PREFACE

"From the safe delivery of the healthy baby to the care with dignity of the frail-elderly, health systems have a vital and continuing responsibility to people throughout the life span. They are crucial to the healthy development of individuals, families and societies everywhere”.

The professional area of organization is influenced by its user’s satisfaction. Be it the individual organization which produces goods, commercial organization involved in trade or the service sector. Hospital care is multi-dimensional. It is a service provided by a coordinated group of professional, technical, supportive, and other workers under the direction of an Administrator. The quality of the care received by patients is affected by the adequacy of the hospital facilities and their maintenance, by the administrative and professional organizations of the hospital, by the competence of the personnel, and by the interpersonal relations among the staff as well as between the staff and the patients.

Today, a hospital is a place for the definition and treatment of human ills and restoration of health and well being of those temporarily deprived of these. A large number of professionally and technically skilled people apply their knowledge and skill with the help of complicated equipment and appliances to produce quality care for patient. The excellence of the product – the raison’d etre for a hospital, therefore, depends on how well the human and material resources are applied to promote patient care. Majority of the hospitals are unable to achieve their targets and some of them have become non-viable because of poor Professional Management system in respect of Man, Money, Materials, Methods and Mobility of ideas, the famous M’s.
The Researcher had chosen three hospitals, all have an organizational size that calls for Professional Management System. The three hospitals fall under three different categories, (1) Government General Hospital (GGH), wholly managed by the Government (2) NRI Academy of Sciences, a private corporate hospital in the rural sector, supported by the NRI Trust (3) The St. Joseph’s General Hospital a missionary hospital, supported by JMJ (Jesus, Mary, Joseph.) Society, Guntur Province, Mangalagiri.

The hypotheses developed for the study are based on commonly held notions about the functioning of hospitals. (1) All the selected hospitals failed in creating patient centered environment due to their own inherent problems. (2) There is a gap in the perceptions of the doctors, nursing and paramedical staff on the environment created for achieving patient centered hospital. (3) There is a gap between the service promised and the service provided in addition to the expectations and perceptions of the patients of selected hospitals.

This thesis is an attempt to analyze from the point of view of patient satisfaction and to suggest, improving their services in order to create and promote patient centered hospitals.

All the personnel engaged in patient care must keep the following definitions of a “patient” in their minds.

The patient is the most important person in the Hospital:

The patient is not dependent upon us – we are dependent on him.
The patient is not an interruption of our work – he is the purpose of it.
The patient is not an outsider to our business – he is our business.
The patient is a person and not a statistic. He has feelings, emotions, biases and wants. It is our business to satisfy him.