



A study on quality enhancement in health care with special reference to HK hospital

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Abstract

For any business to be fruitful, it needs to give first rate benefits that fulfils the requirements and needs of the client that is of better quality and offices greatness administrations given at HK healing centre. It should meet the wants and needs of the clients. The research was conducted for a sample size of 50. The hypothesis of the study is to know whether there is a perception of customers on facility excellence provided at HK Hospital. We have gone through chi-square test, frequency test, questionnaire method, tables and graphs have been used to validate the data. As per the research the need of the clients are known by giving the nature of administration and office perfection. The outcomes got by the overview are taken to examinations the nature of the different administration and office brilliance gave by the doctor's facility. A large portion of the clients were happy with the administration gave by the doctors facility and few had the disappointment and gathered important recommendation to frame the disappointed clients. In the process of assessing the recommendation are taken into the thought and it will be executed in the doctor's facility to enhance their administrations further. The general react from the clients is extremely happy with the nature of administration and office perfection gave by the HK Hospital.

Keywords: fruitful, quality, business, enhancement

Introduction

Health care has become one of India's largest sectors – both in terms of revenue and employment. Health care sector in India is growing due to its strengthening coverage, services and increasing expenditure by public as well as private players.

The health care sector nowadays is exciting with so many opportunities as well as challenges. There are so many opportunities to give high quality care to patients by having new technical, diagnostic, and therapeutic innovations.

According to the title the quality enhancement is the framework which we use to systematically improve the different routes to treat the patients. Quality enhancement in hospitals improves the adaptability, productivity, lowered cost, improves satisfaction and risk can be less.

As we know quality improvement in hospital is important for basic reasons which improves the understanding power of the patient's records. As per the individual needs of the patients, quality enhancement helps to provide better results. In terms of addressing the patient needs, safety of the patients, system efficiency. We have only seen that the doctors depend upon the traditional practice of pen and a paper. The prescriptions given by the doctors can't be understood sometime so, to improve that we need to adopt new technology like printed prescriptions.

It is not only in terms of prescriptions there are several other problems where quality has to be improvised so to overcome these aspects we need to have a quality check and find out the problem and assign the proper solution and improve the way we treat patients. This helps hospitals to get more reliable in the healthcare process and provides a better healthcare services.

Statement of the problem

Patients encountering high care quality and patients will

probably take after treatment. Quiet fulfillment is utilized as an in marker for measuring the quality in medicinal services. Much of the time patients recognition about human services frameworks appear to have been to a great extent overlooked by social insurance directors in creating nations. Surveying patients point of view give clear picture about the patients need and desires. The examinations is to gauge the nature of care given to patients by measuring patient's fulfillment in Hospital.

Research questions

What is your level of satisfaction of care quality perceived from the hospital?

What is your opinion on quality treatment provided by HK hospital?

Whether HK provides modern instrumentation to serve customers?

Objectives

- To study about the facility provided at HK Hospital Private.Ltd.
- To evaluate perception of customer on facility excellence provided at HK hospital.
- To understand the level of customer satisfaction at HK Hospital.

Formulation hypothesis

H0: There is no Perception of Customer (Demographic factors) On Facility Excellence Provided at HK Hospital.

H1: There is a Perception of Customer (Demographic factors) On Facility Excellence Provided at HK Hospital.

Research Methodology

Research Design

Descriptive and Analytical Research is used to describe

characteristics of a population or phenomenon being studied.

Sources of data

In this study, “Primary and secondary data” criteria are taken into consideration. The primary data is the data that is collected by researcher from the first and sources, by using methods like questionnaires and surveys. And secondary data is the data collected from the internet journals, and business modules.

Sample design

Convenience sampling is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

Sampling frame

The sampling frame is the list from which the potential respondents are drawn:

- List of patients admitted to hospital.
- Patient’s details.

Sample unit

Population: All the customers of HK Hospital will be taken as the population for the study.

Sample size: 50 Respondents.

Tools of data collection

Following are the tools that will be used to collect the data:

▪ **Questionnaires**

An organized survey is developed for the gathering of information to know the office perfection of the clinic through the patient. The poll is intended to finish the destinations of the study. A portion of the inquiry will be multi decision question and other will be scored on five point Likert scale.

▪ **Interview method**

Meeting the HK hospital patients and employees face to face, especially for consultations.

▪ **Observation**

Observing the process and the care taken from the hospital members towards patients. The quality of services and facilities provided for the patients can be observed.

Statistical tools applied for the study

- The questionnaires method will be used for data collections.
- To make the research useful the findings and recommendations will be given to analysis.
- It will have the representations of diagrams: graphs will be used.
- Chi-square and frequency test have been used.

