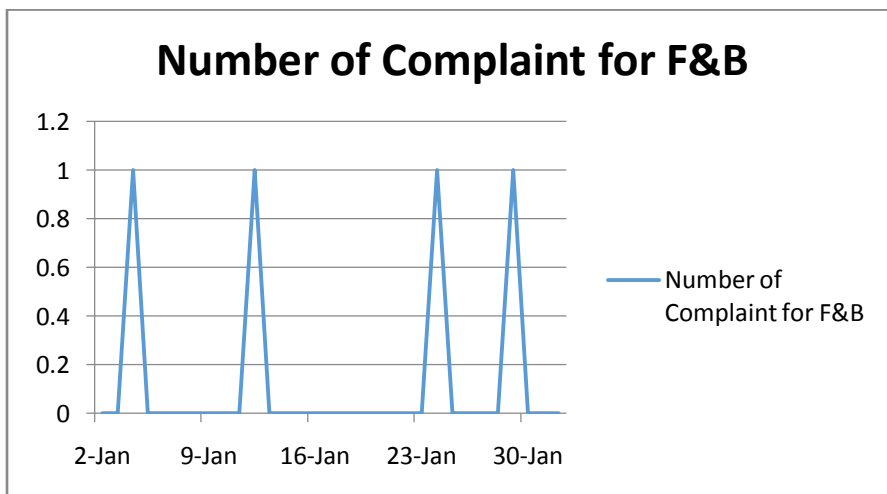2.**Number of cases where admission time < 10 min and > 10 min**

