

# SVIMS - Patient Experience of Care



*Physical and Virtual options  
for sharing feedback*



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 1994 RECOGNIZED UNDER SECTION 12(B) OF UGC



ENGLISHతెలుగుతమిళంहिंदी

**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. డిశ్చార్జ్ 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

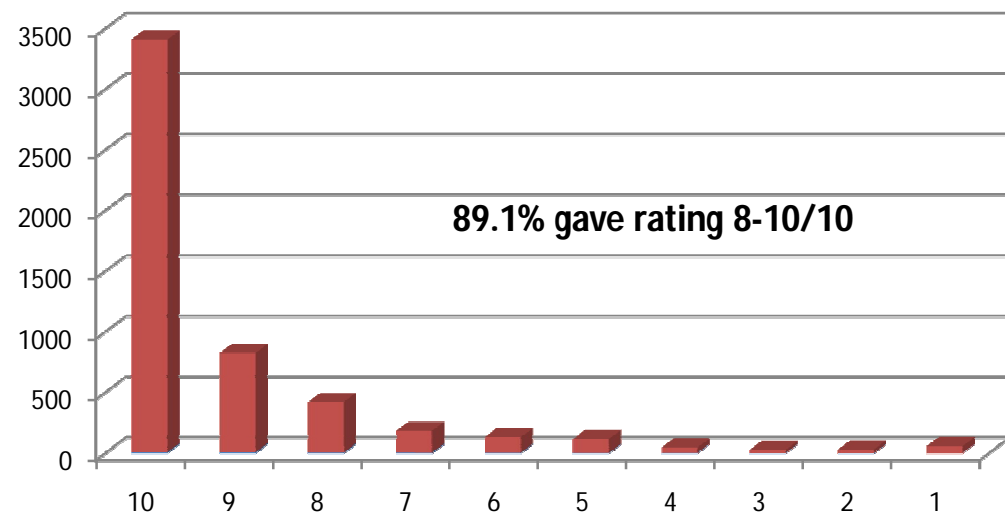
**The feedback form is available in 4 languages i.e., English, Telugu, Hindi and Tamil.**

# **Patient Experience of Care Consolidated Data as on 31-12-2018**

**Total Feedbacks - 5205**

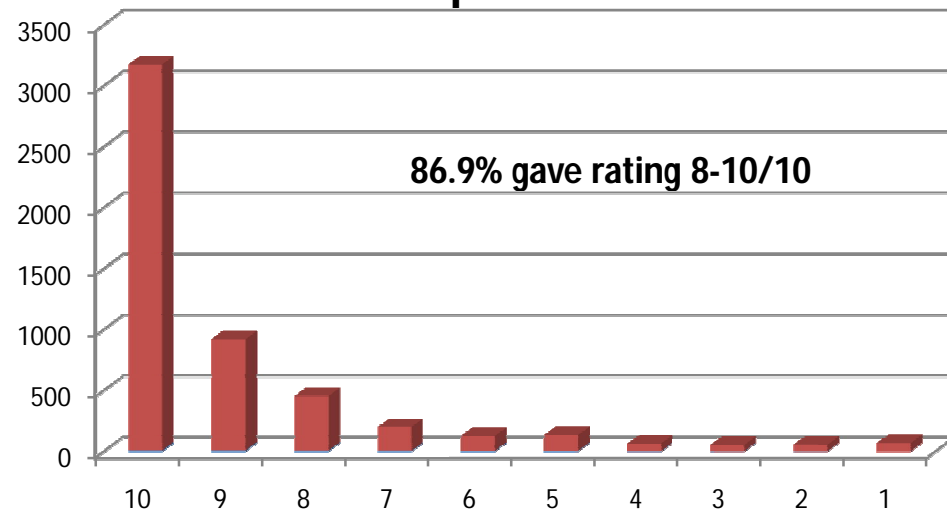
Rating	Communication Experience with Doctors.
10	3401
9	818
8	414
7	177
6	126
5	112
4	43
3	26
2	30
1	58

## Communication Experience with Doctors.



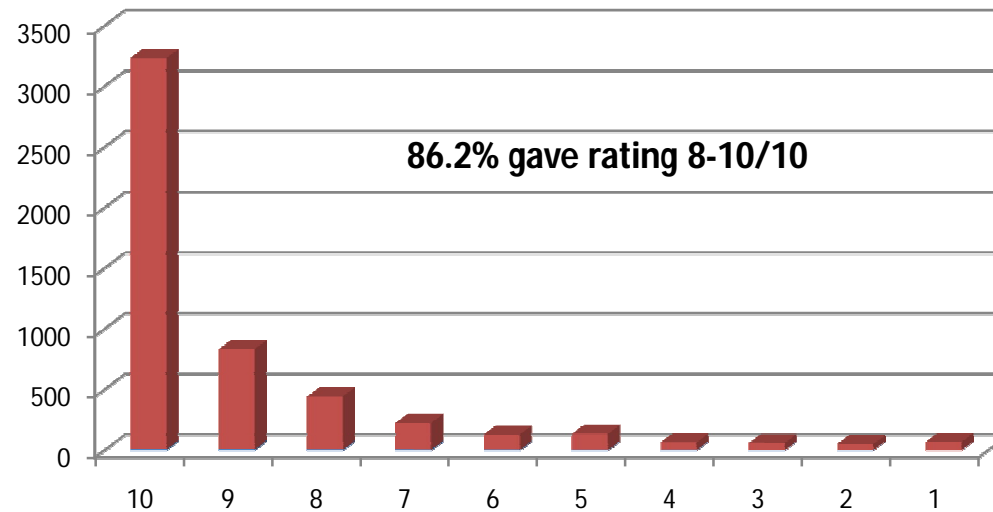
Rating	Communication Experience with Nurses.
10	3164
9	913
8	447
7	194
6	122
5	130
4	60
3	52
2	55
1	68