Data analysis

Table 1

Sl.No	Name of the demographic variables	Number of respondents (n)	Percentage
01	Gender		
	Male	28	56
	Female	22	44
02	Age		
	Below 20	5	10
	20 – 30	10	20
	30 – 40	15	30
	Above 40	20	40
03	Education Qualification		
	Upto SSLC	20	40
	PUC	15	30
	Graduate	8	16
	Post Graduate	7	14
04	Occupation		
	Student	3	6
	Employed	23	46
	Self Employed	20	40
	Professional	4	8
05	Monthly Income		
	Below 10000	17	34
	10000 - 20000	5	10
	20000 - 30000	15	30
	30000 - 40000	10	20
	Above 40000	3	6

Interpretation

- From the above table and graph demonstrates the gender of the clients and patients. 56% of patients are male and 44% of the patients are female.
- From the above table and diagram it shows the percentage of age group of respondents. 10% of the age group belong to below 20, 20% of the age group are 20-30, 30% of the age group belong to 30-40, 40% are of

- above 40.
- From the above table and graph we can get to know about the education qualification of the respondents. 40% of the respondents belong to up to SSLC, 30% of them belong to PUC, 16% of them are graduates and 14% are post graduates.
- From the above table and graph we can get to know about the occupation of the respondents. The table says

that 6% of the respondents are students, 46% of the respondents are employed, 40% of the respondents are self-employed and 8% of the respondents are professional.

- The above table and graph shows the monthly income percentage of the respondents. 34% of the respondent's monthly income is below 10,000, 10% of the respondent's monthly income are 10,000 - 20,000, 30% of the respondents monthly income lies between 20,000 and 30,000, 20% of the respondents monthly income is between 30,000 and 40,000, 6% of the respondents monthly income is above 40,000.

Objective

To evaluate perception of customer on facility excellence provided at HK hospital.

Table 2: Perception of Customer (Gender) On Facility Excellence Provided At HK Hospital

Sl.No	Particular	Result
1	What is your response towards critical care services	Df = 4, P < 0.05, Sig - .012
2	Whether HK provides modern instrumentation to serve customers	Df = 4, P < 0.05, Sig - .000
3	What is your opinion on quality treatment provided by HK hospital	Df = 4, P < 0.05, Sig - .052
4	There is a good relationship with doctors and patients.	Df = 4, P < 0.05, Sig - .150
5	What is your opinion in terms of night time response of doctors	Df = 4, P < 0.05, Sig - .006
6	Do you agree that doctors are available during emergency	Df = 4, P < 0.05, Sig - .049

Interpretation

The above table explains that details there is significant association between Gender of respondents and excellence facility provided at HK hospital. The significance difference of response towards critical care services = .012 < 0.05/ HK provides modern instrumentation to serve customers = .000 < 0.05/ Opinion on quality treatment provided by HK hospital = .052 > 0.05 / Good relationship with doctors and patients = 0.150 > 0.05 / Opinion in terms of night time response of doctors = .006 < 0.05 / Do you agree that doctors are available during emergency = 0.049 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 3: Perception of Customer (Age) On Facility Excellence Provided At HK Hospital

Sl.No	Particular	RESULT
1	What is your response towards critical care services	Df = 4, P < 0.05, Sig - .000
2	Whether HK provides modern instrumentation to serve customers	Df = 4, P < 0.05, Sig - .000
3	What is your opinion on quality treatment provided by HK hospital	Df = 4, P < 0.05, Sig - .000
4	There is a good relationship with doctors and patients.	Df = 4, P < 0.05, Sig - .000
5	What is your opinion in terms of night time response of doctors	Df = 4, P < 0.05, Sig - .000
6	Do you agree that doctors are available during emergency	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant

association between Age group of respondents and excellence facility provided at HK hospital. The significance difference of response towards critical care services = .000 < 0.05/ HK provides modern instrumentation to serve customers = .000 < 0.05/ Opinion on quality treatment provided by HK hospital = .000 < 0.05 / Good relationship with doctors and patients = 0.00 < 0.05 / Opinion in terms of night time response of doctors = .000 < 0.05 / Do you agree that doctors are available during emergency = 0.00 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 4: Perception of Customer (Education Qualification) On Facility Excellence Provided at HK Hospital

Sl.No	Particular	Result
1	What is your response towards critical care services	Df = 4, P < 0.05, Sig - .001
2	Whether HK provides modern instrumentation to serve customers	Df = 4, P < 0.05, Sig - .000
3	What is your opinion on quality treatment provided by HK hospital	Df = 4, P < 0.05, Sig - .000
4	There is a good relationship with doctors and patients.	Df = 4, P < 0.05, Sig - .001
5	What is your opinion in terms of night time response of doctors	Df = 4, P < 0.05, Sig - .008
6	Do you agree that doctors are available during emergency	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant association between Education Qualification of respondents and excellence facility provided at HK hospital. The significance difference of response towards critical care services = .001 < 0.05/ HK provides modern instrumentation to serve customers = .000 < 0.05/ Opinion on quality treatment provided by HK hospital = .000 < 0.05 / Good relationship with doctors and patients = 0.001 < 0.05 / Opinion in terms of night time response of doctors = .008 < 0.05 / Do you agree that doctors are available during emergency = 0.00 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 5: Perception of Customer (Occupation) on Facility Excellence Provided at HK Hospital

