

SVIMS - Patient Experience of Care



*Physical and Virtual options
for sharing feedback*



URL:

<https://internationalqualitymeasurers.org/svims>



SVIMS Sri Venkateswara Institute of Medical Sciences
AN AUTONOMOUS UNIVERSITY ESTABLISHED BY ACT OF ANDHRA PRADESH STATE LEGISLATURE IN 1996 RECOGNIZED UNDER SECTION 12(B) OF UGC



ENGLISH తెలుగు తమిళం గిజి

PATIENT EXPERIENCE OF CARE - GINEE (VIRTUAL ASSISTANT)
Though we work hard to provide our seamless services, we need your inputs to serve you better. Please rate us to help improve our services.

1. Communication Experience with Doctors
★★★★★★★★

2. Communication Experience with Nurses
★★★★★★★★

3. Communication Experience with Staff.
★★★★★★★★

4. Communication about Medicines.
★★★★★★★★


5. Discharge Process.
★★★★★★★★

6. Cleanliness of Hospital & Toilets.
★★★★★★★★


7. Responsiveness of Staff/Doctors/Nurses.
★★★★★★★★

8. Overall Rating of Hospital.
★★★★★★★★

9. Will you recommend this Hospital to someone for Care?
☐ Yes ☐ No ☐ May Be



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1. డాక్టర్లు మీతో మాట్లాడు విధానం
★★★★★★

2. నర్సులు మీతో మాట్లాడు విధానం
★★★★★★

3. ఆసుపత్రి సిబ్బంది మీతో మాట్లాడు విధానం
★★★★★★

4. మందుల గురించి మీకు చెప్పిన విధానం
★★★★★★

5. డిశ్చార్జీ విధానం
★★★★★★

6. ఆసుపత్రి మరియు మరుగు దొడ్లు యొక్క పరిశుభ్రత
★★★★★★

7. సిబ్బంది / డాక్టర్లు / నర్సులు మీకు సహకరించు విధానం
★★★★★★

8. మన ఆసుపత్రి గురించి మీ ఓవరాల్ రేటింగ్
★★★★★★

9. మన ఆసుపత్రిని మీరు మిగిలిన వారికి సిఫార్స్ చేస్తారా
☒ Yes ☐ No ☐ May Be

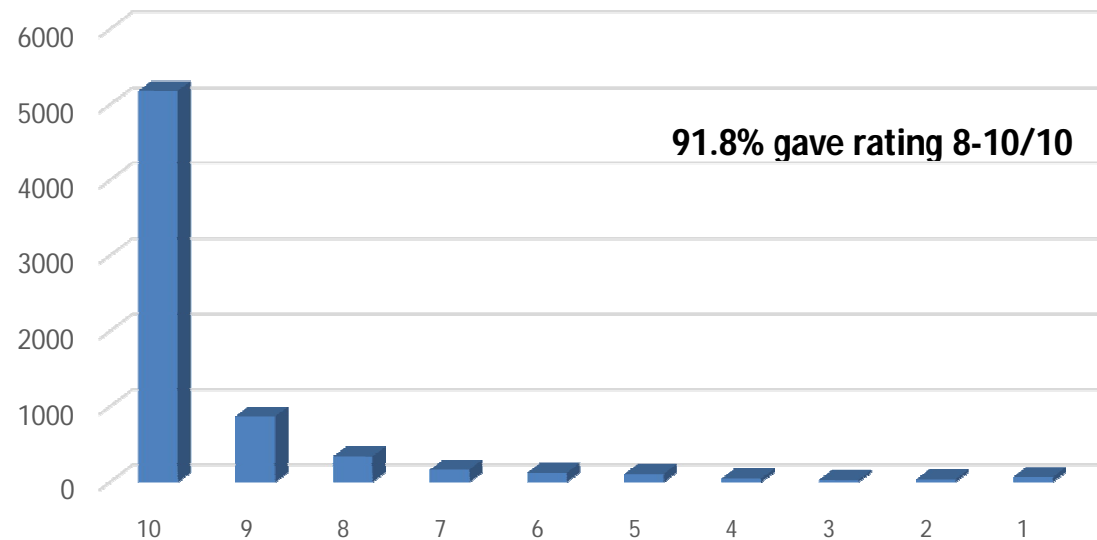
The feedback form is available in 4 languages i.e., English, Telugu, Hindi and Tamil.

Patient Experience of Care Consolidated Data as on 31-03-2019

Total Feedbacks - 6960

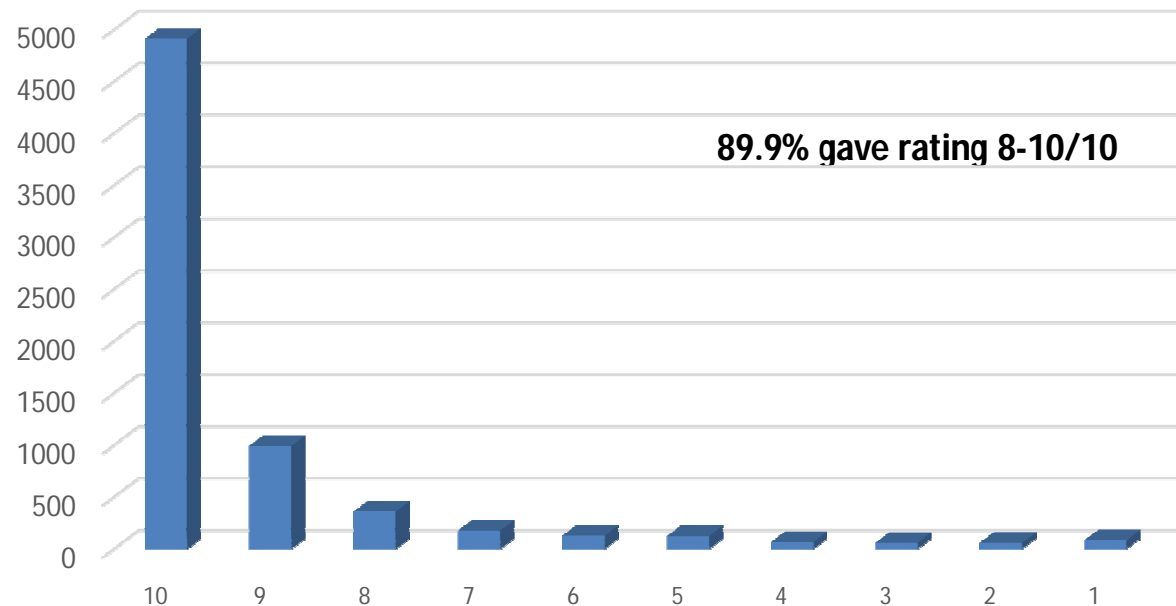
Rating	Communication Experience with Doctors.
10	5183
9	870
8	335
7	162
6	123
5	107
4	48
3	28
2	36
1	68

Communication Experience with Doctors.



