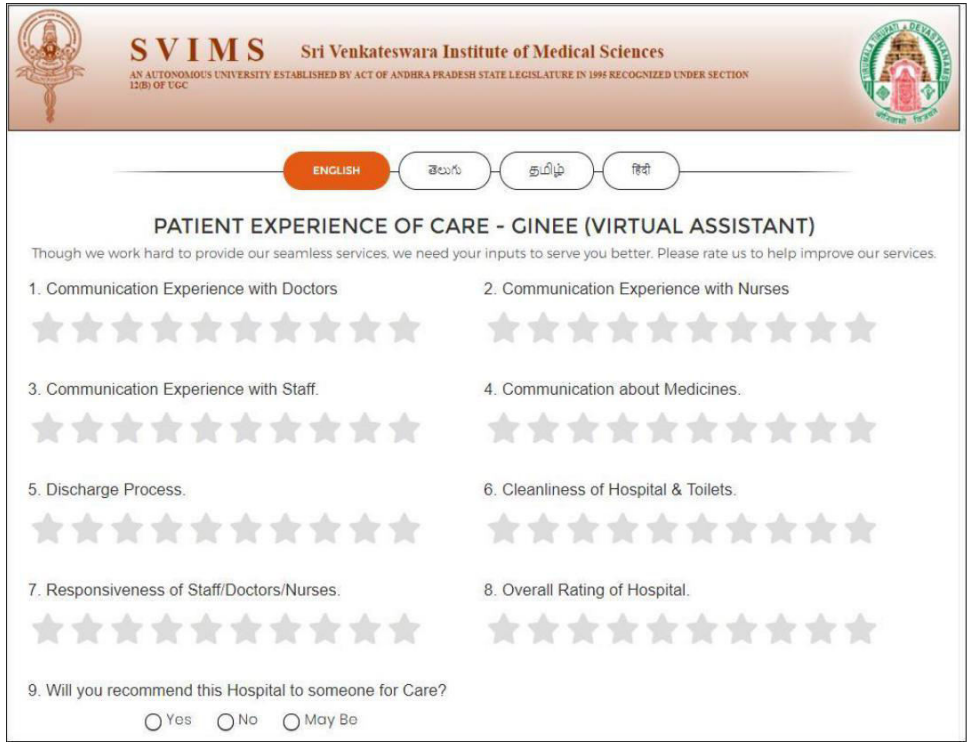
SVIMS – Real Time Patient Experience of Care

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 1996 RECOGNIZED UNDER SECTION 12(B) OF UGC