## Communication Experience with Nurses.



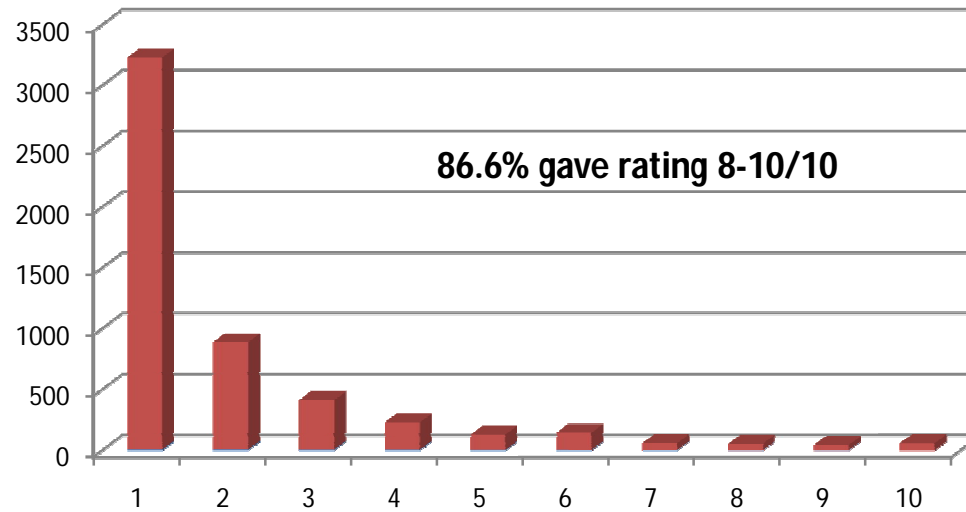
Rating	Communication Experience with Staff.
10	3225
9	826
8	437
7	218
6	126
5	132
4	62
3	58
2	51
1	70

## Communication Experience with Staff.



Rating	Communication about Medicines.
10	3219
9	881
8	406
7	224
6	123
5	140
4	57
3	52
2	44
1	59

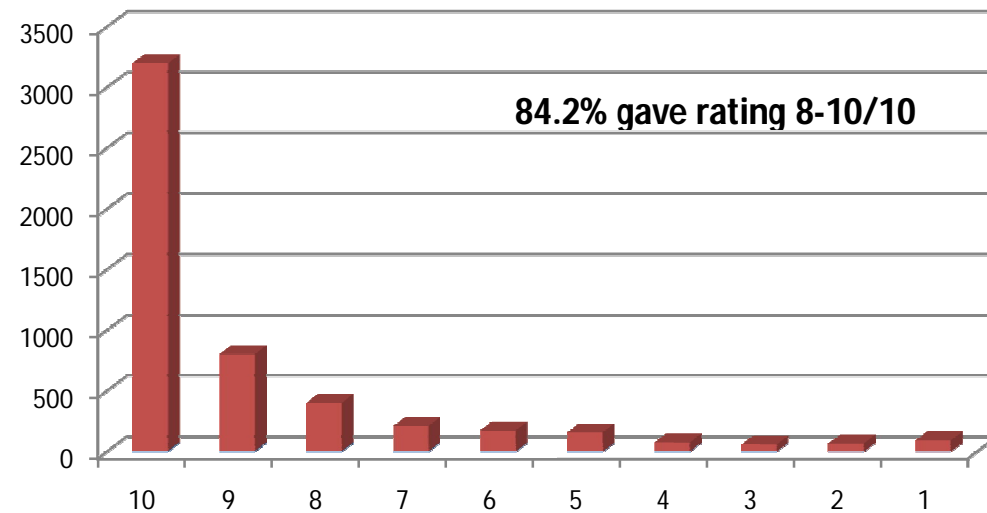
## Communication about Medicines.





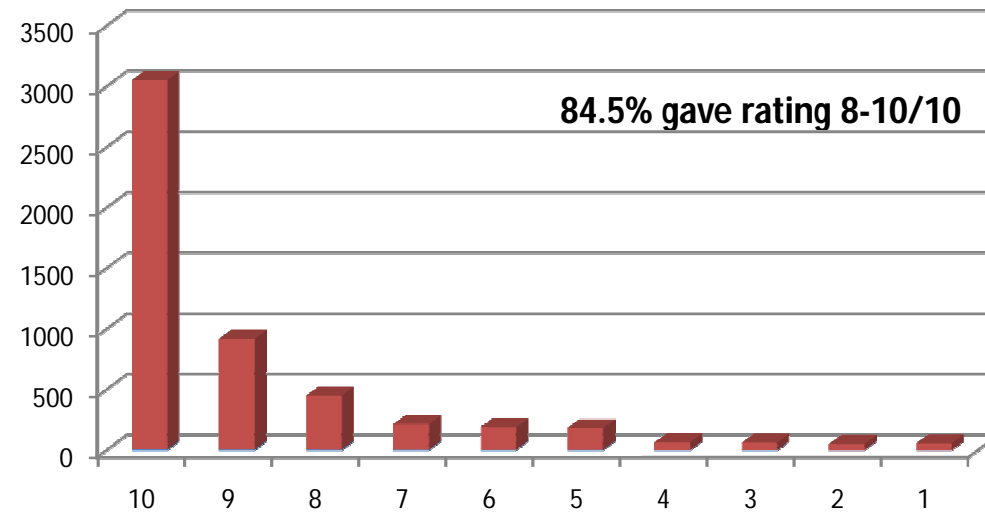
Rating	Discharge Process.
10	3192
9	795
8	396
7	205
6	169
5	155
4	74
3	57
2	68
1	94