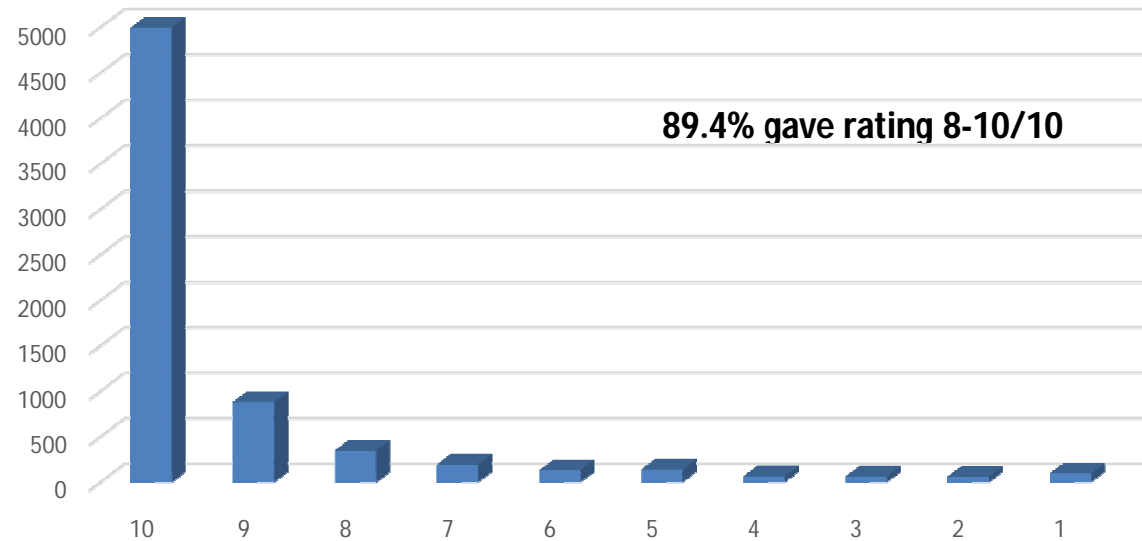
Rating	Communication Experience with Nurses.
10	4911
9	991
8	361
7	177
6	129
5	123
4	66
3	59
2	60
1	83

Communication Experience with Nurses.



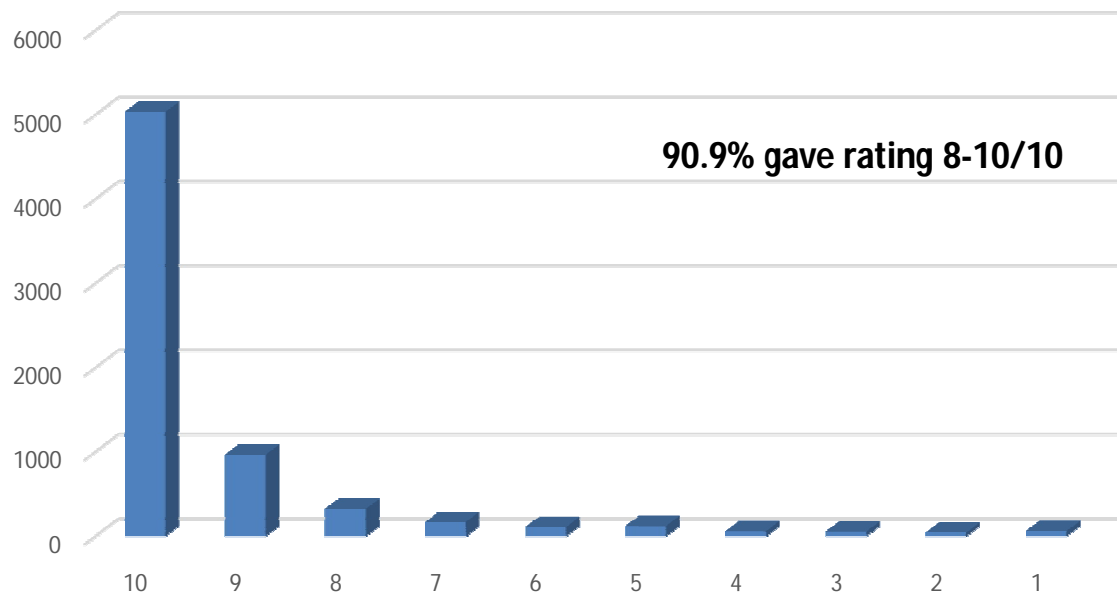
Rating	Communication Experience with Staff.
10	4995
9	881
8	347
7	194
6	129
5	138
4	62
3	61
2	59
1	94

Communication Experience with Staff.