3.**DISCHARGE TAT**

4.NUMBER OF CASES WHERE ALOS < 5 DAYS AND > 5 DAYS

5.Number of cases where On time OT clearance

6.NUMBER OF COMPLAINTS FOR HOUSEKEEPING

Number of Complaint for HK

Number of Complaint for HK

7.NUMBER OF COMPLAINT FOR FOOD AND BEVERAGE

Number of Complaint for F&B

Number of Complaint for F&B

8.NUMBER OF MORTALITY CASES

9.NUMBER OF NOSOCOMIAL CASES

10.NUMBER OF CROSS INFECTION

11. NUMBER OF NEAR MISSED ADMISSION

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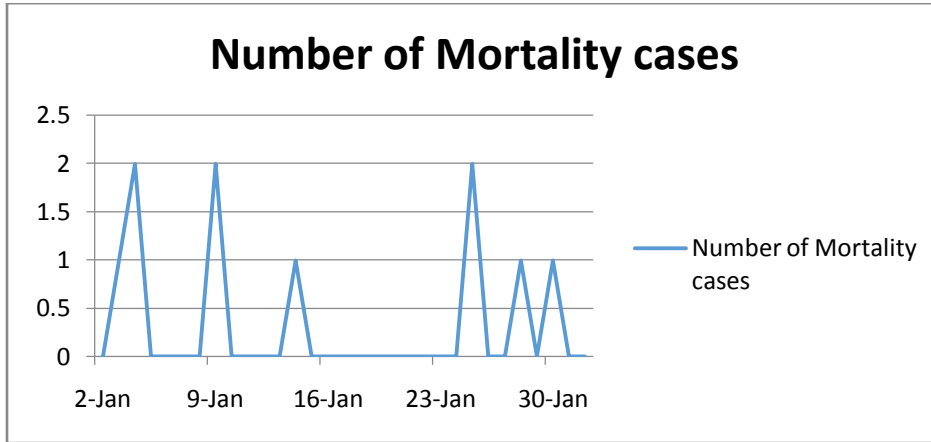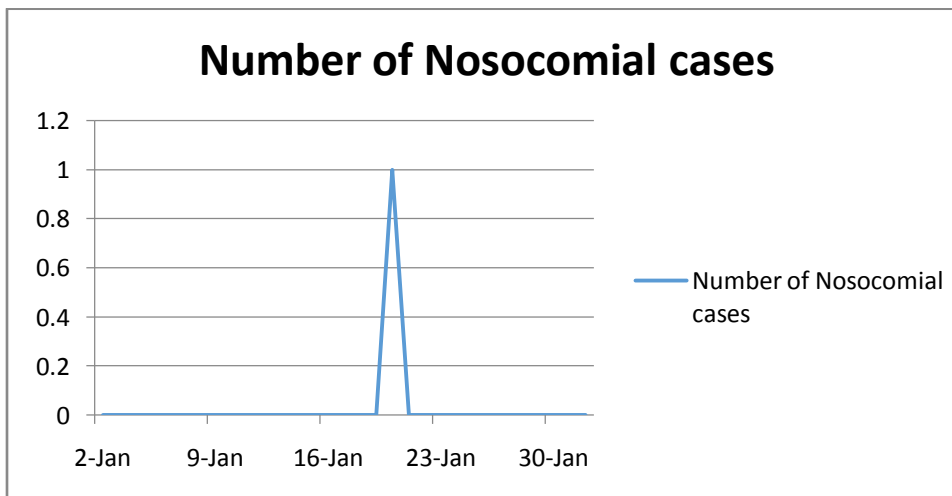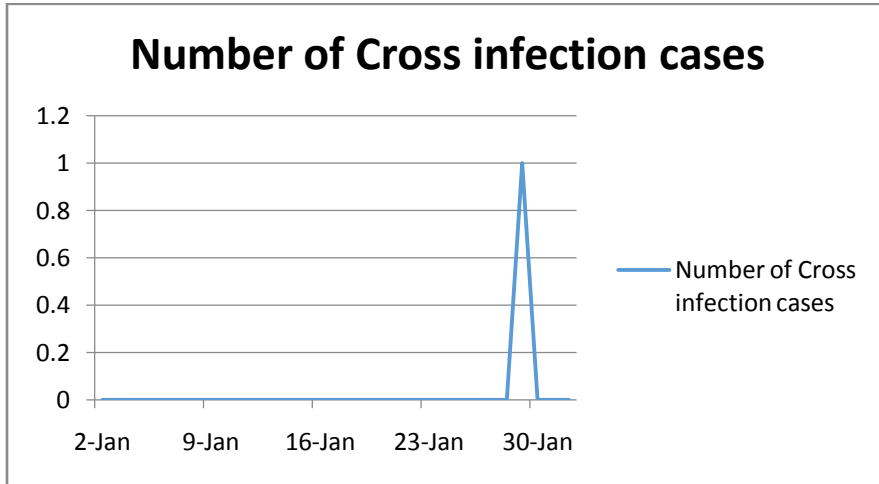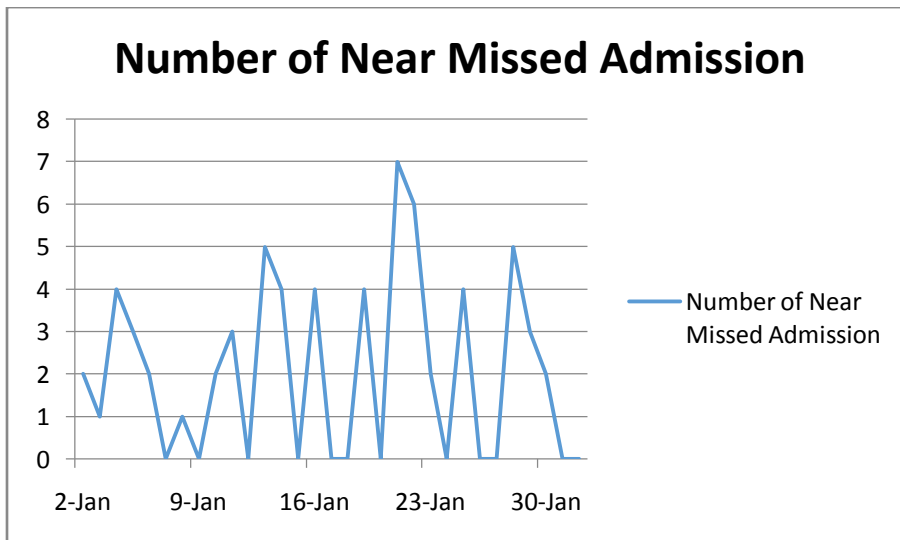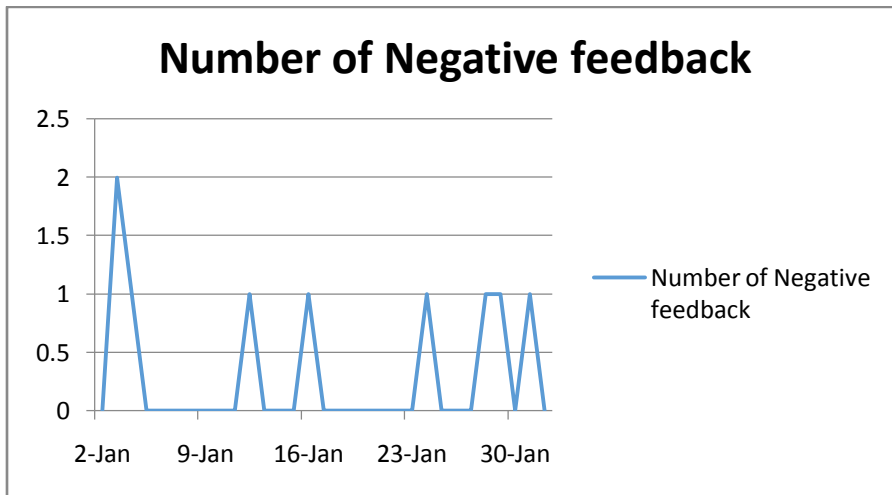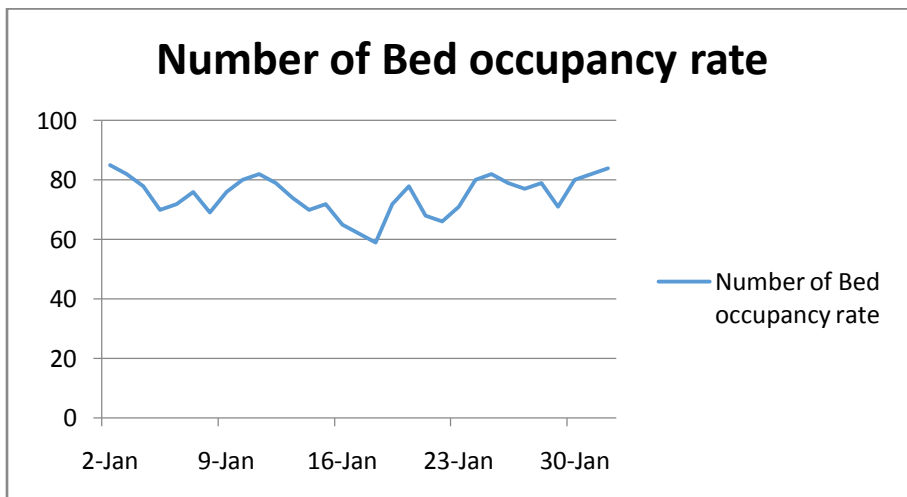## Journal homepage: www.ijrpr.com ISSN 2582-7421