## Discharge Process



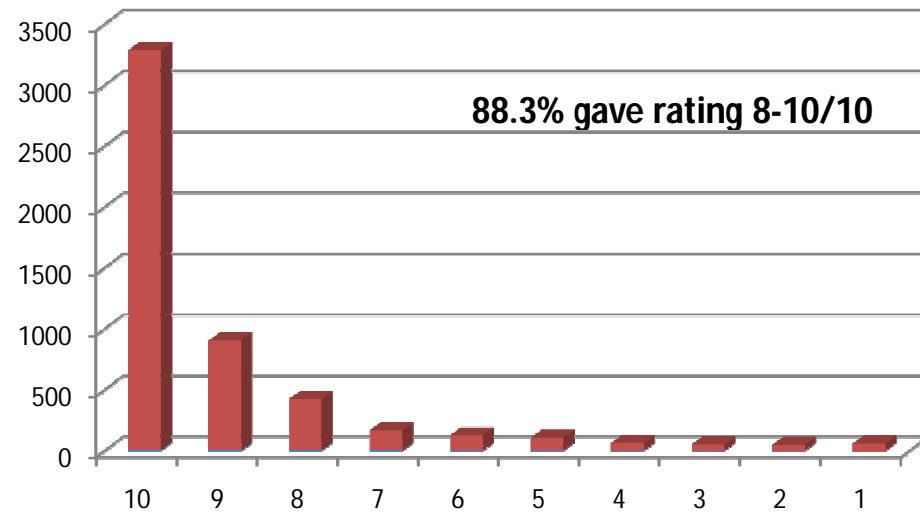
Rating	Cleanliness of Hospital & Toilets.
10	3044
9	911
8	444
7	210
6	184
5	179
4	63
3	62
2	51
1	57

## Cleanliness of Hospital & Toilets



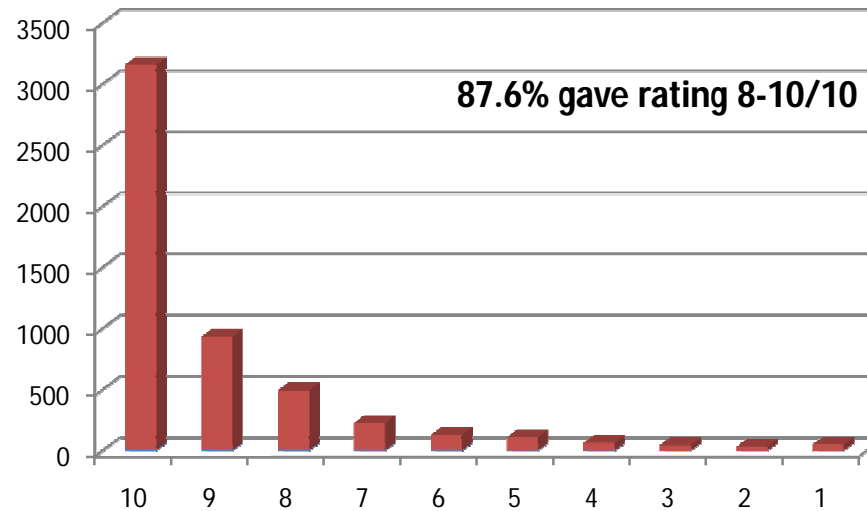
Rating	Responsiveness of Staff/Doctors/Nurses
10	3278
9	898
8	418
7	162
6	122
5	104
4	63
3	51
2	49
1	60

## Responsiveness of Staff/Doctors/Nurses

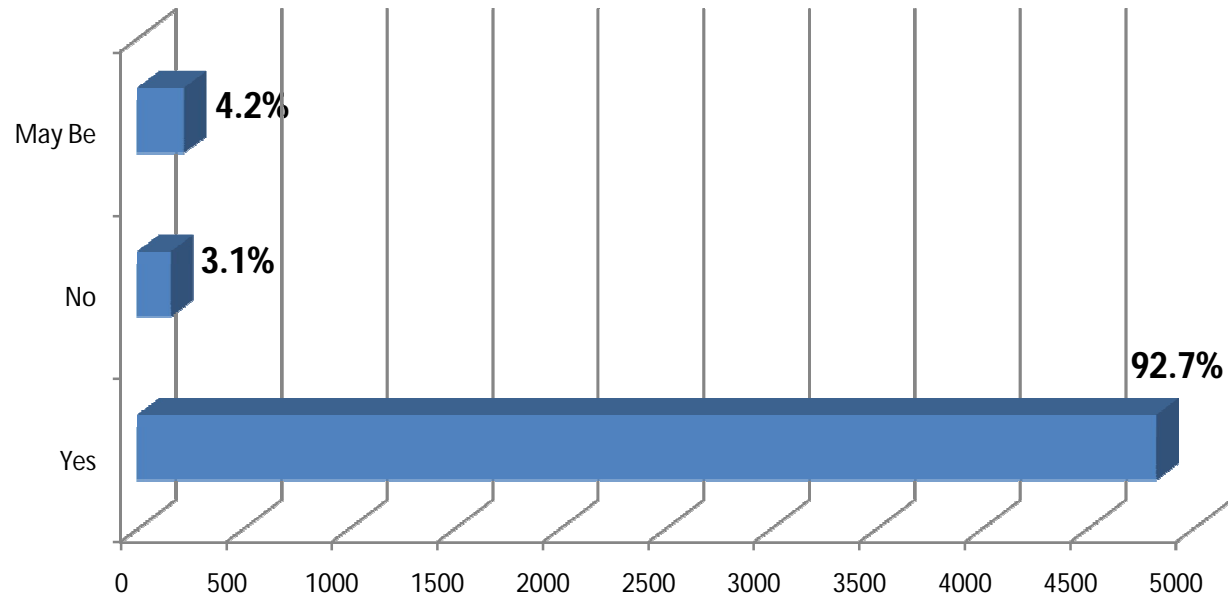


Rating	Overall Rating of Hospital
10	3149
9	925
8	487
7	221
6	125
5	109
4	62
3	45
2	31
1	51