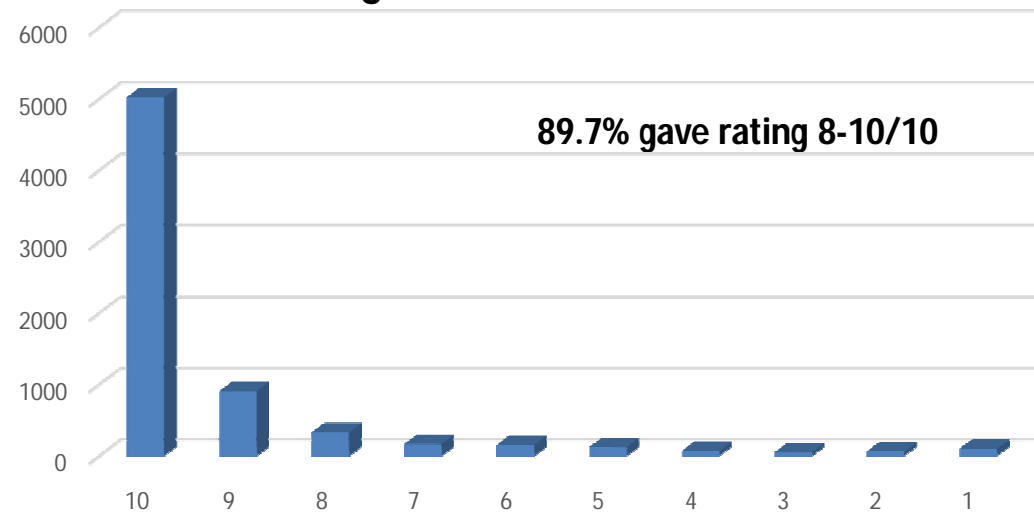
Rating	Communication about Medicines.
10	5036
9	968
8	325
7	169
6	111
5	123
4	61
3	57
2	46
1	64

Communication about Medicines.



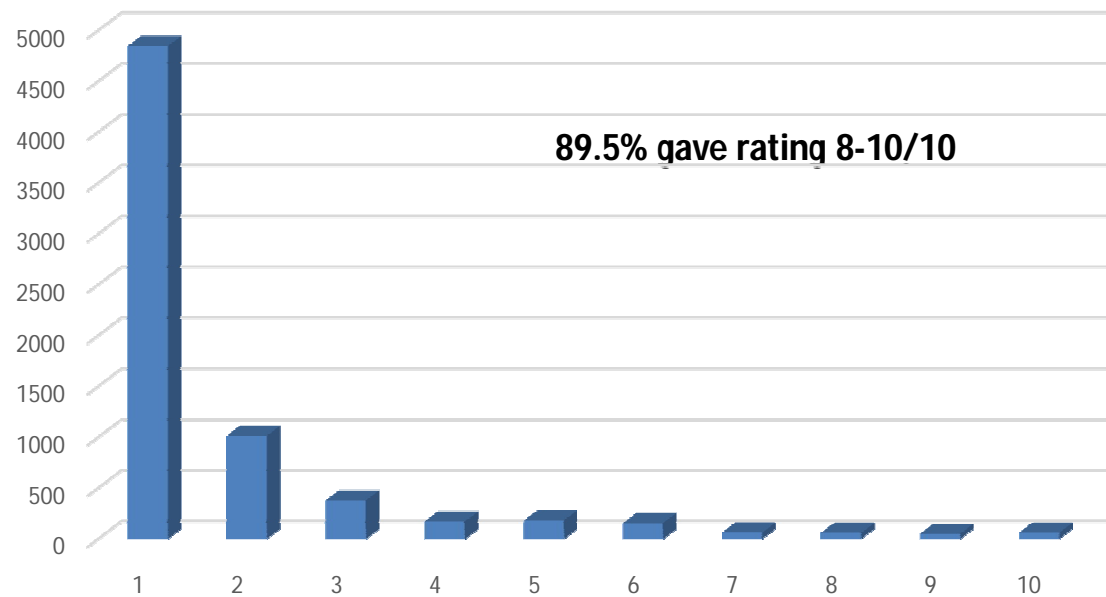
Rating	Discharge Process.
10	5021
9	900
8	327
7	164
6	154
5	121
4	67
3	46
2	62
1	98

Discharge Process



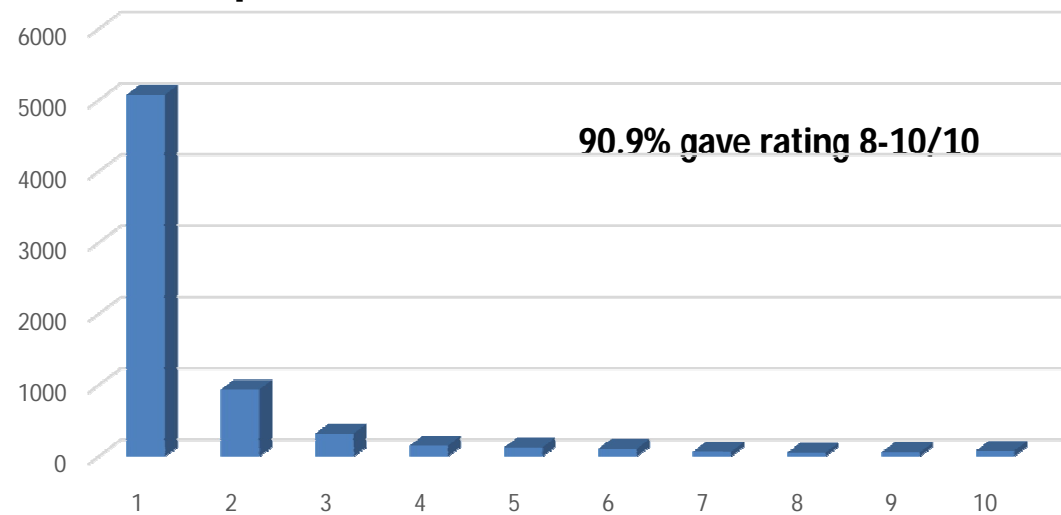
Rating	Cleanliness of Hospital & Toilets.
10	4843
9	1013
8	376
7	171
6	179
5	153
4	60
3	58
2	48
1	59

