



## **A STUDY ON PATIENT SATISFACTION OF MULTI SPECIALITY HOSPITAL IN COIMBATORE CITY**

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### **ABSTRACT :**

The main objective of this project is to create a device capable of continuously monitoring an individual's body temperature and pulse rate using sensors such as the LM35 temperature sensor and an optical pulse sensor. The collected data is displayed on an LCD screen and transmitted to the cloud through a Wi-Fi module (ESP8266), enabling remote monitoring. The system is designed to alert medical personnel or caregivers through an Iota-based communication system when abnormal values are detected. This real-time health monitoring system is especially useful for tracking the health of elderly individuals or patients in remote areas, providing timely medical intervention and improving healthcare efficiency.

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### **1.INTRODUCTION**

This study assesses patient satisfaction in a prominent multi-specialty hospital in Coimbatore, where quality care and patient experience are critical. As healthcare facilities expand, hospitals face the dual challenge of delivering effective medical treatment and enhancing patient interactions. Key factors influencing satisfaction include treatment quality, staff responsiveness, communication, and facility hygiene. Using surveys and interviews, the study identifies strengths and areas for improvement while emphasizing the role of patient-centered care in boosting satisfaction, trust, and loyalty.

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### **2. STATMENT OF PROBLEM**

This study explores patient satisfaction in a multi-specialty hospital in Coimbatore, where delivering consistent, high-quality care across departments is a growing challenge. Despite offering diverse services, issues like long wait times, inconsistent communication, lack of personalized care, and variable service quality affect

Patient satisfaction. Identifying and addressing these factors is essential to ensure a cohesive and effective patient experience.

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### **3. OBJECTIVE.**

- To provide suggestions for stakeholders to improve service quality.
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### **4. RESEARCH DESIGN**

The present study adopts a descriptive research design to analyze patient satisfaction in multi-specialty hospitals in Coimbatore city. The sample was selected using convenient sampling, focusing on 162 respondents. Both primary data (through structured questionnaires and interviews) and secondary data (from hospital websites, research papers, etc.) were utilized. This methodology helps in obtaining detailed insights into the factors influencing patient satisfaction.

## 5. LITERATURE REVIEW

1. Tsasis, P., Troikas, C., and Deutsch, G. (2000)<sup>1</sup> Assessment of Patient Satisfaction in a Major Hospital's Specialized HIV/AIDS Care Unit. Care for AIDS Patients; 14(7): 347-349. This study set out to determine the elements that influence patient satisfaction among HIV/AIDS patients receiving care in a large Canadian hospital's specialist HIV/AIDS care unit.

2. Sullivan, L., Stein, M., Save sky, J., and Same, J. (2000)<sup>2</sup>

HIV-Infected Patients' Contentment with Primary Care Physicians and the Doctor-Patient Relationship. General Internal Medicine Journal, 15(7), 462-469. This study aims to ascertain how much patient satisfaction is correlated with views of particular elements of the doctor-patient interaction. Information was gathered from Between 1994 and 1996, patients seeking initial care at two metropolitan HIV care clinics in Providence, Rhode Island, and Boston, Massachusetts

## 6. PROFILE OF THE STUDY

PSG Institute of Medical Sciences and Research, established in 1985, is a teaching hospital and research institute in Peelamedu, Coimbatore. Established in 1926, it aims to address educational and industrial needs in India. KG Hospital, established in 1974, is a leading multi-specialty institution with 1,400 beds. It has achieved significant milestones, including the first 128-slice CT scanner in Asia and pioneering procedures like awake open-heart surgery and cadaver transplantations. Kongunadu Hospital, founded in 1983, is the first to introduce advanced Responder 2000 ambulance and emergency services and offers Minimally Invasive Cardiac Surgeries in the region. NG Hospital and Research Center, founded by Dr. C Manohar, provides 200 beds and focuses on interdisciplinary collaboration and innovative healthcare. The hospital's values emphasize caring, honesty, integrity, punctuality, responsibility, transparency, and innovation. GKNM, established in 1952, focuses on caring for women and children and employs advanced technologies for patient recovery. The hospital's goals include leveraging technology for patient benefit and enhancing healthcare professionals' skills.

## 7. ANALYSIS AND INTERPRETATION OF DATA

### 7.1 Challenges Faced by the Patients

Based on the primary data collected from 162 respondents using a structured questionnaire and interview method in Coimbatore, several challenges were identified. Based on the weighted average data from the patient satisfaction survey, we can identify key *challenges* faced by patients in multi-specialty hospitals in Coimbatore:

Service Area	Weighted Average	Interpretation
Ambulance Services	4.12	Lowest score in the survey. Indicates dissatisfaction with response time, availability, or comfort of ambulance services.
Hospital Commodities	4.16	Slight dissatisfaction with basic facilities such as beds, restrooms, and general amenities.
Cleanliness & Hygiene	4.17	Though acceptable, suggests inconsistent hygiene practices across departments.
Diagnosis	4.16	Patients may face delays or lack of clarity in test procedures and communication.
Labour Ward & Childcare	4.17	Minor issues in comfort, privacy, or postnatal care were indicated by some respondents.