## Overall Rating of Hospital



## Will you recommend this Hospital to someone for Care?



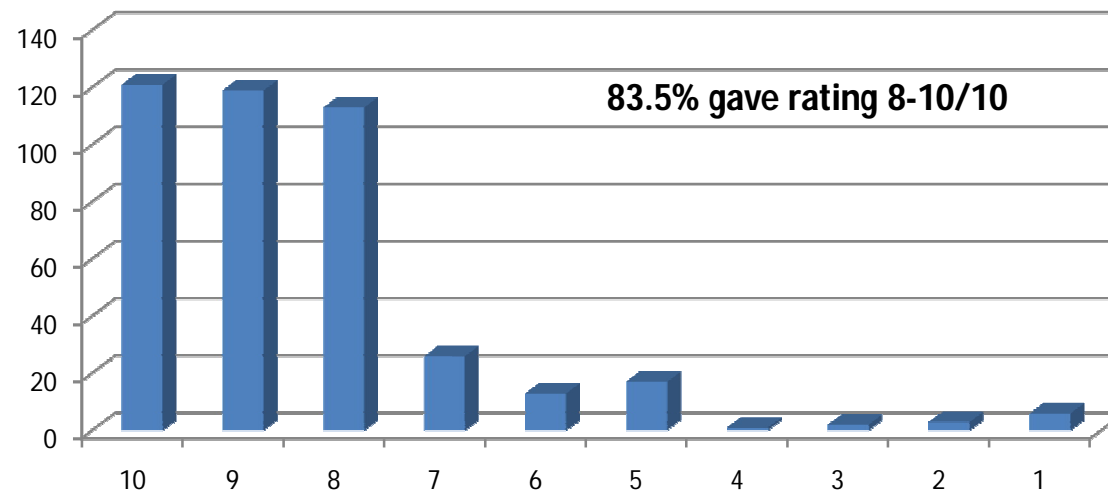
Opted For	Count
Yes	4827
No	159
May Be	219
Total	5205

# **Patient Experience of Care Dialysis Data as on 31-12-2018**

**Total Feedbacks - 429**

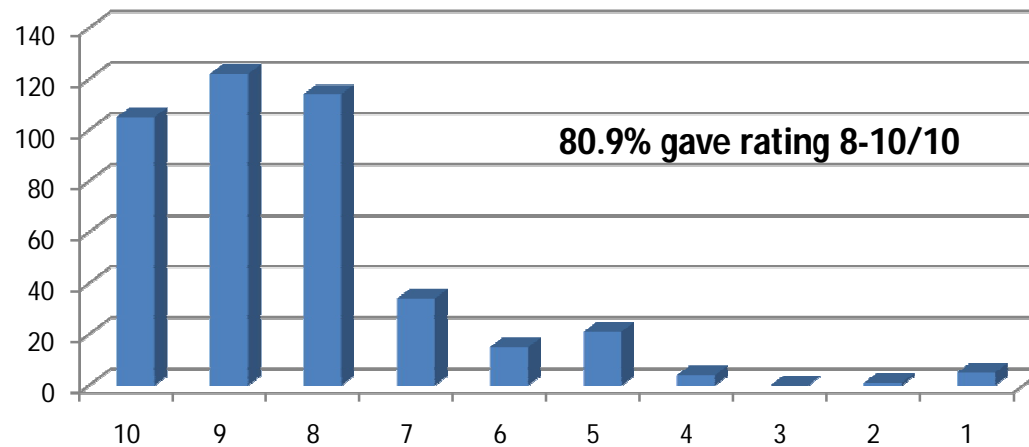
Rating	Communication Experience with Doctors.
10	125
9	120
8	113
7	26
6	15
5	17
4	1
3	3
2	3
1	6

## Communication Experience with Doctors.



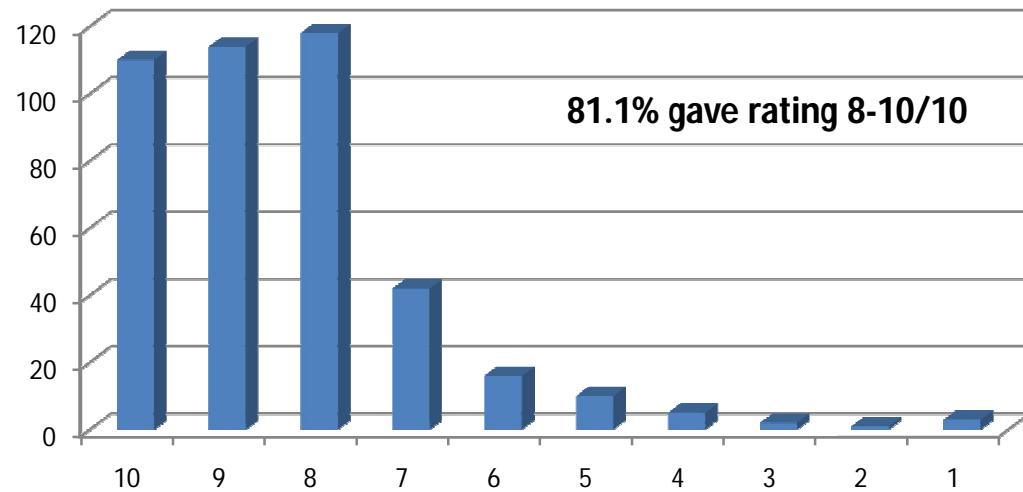
Rating	Communication Experience with Nurses.
10	108
9	124
8	115
7	35
6	15
5	21
4	4
3	1
2	1
1	5