Cleanliness of Hospital & Toilets



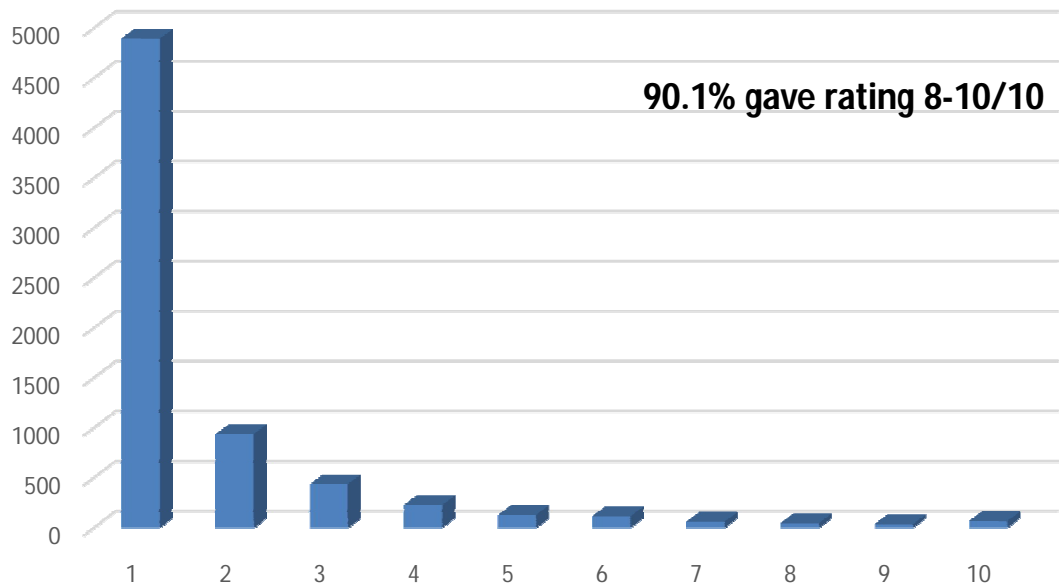
Rating	Responsiveness of Staff/Doctors/Nurses
10	5076
9	936
8	318
7	150
6	124
5	108
4	64
3	50
2	56
1	78

Responsiveness of Staff/Doctors/Nurses

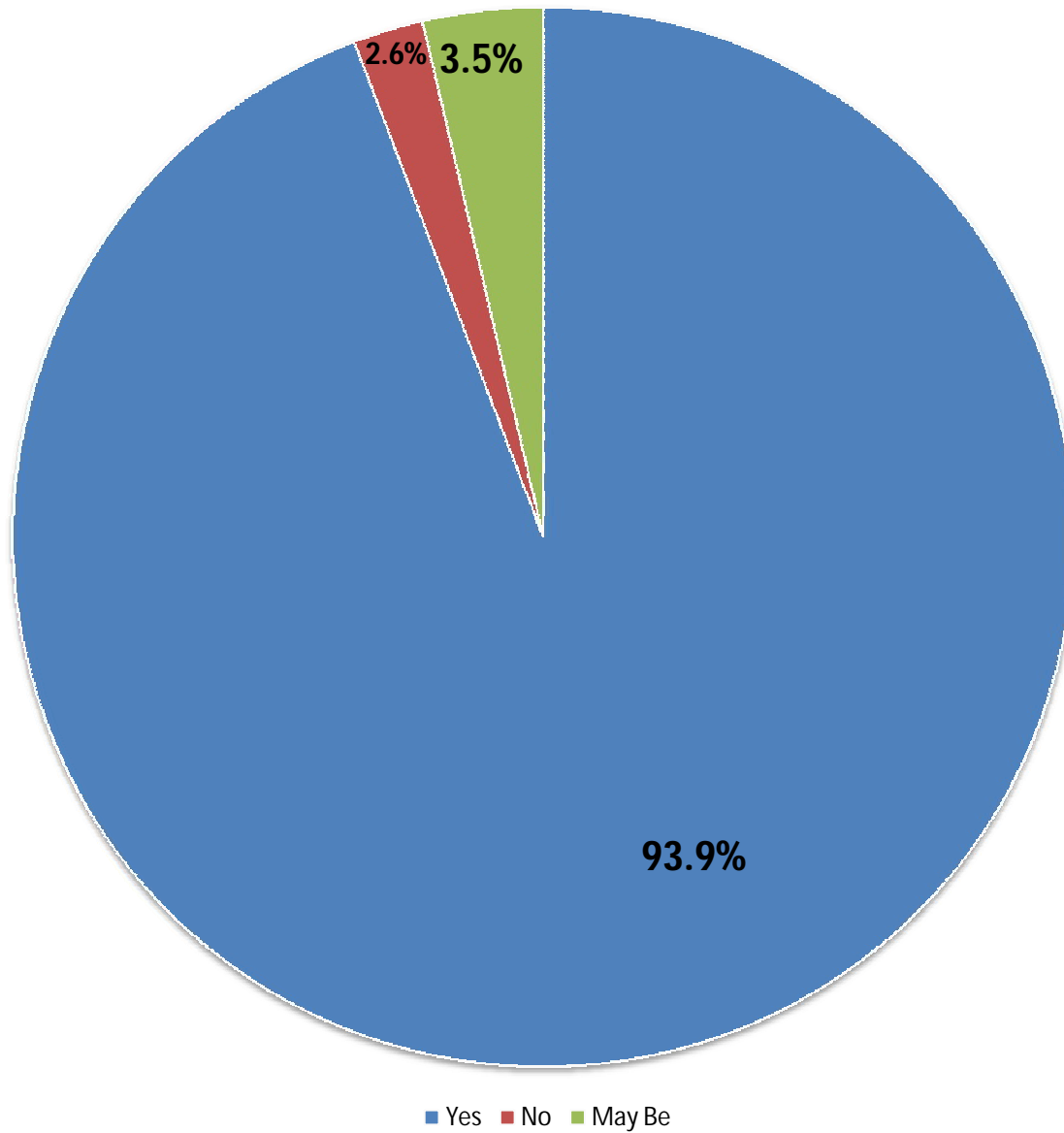


Rating	Overall Rating of Hospital
10	4896
9	938
8	437
7	230
6	129
5	116
4	62
3	47
2	38
1	67

Overall Rating of Hospital



Will you recommend this Hospital to someone for Care?