From the institutional descriptions (PSG, KG, KNH, NG, and GKNM Hospitals), we observe that:

- Each hospital has a **vision of quality care**, but **infrastructure scalability and consistency** in services are mentioned as ongoing development areas.
- Technological advancements** (e.g., 4D ultrasound, electronic patient records) are in place, yet **patient-facing aspects like billing clarity, discharge processes, and emergency services** require more standardization.
- KNH and NG hospitals emphasize **digital systems and hygiene**, reflecting effort, but survey responses show that **patient experience still needs refinement** across these areas.

### 7.2 SUGGESTIONS FOR STAKEHOLDERS

Based on the patient satisfaction data and hospital profiles, here are targeted *suggestions for stakeholders* (hospital management, staff, and policymakers):

<sup>1</sup> Stasis, P., Troikas, C., and Deutsch, G. (2000) Patient Satisfaction in a Major Hospital's Specialized HIV/AIDS Care Unit. Care for AIDS Patients; 14(7): 347-349. <https://doi.org/10.1186/s12913-017-2094-6>

<sup>2</sup> Sullivan, L., Stein, M., Save sky, J., and SimMet, J. (2000) General Internal Medicine Journal, 15(7), 462-469. <https://doi.org/10.1186/s12913-017-2094-6>

### 1. Improve Ambulance and Emergency Response Services

- *Why:* Ambulance (4.12) and Emergency Services (4.35) received the *lowest scores*.
- *Suggestion:* Increase fleet size, implement real-time GPS tracking, and train staff in on-the-spot triage and response.

### 2. Standardize and Upgrade Hospital Commodities

- *Why:* Patients rated this area at 4.16, reflecting dissatisfaction with facility standards.
- *Suggestion:* Regular audit and maintenance of hospital infrastructure (beds, washrooms, waiting areas) and ensure availability of basic comfort tools.

### 3. Protocols Enhance Cleanliness and Hygiene

- *Why:* Scored 4.17 – while hospitals claim adherence to NABH/JCI hygiene norms, patients report inconsistencies.
- *Suggestion:* Regular infection control training for staff, visible cleaning schedules, and feedback kiosks for hygiene.

### 4. Streamline Diagnosis and Billing Communication

- *Why:* Diagnosis (4.16) and Billing (4.26) scores suggest scope for better communication and transparency.
- *Suggestion:* Introduce patient dashboards, digital reports, and billing breakdowns via mobile apps or kiosks.

### 5. Focus on Maternity and Child Care Experience

- *Why:* Labor Ward and Childcare scored 4.17, indicating mild dissatisfaction.
- *Suggestion:* Ensure more personalized care during delivery, increase staff support post-delivery, and provide lactation counseling.

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## 8. FINDINGS

The study reveals that multi-speciality hospitals in Coimbatore are performing well in several key areas of patient care, but there are notable areas that require improvement. The analysis, based on feedback from 162 respondents, showed that:

- **Reception services** had the highest satisfaction level with a **weighted average of 4.51**, where **67.7%** of responses were marked as *Highly Satisfied*.
- **Specialist availability** also scored high with a **weighted average of 4.38**, supported by **63.4%** of patients marking *Highly Satisfied*.
- **Emergency services** received a **weighted average of 4.35**, with **63.8%** of patients highly satisfied.
- **Nursing services** showed strong performance, with **45.2% Highly Satisfied** and **49.3% Satisfied**, averaging **4.26**.
- Areas like **diagnosis (4.16)**, **ICU & OT (4.18)**, **cleanliness (4.16)**, and **hospital commodities (4.16)** were moderately well-rated, with 45–50% *Highly Satisfied* responses.

However, **ambulance services** showed relatively lower satisfaction with a **weighted average of 4.12** and only **44.1% Highly Satisfied** responses, indicating a need for improvement in emergency transport facilities.

#### Additionally:

- **Inpatient admission & discharge** was rated well at **4.29**, showing **57.5%** high satisfaction.
- **Billing and charges clarity** had a **weighted average of 4.26**, with **56.4%** highly satisfied but also **9.5%** neutral or dissatisfied, suggesting a need for greater transparency.
- Issues such as **long waiting times**, **overcrowding**, and **space limitations** were commonly noted as challenges, especially in high-traffic departments

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## 9. CONCLUSION

The study shows that while multi-specialty hospitals in Coimbatore generally offer satisfactory healthcare services, there are areas needing improvement. Patients were highly satisfied with medical treatment quality and staff behavior. However, concerns like long wait times, overcrowding, and limited space affected the overall experience. As patient expectations continue to evolve, hospitals must identify and address areas of concern to better meet patient needs. Ultimately, understanding what patients truly require is key to achieving satisfaction.

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## 9. BIBLIOGRAPHY

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