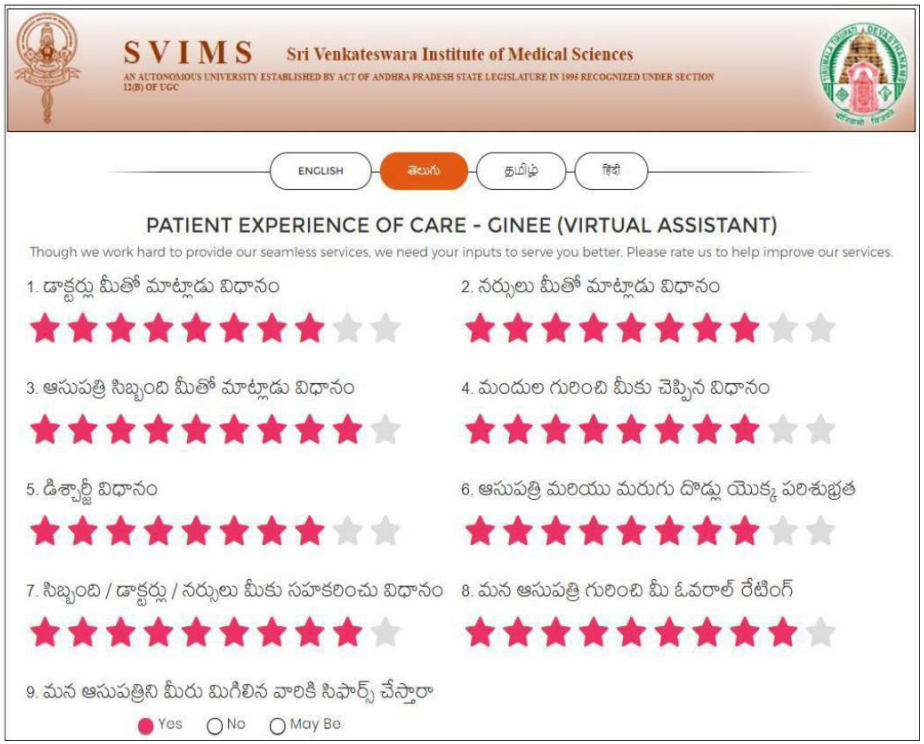
ENGLISH | తెలుగు | தமிழ் | हिंदी

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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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. 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

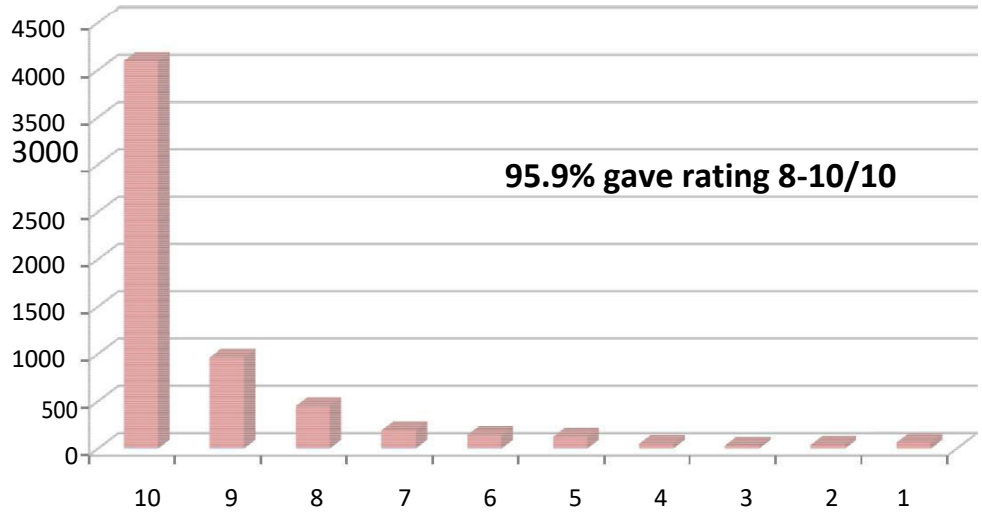
The feedback form is available in 4 languages i.e., English, Telugu, Hindi and Tamil.

Patient Experience of Care Consolidated Data as on 01-03-2019

Total Feedbacks - 6098

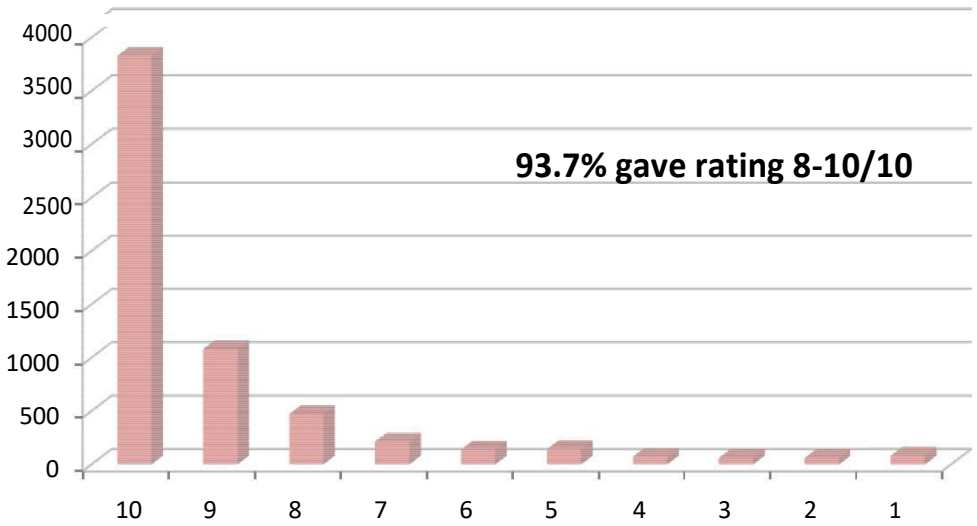
Rating	Communication Experience with Doctors.
10	4086
9	954
8	441
7	184
6	136
5	120
4	46
3	29
2	38
1	64

Communication Experience with Doctors.