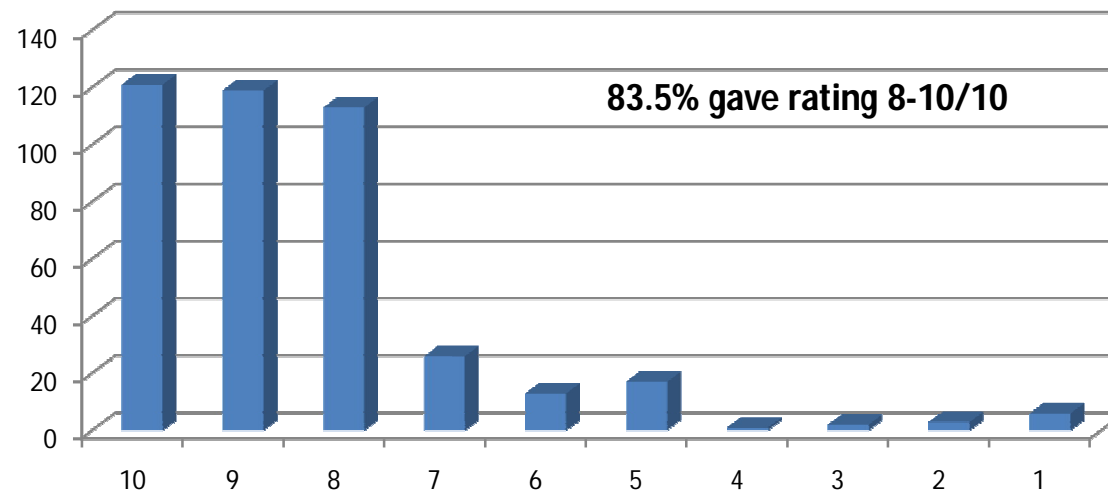
Opted For	Count	%
Yes	6536	93.9%
No	178	2.6%
May Be	246	3.5%
Total	6960	

Patient Experience of Care Dialysis Data as on 31-03-2019

Total Feedbacks - 429

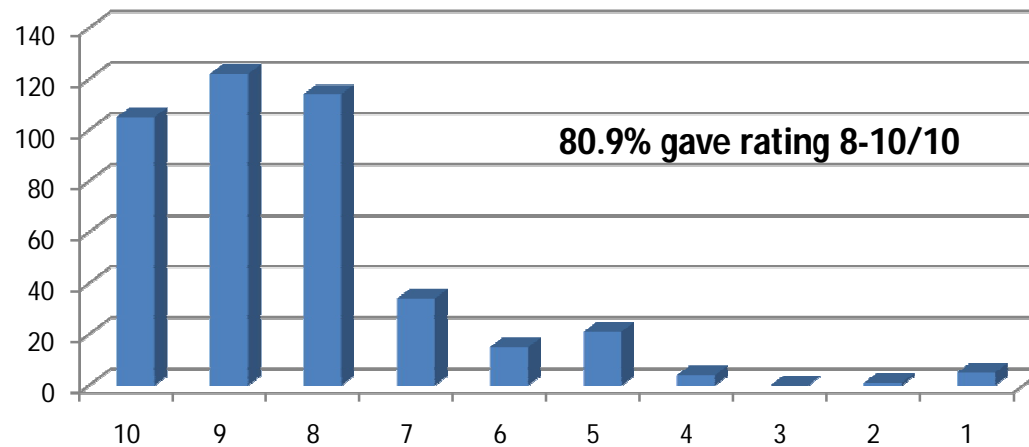
Rating	Communication Experience with Doctors.
10	125
9	120
8	113
7	26
6	15
5	17
4	1
3	3
2	3
1	6

Communication Experience with Doctors.



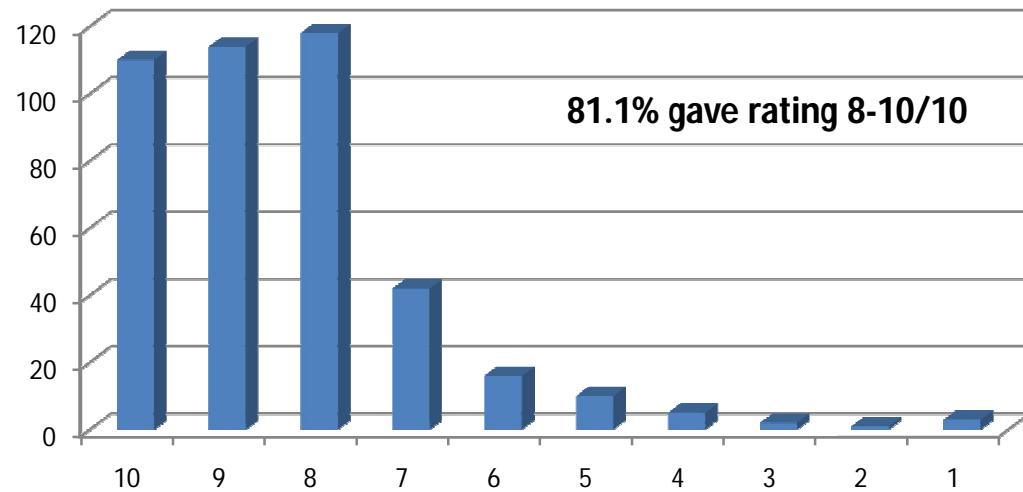
Rating	Communication Experience with Nurses.
10	108
9	124
8	115
7	35
6	15
5	21
4	4
3	1
2	1
1	5

Communication Experience with Nurses.



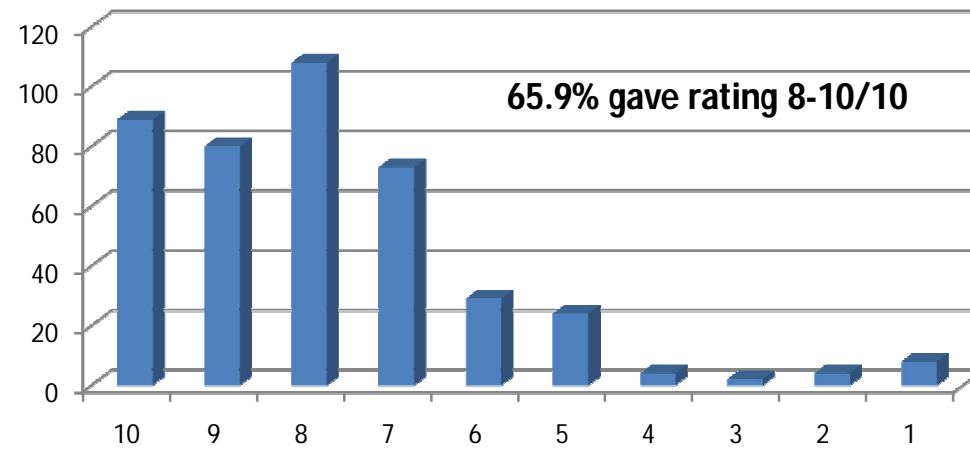
Rating	Communication Experience with Staff.
10	115
9	115
8	118
7	43
6	16
5	10
4	6
3	2
2	1
1	3

Communication Experience with Staff.