## Communication Experience with Nurses.



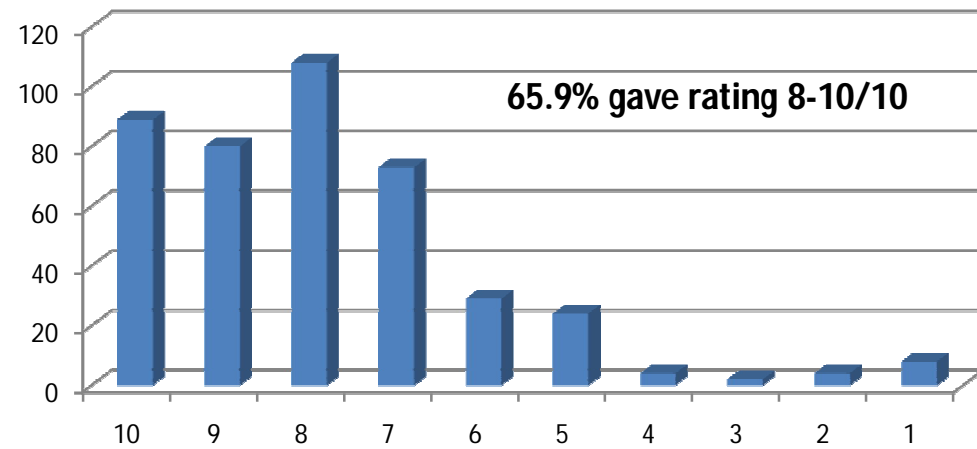
Rating	Communication Experience with Staff.
10	115
9	115
8	118
7	43
6	16
5	10
4	6
3	2
2	1
1	3

### 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

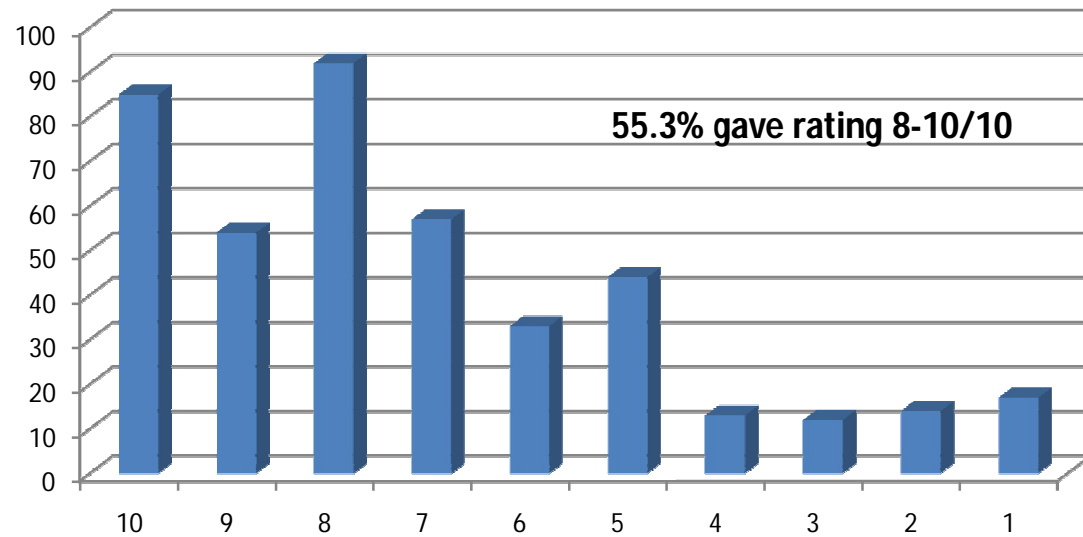
### Communication about Medicines.



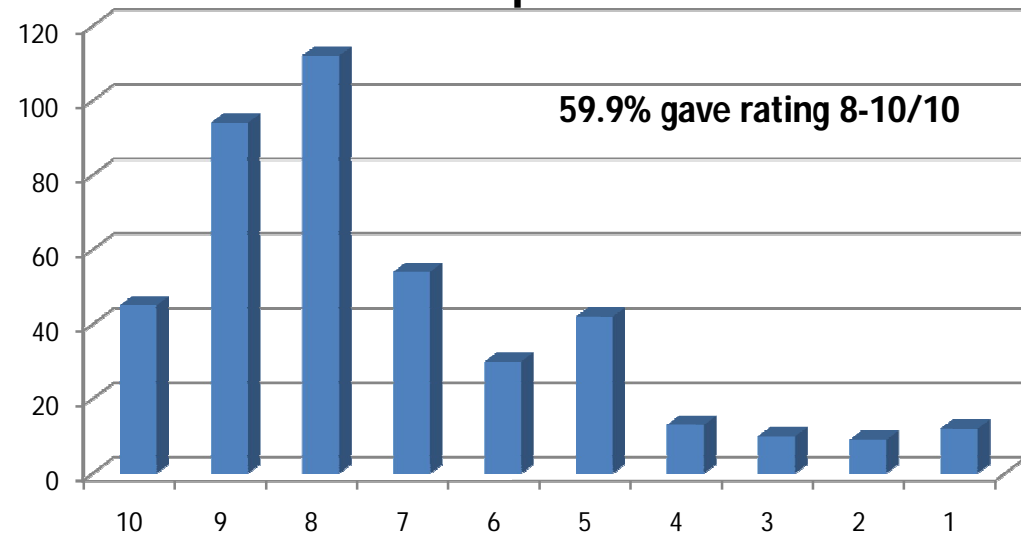
Rating	Discharge Process.
10	90
9	55
8	92
7	58
6	33
5	44
4	13
3	13
2	14
1	17