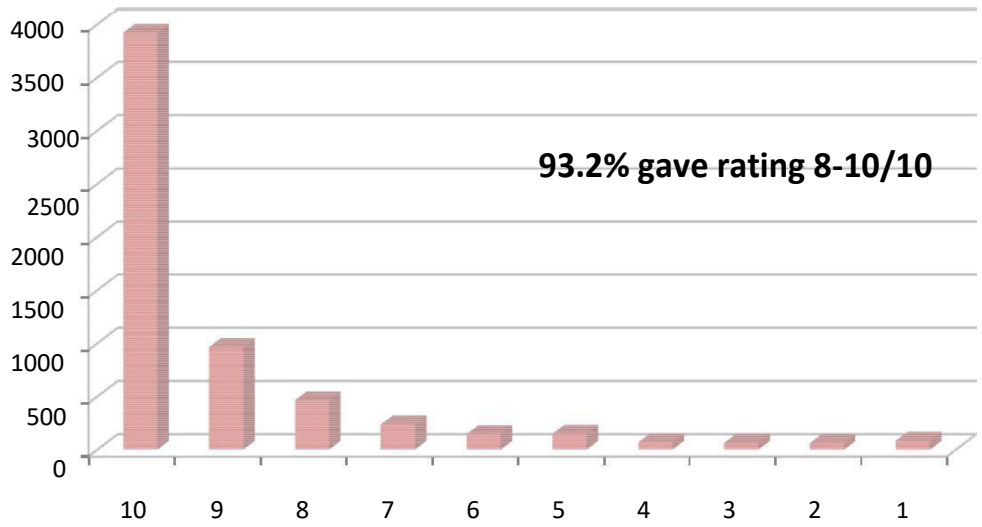
Rating	Communication Experience with Nurses.
10	3820
9	1072
8	464
7	206
6	132
5	137
4	68
3	58
2	60
1	81

Communication Experience with Nurses.



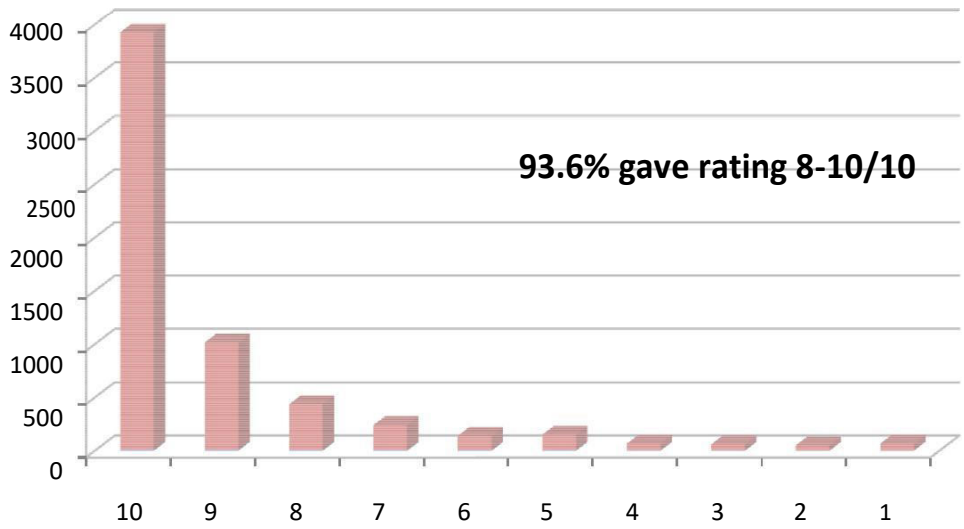
Rating	Communication Experience with Staff.
10	3911
9	956
8	456
7	228
6	138
5	142
4	64
3	60
2	60
1	83

Communication Experience with Staff.