Rating	Communication about Medicines.
10	93
9	81
8	109
7	74
6	29
5	25
4	4
3	2
2	4
1	8

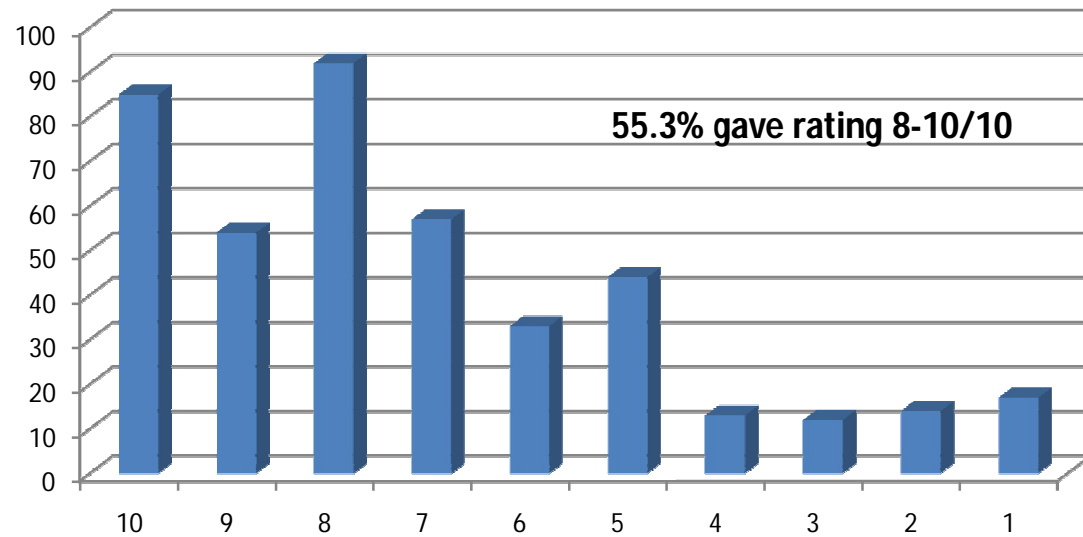
Communication about Medicines.



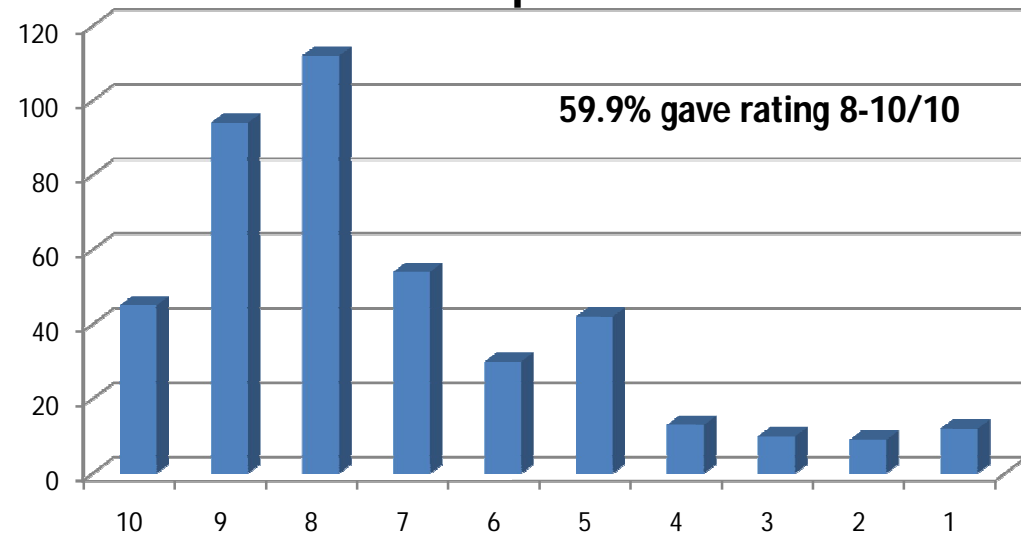
Rating	Discharge Process.
10	90
9	55
8	92
7	58
6	33
5	44
4	13
3	13
2	14
1	17

Rating	Cleanliness of Hospital & Toilets.
10	49
9	95
8	113
7	54
6	30
5	43
4	14
3	10
2	9
1	12