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**

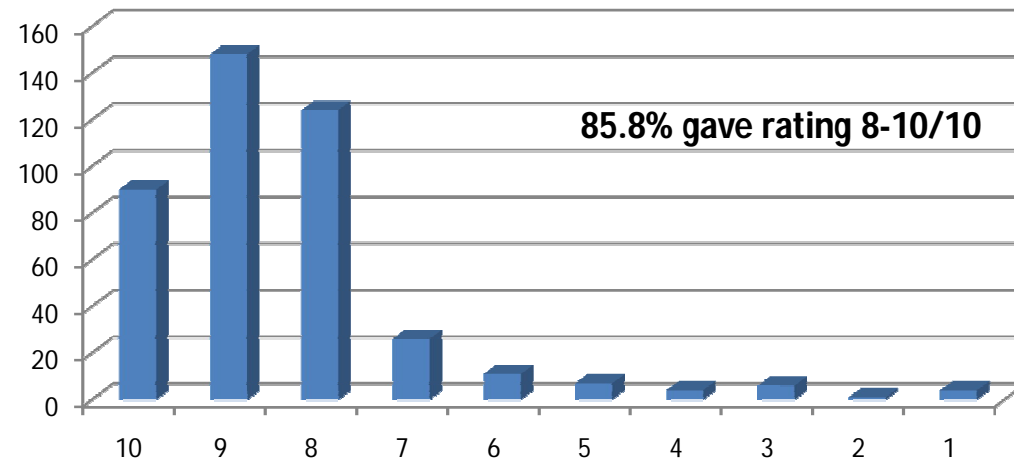


**Cleanliness of Hospital & Toilets**



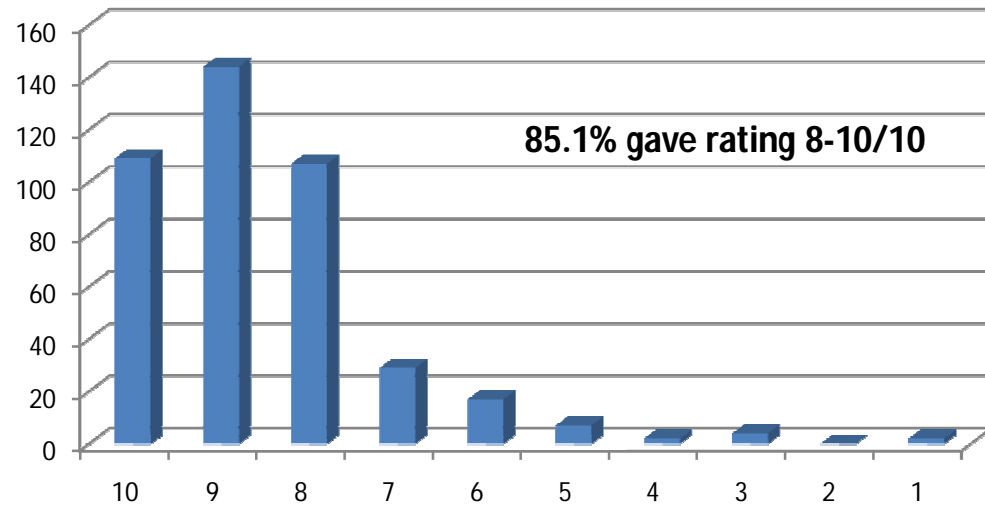
Rating	Responsiveness of Staff/Doctors/Nurses
10	94
9	149
8	125
7	26
6	12
5	7
4	4
3	7
2	1
1	4

### Responsiveness of Staff/Doctors/Nurses



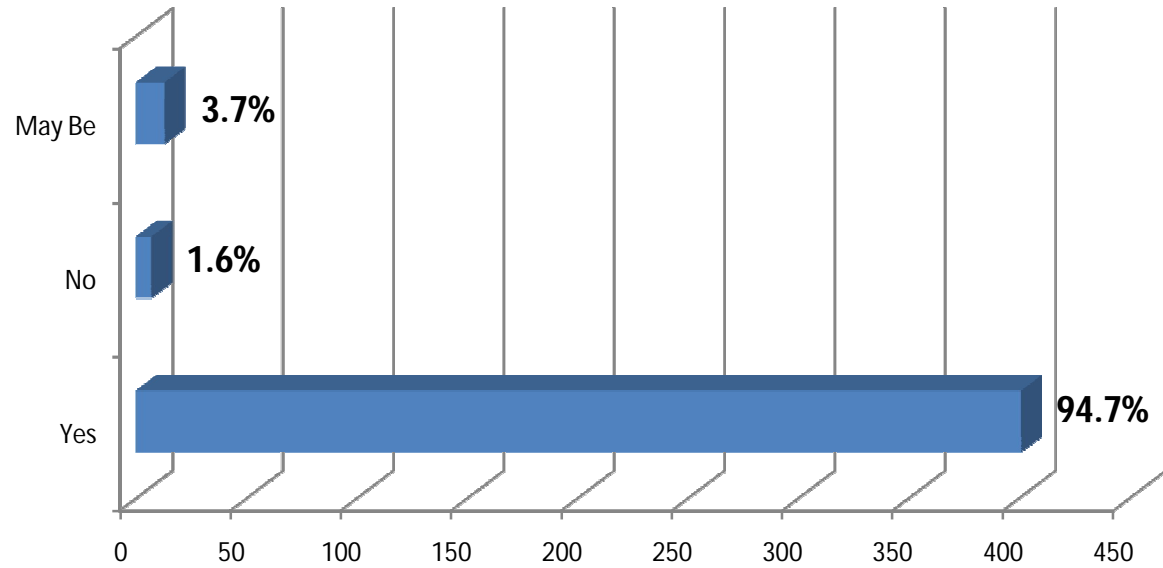
Rating	Overall Rating of Hospital
10	113
9	145
8	107
7	31
6	17
5	7
4	2
3	5
2	0
1	2