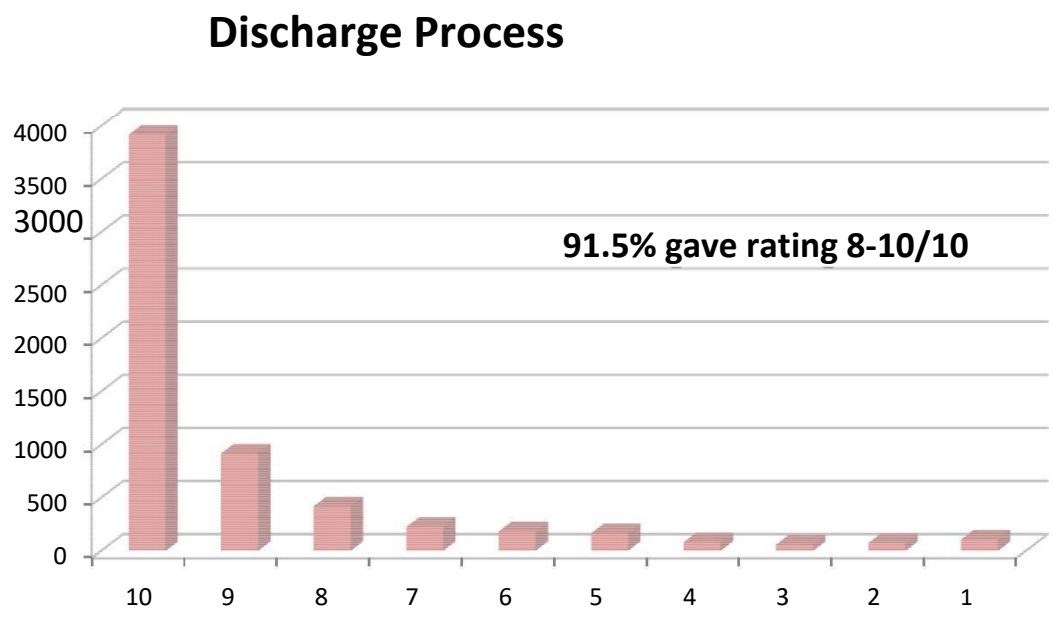


Rating	Communication about Medicines.
10	3916
9	1006
8	429
7	234
6	134
5	145
4	62
3	58
2	49
1	65

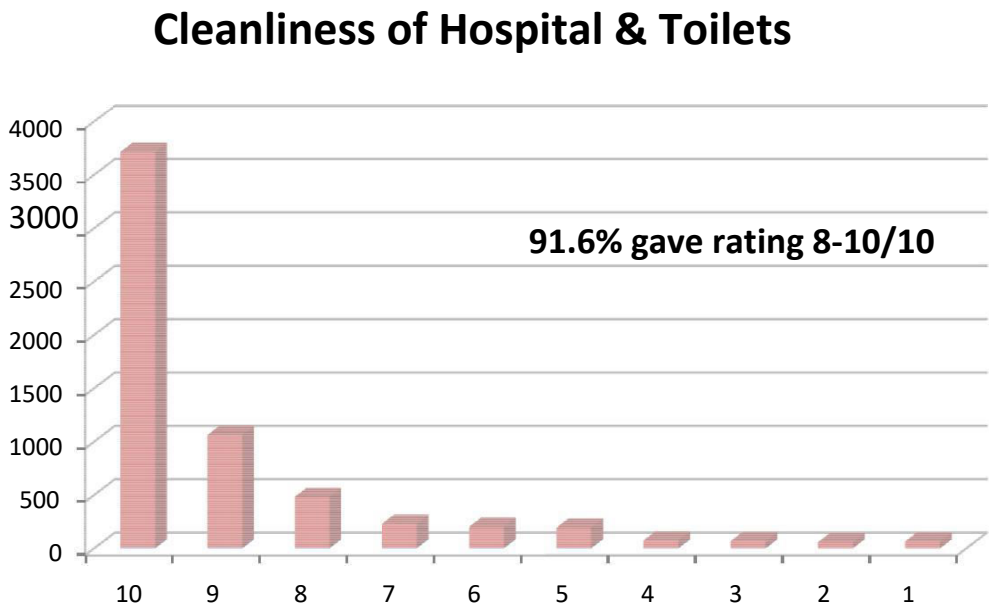
Communication about Medicines.