Discharge Process

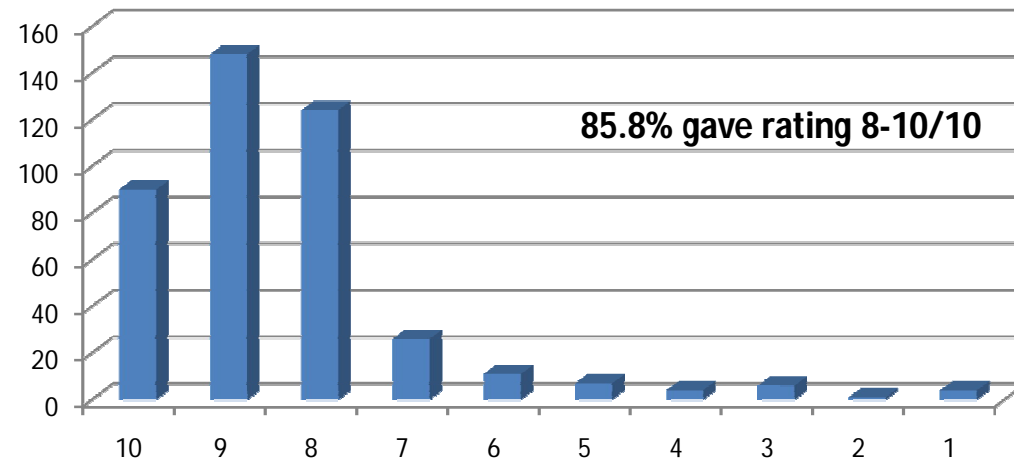


Cleanliness of Hospital & Toilets



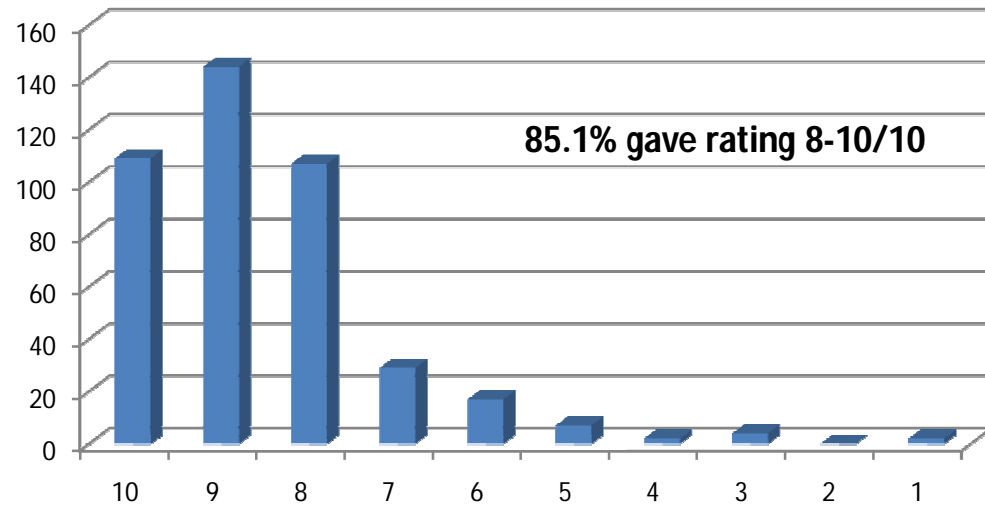
Rating	Responsiveness of Staff/Doctors/Nurses
10	94
9	149
8	125
7	26
6	12
5	7
4	4
3	7
2	1
1	4

Responsiveness of Staff/Doctors/Nurses

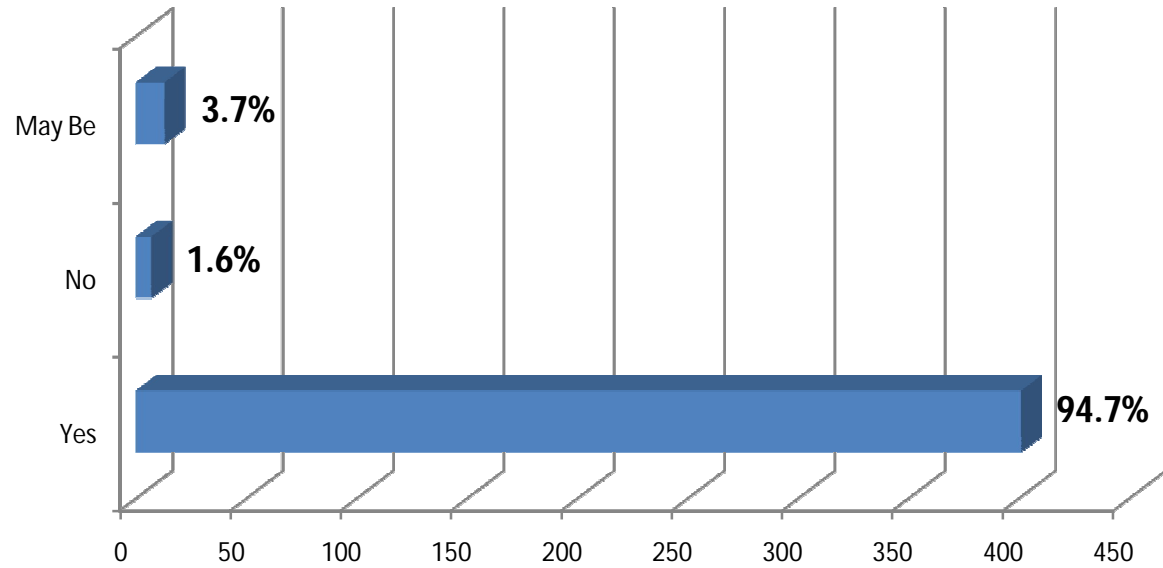


Rating	Overall Rating of Hospital
10	113
9	145
8	107
7	31
6	17
5	7
4	2
3	5
2	0
1	2

Overall Rating of Hospital



Will you recommend this Hospital to someone for Care?



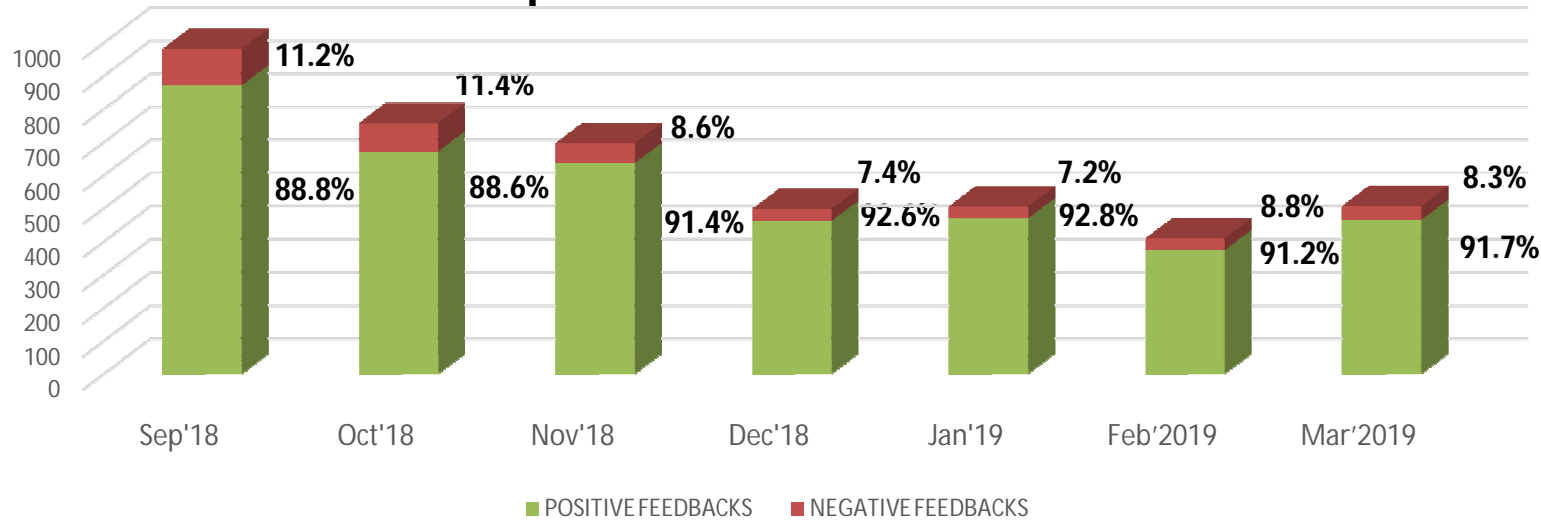
Opted For	Count
Yes	406
No	7
May Be	16
Total	429

