

GOVERNMENT OF WEST BENGAL
DIRECTORATE OF HEALTH SERVICES
HOSPITAL ADMINISTRATION BRANCH, GRANTHAGAR BHAVAN
SWASTHYA BHAVAN, GN 29, SECTOR V, BIDHANNAGAR

Tel no 2333 0137

Email – wbqabr@gmail.com

Memo no- HF-40012/20/2021- HA/356

Date – 10.06.2021

To,
The CMOH
All Districts

Sub :: Patient Satisfaction survey

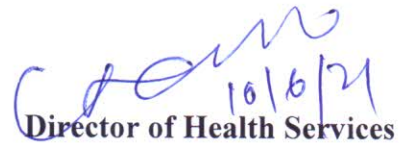
Under ongoing Quality Assurance programme, and under GO number HHM/1H-100-2016/218 dated 24.04.2016, of Mission Director, National Health Mission, all Hospitals were directed to perform Patient Satisfaction survey in their facilities. This is of utmost importance to gain insight into the quality of services rendered in OPD and Indoor.

Now this is to remind you to please direct all facilities to perform Patient Satisfaction survey routinely and arrange for analysis of results.

Rural Hospitals, BPHCs, 24 x 7 PHCs, PHCs will also perform Patient Satisfaction survey. The daily sample size for IPD for RH/BPHC/24x7 PHCs may be equal to 25% of average new admission cases in the RH/BPHC/24x7 PHCs, and sample size for OPD for RH/BPHC/24x7 PHCs/Non bedded PHCs may vary from 5-10 daily.

Format for documenting Patient Satisfaction survey is given in the aforementioned GO and is also enclosed along with for ready reference.

Also please find herewith how to perform data analysis after survey is done. After data analysis, Corrective and Preventive actions (CAPA) also are to be undertaken and documented.


10/6/21
Director of Health Services
West Bengal

Memo no HFW-40012/20/2021-HA/356/Date-10.06.2021.
(9)

Copy for information and na. to-

1. MD NHM
2. Jt DHS HA and SFWO WB
3. Deputy CMOH I – all Districts
4. ACMOH – all Sub divisions
5. Superintendent, All DH/ SDH/ SGH/ SSH
6. BMOH- All RH/ BPHCs
7. MO PHC – all
8. State Consultants under QA
9. District Consultants under QA


ADHS & SNO QA

10/06/21

GOVERNMENT OF WEST BENGAL
DIRECTORATE OF HEALTH SERVICES
HOSPITAL ADMINISTRATION BRANCH, GROUND FLOOR
SWASTHYA BHAVAN, GN 29, SECTOR V, BIDHANNAGAR

Tel no 2333 0610

Email – wbhabr@gmail.com

Memo no HHM/IH-100-2016/218

Date - 24.06.2016

ORDER

Under National Quality Assurance Programme, a mandatory implementation at facility level is patient satisfaction survey, which is to be implemented both in Out-patient's department (OPD) and In patient's department (IPD).

The patient satisfaction surveys provide an insight into the quality of care provided at the facility and also help in improving practice .

A format for uniform implementation across all hospitals in OPD and IPD is enclosed as Annexure A and B respectively.

The hospital authorities will arrange for printing of the formats, and they can employ their own manpower (like Rogi Sahayaks, own staff, quality mangers, ward in charges, nursing personnel etc.) to collect the completed form.

The respondents can be selected in case of OPD either by means of random sampling, or by systematic sampling (taking every 5th patient at exit point of OPD). Efforts must be made to keep sample size for OPD satisfaction survey not less than 10 per working day.

For IPD, respondents can be requested to answer at the time of their discharge. They can also be selected by method of random sampling, or by systematic sampling. Efforts must be made to keep sample size for IPD not less than 10 per working day.

Name of patient/respondent and/or any initials of patient/respondent are not to be recorded or entered in patient satisfaction survey forms.

Every month, facility level quality managers with the help of Data entry operator(DEO)s will do the statistical analysis and calculate the two Key performance indicator(KPI)s related to patient satisfaction survey- (i) patient satisfaction score (IPD) and (ii) patient satisfaction score (OPD). District level Consultants (Quality Monitoring) will provide technical and supervisory support for calculation and compilation of patient satisfaction scores. The final hospital wise scores will be discussed in District Quality Team (DQT) and District Quality Assurance Committee (DQAC) meetings and appropriate measures are to be taken for quality improvement.

Sankhamitra Ghosh

Mission Director

National Health Mission, WB.

Memo no HHM/1H-100-2016/ 218-1 (17)

Date - 24.06.2016

Copy for information to-

1. Secretary MS & Project Director WBSAPCS & Director SPSRC
2. Director of Health Services, West Bengal & e.o Secretary.
3. AMD, NHM
4. PO , NHM
5. Jt DHS (FW) & SFWO
6. Jt DHS (PH & CD)
7. Jt DHS (NCD)
8. Jt DHS (Blood safety)
9. Jt DHS (SPSRC)
10. DDHS (Admin)
11. DDHS (Hospital Administration) & Nodal Officer QA
12. DDHS (FW)
13. ADHS (Maternal Health)
14. CMOH – All districts

15. Superintendent - Jalpaiguri District Hospital, Siliguri District Hospital, Raiganj District Hospital, Balurghat District Hospital, Suri District Hospital, Krishnanagar District Hospital, Barasat District Hospital, MRB District Hospital, Howrah district Hospital, Chinsurah District Hospital, Purulia Deben Mahato District Hospital, Tamluk District Hospital, Bishnupur District Hospital (Health District), M J N Hospital Coochbihar, Katwa SDH, Ranaghat SDH, Rampurhat DH, Basirhat DH, Diamond Harbour DH, Darjeeling DH, Jhargram DH, Asansol DH, Khatra SDH, Durgapur SDH, Bolpur SDH, Gangarampur SDH, Kalimpong SDH, Uluberia SDH, Arambagh SDH, Alipurduar DH, Dinahat SDH, Jangipur SDH, Bongaon SDH, Ghatal SDH, Contai SDH, Haldia SDH, Raghunathpur SDH, Vidyasagar SGH
16. In charge IT cell with request to display the order in website
17. Senior PA to Principal Secretary, Dept. of Health & Family Welfare

Sangeeta Ghosh

Mission Director

National Health Mission, WB.