Sl.No	Particular	Result
1	What is your response towards critical care services	Df = 4, P < 0.05, Sig - .000
2	Whether HK provides modern instrumentation to serve customers	Df = 4, P < 0.05, Sig - .001
3	What is your opinion on quality treatment provided by HK hospital	Df = 4, P < 0.05, Sig - .000
4	There is a good relationship with doctors and patients.	Df = 4, P < 0.05, Sig - .001
5	What is your opinion in terms of night time response of doctors	Df = 4, P < 0.05, Sig - .000
6	Do you agree that doctors are available during emergency	Df = 4, P < 0.05, Sig - .002

Interpretation

The above table explains that details there is significant association between Occupation of respondents and excellence facility provided at HK hospital. The significance difference of response towards critical care services = .000 < 0.05/ HK provides modern instrumentation to serve customers = .001 < 0.05/ Opinion on quality

treatment provided by HK hospital = .000 < 0.05 / Good relationship with doctors and patients = 0.001 < 0.05 / Opinion in terms of night time response of doctors = .000 < 0.05 / Do you agree that doctors are available during emergency = 0.02 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 6: Perception of Customer (Monthly Income) on Facility Excellence Provided at Hk Hospital

Sl.No	Particular	Result
1	What is your response towards critical care services	Df = 4, P < 0.05, Sig - .000
2	Whether HK provides modern instrumentation to serve customers	Df = 4, P < 0.05, Sig - .000
3	What is your opinion on quality treatment provided by HK hospital	Df = 4, P < 0.05, Sig - .000
4	There is a good relationship with doctors and patients.	Df = 4, P < 0.05, Sig - .000
5	What is your opinion in terms of night time response of doctors	Df = 4, P < 0.05, Sig - .000
6	Do you agree that doctors are available during emergency	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant association between monthly income of respondents and excellence facility provided at HK hospital. The significance difference of response towards critical care services = .000 < 0.05/ HK provides modern instrumentation to serve customers = .000 < 0.05/ Opinion on quality treatment provided by HK hospital = .000 < 0.05 / Good relationship with doctors and patients = 0.00 < 0.05 / Opinion in terms of night time response of doctors = .000 < 0.05 / Do you agree that doctors are available during emergency = 0.00 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Objective

To understand the level of customer satisfaction at HK Hospital.

Table 7: Perception of customer (Gender) on the level of satisfaction at HK hospital

Sl.No	Particular	Result
1	What is your level of satisfaction about emergency services	Df = 4, P < 0.05, Sig - .001
2	What is extent to which the expectations of the patients are met	Df = 4, P < 0.05, Sig - .890
3	What is your level of satisfaction of care quality perceived from the hospital	Df = 4, P < 0.05, Sig - .031
4	How does the security guards treat customers/patients in HK hospital	Df = 4, P < 0.05, Sig - .111
5	Rate the overall care quality provided by HK hospital	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant association between Gender of respondents and level of customer satisfaction provided at HK hospital. The significance difference of response towards emergency services = .001 < 0.05/ expectations of the patients are met

Table 10: Perception of customer (Occupation) on the level of satisfaction at HK hospital

Sl. No	Particular	Result
1	What is your level of satisfaction about emergency services	Df = 4, P < 0.05, Sig - .000

= .890 > 0.05/ level of satisfaction of care quality perceived from the hospital = .031 < 0.05 / Opinion on security guards treat customers/patients in HK hospital = 0.111 > 0.05 / Rating on the overall care quality provided by HK hospital = .000 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 8: Perception of customer (Age) on the level of satisfaction at HK hospital

Sl.No	Particular	Result
1	What is your level of satisfaction about emergency services	Df = 4, P < 0.05, Sig - .000
2	What is extent to which the expectations of the patients are met	Df = 4, P < 0.05, Sig - .010
3	What is your level of satisfaction of care quality perceived from the hospital	Df = 4, P < 0.05, Sig - .000
4	How does the security guards treat customers/patients in HK hospital	Df = 4, P < 0.05, Sig - .000
5	Rate the overall care quality provided by HK hospital	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant association between Age group of respondents and level of customer satisfaction provided at HK hospital. The significance difference of response towards emergency services = .000 < 0.05/ expectations of the patients are met = .010 < 0.05/ level of satisfaction of care quality perceived from the hospital = .000 < 0.05 / Opinion on security guards treat customers/patients in HK hospital = 0.00 < 0.05 / Rating on the overall care quality provided by HK hospital = .000 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 9: Perception of customer (Education Qualification) on the level of satisfaction at HK hospital