**Patient Experience of Care
Real-Time Action Taken Data as on 31-03-2019**

Total Feedbacks - 4847

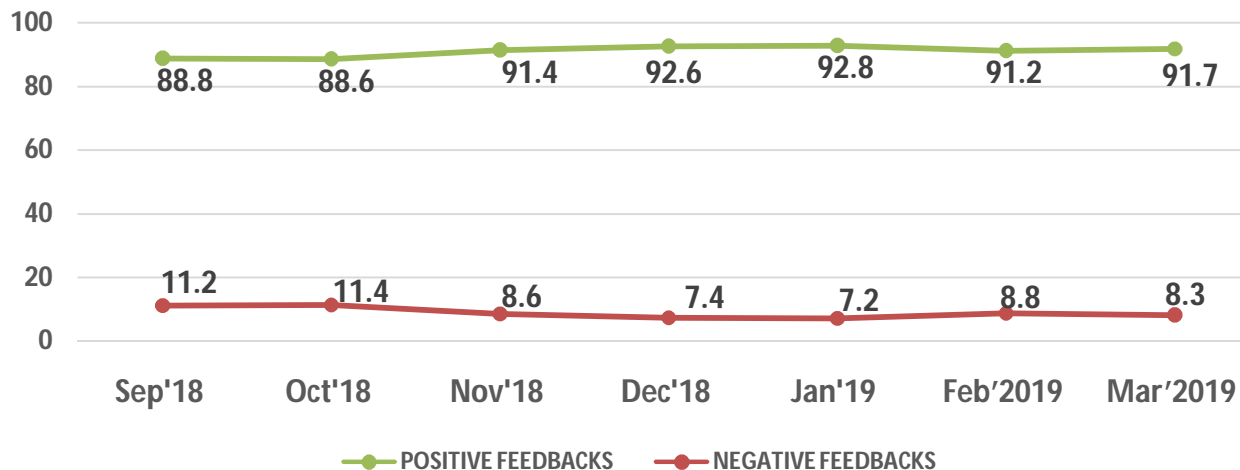
Real-Time Action Started from 01-Sep-2018 – Consolidated Data as on 31-Mar-2019

Total Number of Responses



Month	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'19	Mar'19	Total
NEGATIVE FEEDBACKS	110	86	60	37	36	36	42	463
POSITIVE FEEDBACKS	871	671	637	461	470	373	465	4384
TOTAL FEEDBACKS	981	757	697	498	506	409	507	4847

Trend Line



•Positive % Increased from Sep'18 to Mar'19 is 3.26%

•Negative % Decreased from Sep'18 to Mar'19 is 25.89%

Categorisation, Percentage & Grade of the Problems reported by the Patients

Categories	Frequency	Frequency	Percent	Cumulative Percent
Discharge Process	42	56	10.8	10.8
Did not mention the reason for negative feedback	51	51	9.8	20.58
Cleanliness of toilets	26	49	9.4	30.00
Delay in OP Process	16	40	7.7	37.69
Responsiveness of Nurses	15	38	7.3	45.00
Communication Experience with Staff	11	31	6.0	50.96
Responsiveness of staff	5	28	5.4	56.35
Communication Experience with Doctors	10	26	5.0	61.35
Delay in Investigations & Reportings	6	22	4.2	65.58
Food & Drinking Water	6	17	3.3	68.85
Delays in Admission	7	16	3.1	71.92
Responsiveness of Doctors	12	16	3.1	75.00
Communication Experience with Nurses	5	14	2.7	77.69
Access to Toilets(Distance)	9	11	2.1	79.81
AC Not Working	2	10	1.9	81.73
Administration Problem	3	9	1.7	83.46
Unpurposeful long stay in hospital	6	9	1.7	85.19
Communication about Medicines	2	8	1.5	86.73
Arogyasri Eligibility Problem	3	8	1.5	88.27
Billing Process	2	5	1.0	89.23
More Distance between the Buildings	3	5	1.0	90.19
Cleanliness		5	1.0	91.15
Delay in discharge summary		5	1.0	92.12
Wheel Chairs & Stretchers	1	4	0.8	92.88
Accommodation Problem	2	4	0.8	93.65
Special Room Services	2	3	0.6	94.23
Enquiry process		3	0.6	94.81
Reject to give admission in Emergency ward		3	0.6	95.38
Staff Nurses Deficit		3	0.6	95.96
Patient Privacy Problem	1	2	0.4	96.35
Delay in Transferring the Patients	1	2	0.4	96.73
Staff Using Mobiles	1	2	0.4	97.12
Bed Charges Over Rate		2	0.4	97.50
Delay in Aarogyasri discharge		2	0.4	97.88
SVIMS App Technical issues		2	0.4	98.27
Lack of availability of ICU Beds		2	0.4	98.65
Blood Scarcity	1	1	0.2	98.85
Patients Belongings Missing	1	1	0.2	99.04
Power Problem During Rain	1	1	0.2	99.23
Reduce the mortality rate		1	0.2	99.42
Lift Facilities		1	0.2	99.62
Lack of availability of Surgical Instruments		1	0.2	99.81
Over rates in Canteen		1	0.2	100.00
TOTAL	253	520		

Graphical Representation of Percentage of the Categories