12. NUMBER OF NEGATIVE FEEDBACK

Number of Negative feedback

13. NUMBER OF BED OCCUPANCY RATE

Number of Bed occupancy rate

International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

Findings:

- ➢ System functions very well despite having rush in the admissions and planned discharge.
- ➢ Findings conclude number of cases where admission time is less than 10 minutes is higher and it indicates that hospital follows necessary quality indicators.
- ➢ Turnaround Time for discharge is ranging from 2 hours to 4 hours depending upon cash patients to non-cash patients.
- ➢ It clearly seen that hospital has no or minor cases of nosocomial, cross infection, so quality indicators are placed nicely.
- ➢ The hospital made efforts in maintaining standard of quality with the use of Quality Indicators.

Recommendations:

- ➢ Hospital Management needs to constant check-on in in-patient department.
- ➢ Hospital should also monitor the trend of the quality indicators of the in-patient department in every 15 days.
- ➢ Staffs needs to be trained towards the importance of quality of indicators.
- ➢ Authorities should not restrict the measurement of quality indicators in the IPD.
- ➢ The hospital should have a quality control team that analyses the result of the indicators every month.
- ➢ The quality control team should give their valuable inputs and measures to control the quality.

Conclusion:

The health care industry has to be more advanced in terms of quality indicators and management of broad areas related to these in order to capture more satisfaction and enhance hospital treatment, but there are some discrepancies in between, so staying on track is essential.

International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

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