### Overall Rating of Hospital





## Will you recommend this Hospital to someone for Care?



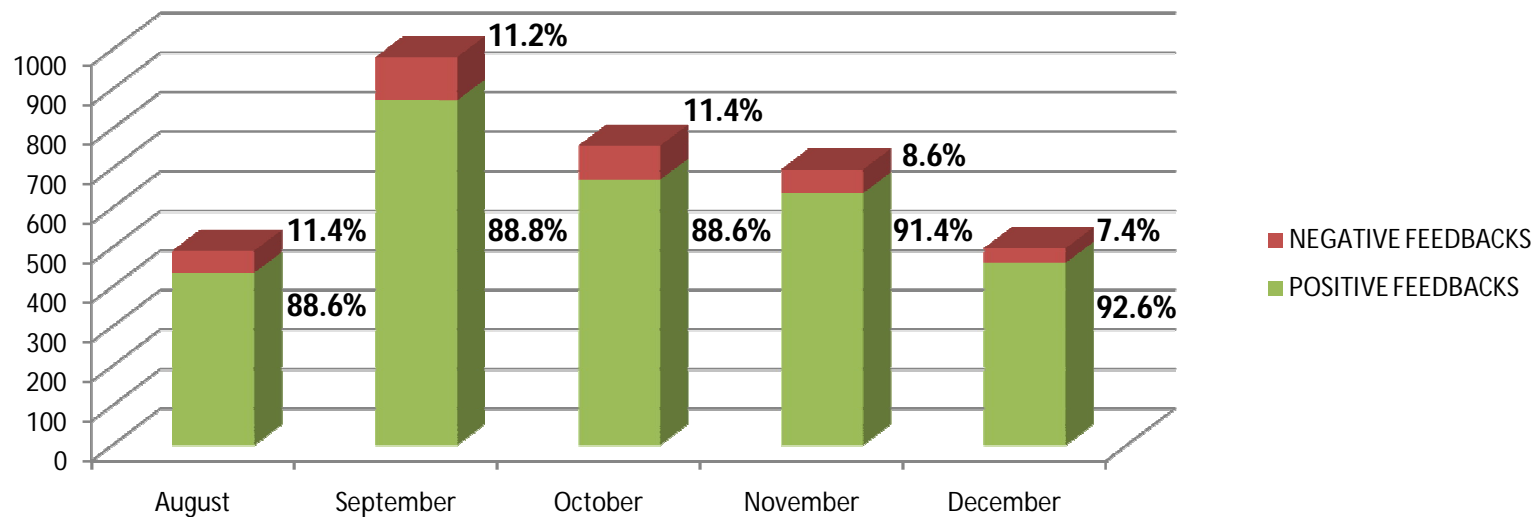
Opted For	Count
Yes	406
No	7
May Be	16
Total	429

**Patient Experience of Care  
Real-Time Action Taken Data as on 31-12-2018**

**Total Feedbacks - 3425**

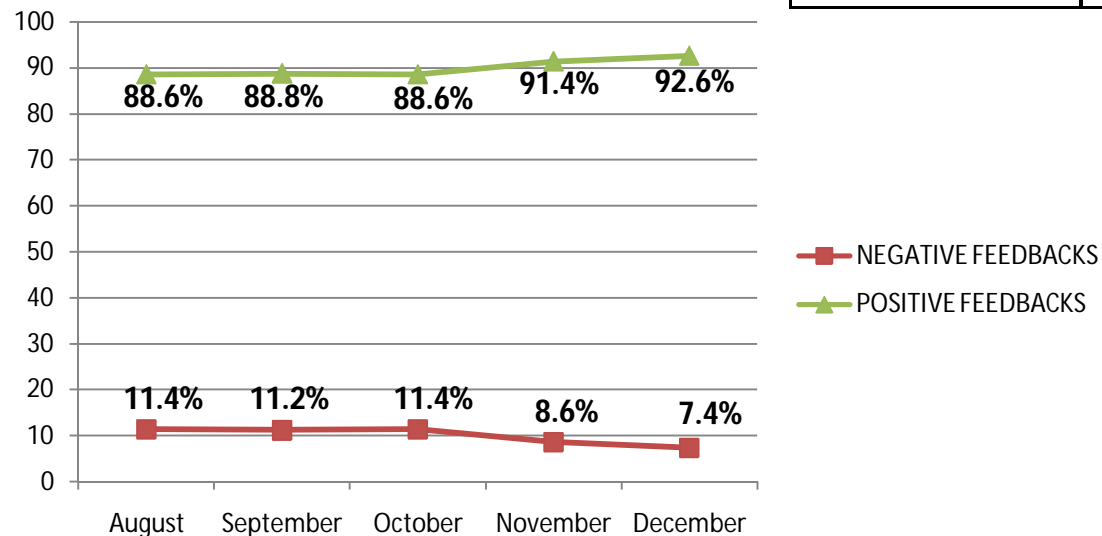
# Real-Time Action Started from 9-Aug-2018 – Consolidated Data as on 31-Dec-2018

## Total Number of Responses



Month	August	September	October	November	December	Total
TOTAL FEEDBACKS	492	981	757	697	498	3425
NEGATIVE FEEDBACKS	56	110	86	60	37	349
POSITIVE FEEDBACKS	436	871	671	637	461	3076