Sl.No	Particular	Result
1	What is your level of satisfaction about emergency services	Df = 4, P < 0.05, Sig - .002
2	What is extent to which the expectations of the patients are met	Df = 4, P < 0.05, Sig - .000
3	What is your level of satisfaction of care quality perceived from the hospital	Df = 4, P < 0.05, Sig - .000
4	How does the security guards treat customers/patients in HK hospital	Df = 4, P < 0.05, Sig - .006
5	Rate the overall care quality provided by HK hospital	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant association between Education Qualification of respondents and level of customer satisfaction provided at HK hospital. The significance difference of response towards emergency services = .002 < 0.05/ expectations of the patients are met = .000 < 0.05/ level of satisfaction of care quality perceived from the hospital = .000 < 0.05 / Opinion on security guards treat customers/patients in HK hospital = 0.006 < 0.05 / Rating on the overall care quality provided by HK hospital = .000 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

2	What is extent to which the expectations of the patients are met	Df = 4, P < 0.05, Sig - .021
3	What is your level of satisfaction of care quality perceived from the hospital	Df = 4, P < 0.05, Sig - .001
4	How does the security guards treat customers/patients in HK hospital	Df = 4, P < 0.05, Sig - .000
5	Rate the overall care quality provided by HK hospital	Df = 4, P < 0.05, Sig - .001

Interpretation

The above table explains that details there is significant association between Occupation of respondents and level of customer satisfaction provided at HK hospital. The significance difference of response towards emergency services = .000 < 0.05/ expectations of the patients are met = .021 < 0.05/ level of satisfaction of care quality perceived from the hospital = .001 < 0.05 / Opinion on security guards treat customers/patients in HK hospital = 0.00 < 0.05 / Rating on the overall care quality provided by HK hospital = .001 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Table 11: Perception of customer (Monthly Income) on the level of satisfaction at HK hospital

Sl. No	Particular	Result
1	What is your level of satisfaction about emergency services	Df = 4, P < 0.05, Sig - .000
2	What is extent to which the expectations of the patients are met	Df = 4, P < 0.05, Sig - .005
3	What is your level of satisfaction of care quality perceived from the hospital	Df = 4, P < 0.05, Sig - .000
4	How does the security guards treat customers/patients in HK hospital	Df = 4, P < 0.05, Sig - .000
5	Rate the overall care quality provided by HK hospital	Df = 4, P < 0.05, Sig - .000

Interpretation

The above table explains that details there is significant association between Monthly income of respondents and level of customer satisfaction provided at HK hospital. The significance difference of response towards emergency services = .000 < 0.05/ expectations of the patients are met = .005 < 0.05/ level of satisfaction of care quality perceived from the hospital = .000 < 0.05 / Opinion on security guards treat customers/patients in HK hospital = 0.00 < 0.05 / Rating on the overall care quality provided by HK hospital = .000 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively.

Findings

- The above table explains that details there is significant association between Gender of respondents and excellence facility provided at HK hospital. The significance difference of response towards critical care services = .012 < 0.05/ HK provides modern instrumentation to serve customers = .000 < 0.05/ Opinion on quality treatment provided by HK hospital = .052 > 0.05 / Good relationship with doctors and patients = 0.150 > 0.05 / Opinion in terms of night time response of doctors = .006 < 0.05 / Do you agree that doctors are available during emergency = 0.049 < 0.05. Hence calculated value is lesser than table value i.e., 0.05 respectively. Hence Alternative hypothesis is accepted. i.e., there is a Perception of Customer (Demographic factors) On Facility Excellence Provided at Hk Hospital.
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Suggestions

As per the survey conducted I noticed some points which I suggest to overcome those elements. My objective of conducting this survey is to know whether the hospital has been providing the excellence facility or not and the level of customer satisfaction have been fulfilled or not. Through the survey conducted I got response that the quality treatment provided at HK has to be improved. Some of them has responded that there is lack between doctor and patients relationship. Respondents says that the expectations are not met according to their expectations so I suggest that has to be improved as hospital industry is a service organization where customer expectations have to be met. I even found that sometimes the security guard will not treat the customers politely he is rude sometimes that has to be taken care as a small thing may became a negative mark to the sector.

Limitations of the study

Without good health, it's difficult to enjoy the rest of what life has to offer.

- The review was conducted only for period of a month

duration.

- The study is carried out only among the patients of HK Hospital.
- The sample was taken on the basis of convenience.
- Sample size limited for 50 only.

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