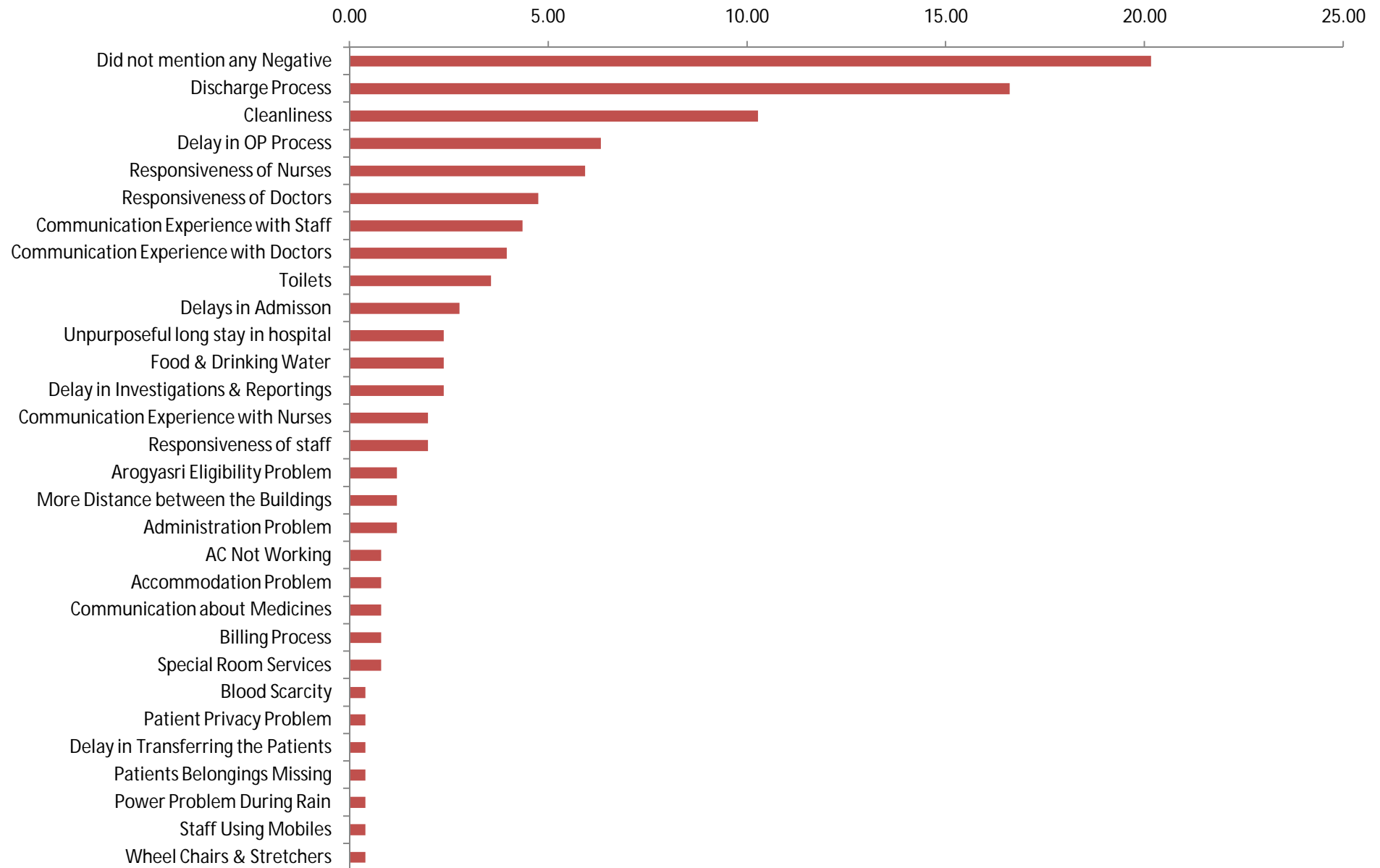
## Trend Line



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

S. No.	Categories	No. Of Cases	Percentage	Grade
1	Did not mention any Negative	51	20.16	Critical
2	Discharge Process	42	16.60	Critical
3	Cleanliness	26	10.28	Critical
4	Delay in OP Process	16	6.32	Critical
5	Responsiveness of Nurses	15	5.93	Critical
6	Responsiveness of Doctors	12	4.74	Critical
7	Communication Experience with Staff	11	4.35	Critical
8	Communication Experience with Doctors	10	3.95	Major
9	Toilets	9	3.56	Major
10	Delays in Admisson	7	2.77	Major
11	Unpurposeful long stay in hospital	6	2.37	Major
12	Food & Drinking Water	6	2.37	Major
13	Delay in Investigations & Reportings	6	2.37	Major
14	Communication Experience with Nurses	5	1.98	Major
15	Responsiveness of staff	5	1.98	Major
16	Arogyasri Eligibility Problem	3	1.19	Minor
17	More Distance between the Buildings	3	1.19	Minor
18	Administration Problem	3	1.19	Minor
19	AC Not Working	2	0.79	Minor
20	Accommodation Problem	2	0.79	Minor
21	Communication about Medicines	2	0.79	Minor
22	Billing Process	2	0.79	Minor
23	Special Room Services	2	0.79	Minor
24	Blood Scarcity	1	0.40	Minor
25	Patient Privacy Problem	1	0.40	Minor
26	Delay in Transferring the Patients	1	0.40	Minor
27	Patients Belongings Missing	1	0.40	Minor
28	Power Problem During Rain	1	0.40	Minor
29	Staff Using Mobiles	1	0.40	Minor
30	Wheel Chairs & Stretchers	1	0.40	Minor
	<b>TOTAL</b>	<b>253</b>	<b>100.00</b>	

## Graphical Representation of Percentage of the Categories



## Percentage of $\leq 5$ Ratings From Highest to Lowest

	<b>X = No. of (<math>\leq 5</math>)</b>	<b>% of X</b>
<b>Cleanliness of Hospital &amp; Toilets.</b>	123	51.1
<b>Communication Experience with Nurses.</b>	114	47.3
<b>Responsiveness of Staff/Doctors/Nurses.</b>	112	46.5
<b>Communication about Medicines.</b>	102	42.3
<b>Overall Rating of Hospital.</b>	100	41.5
<b>Communication Experience with Staff.</b>	96	39.8
<b>Communication Experience with Doctors.</b>	95	39.4
<b>Discharge Process.</b>	69	28.6