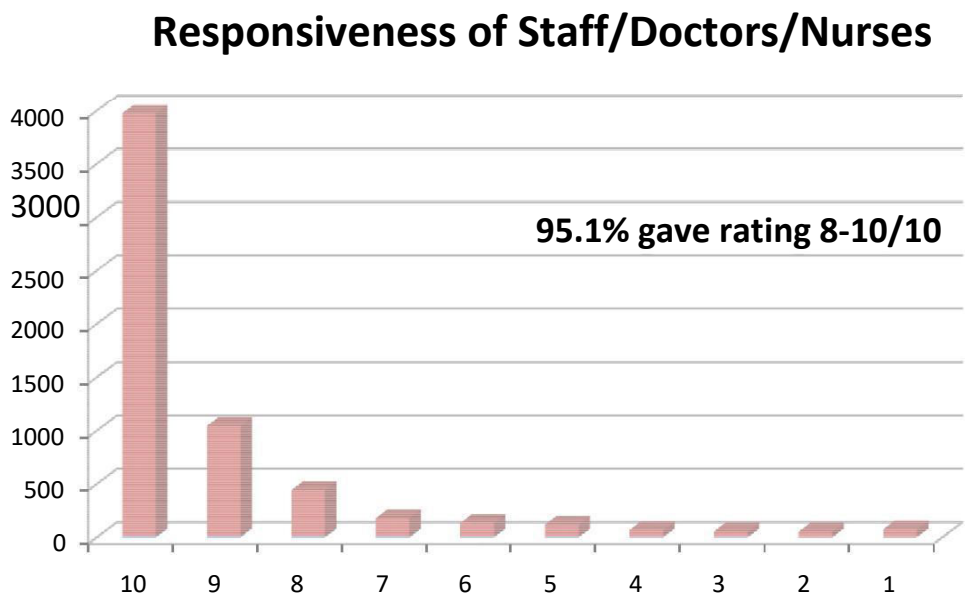
Rating	Discharge Process.
10	3909
9	910
8	413
7	216
6	177
5	160
4	77
3	57
2	73
1	106



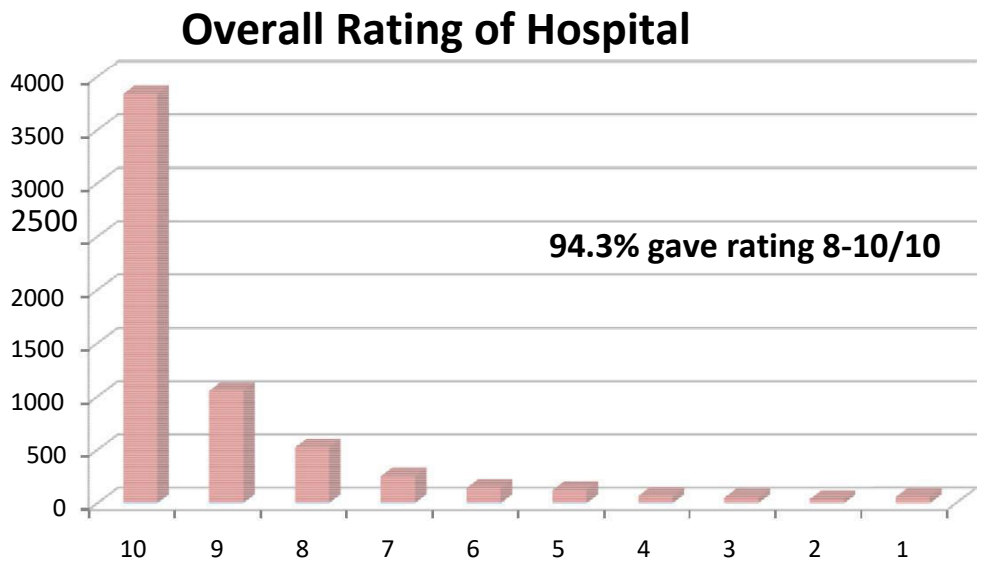
Rating	Cleanliness of Hospital & Toilets.
10	3704
9	1055
8	475
7	222
6	196
5	189
4	71
3	66
2	56
1	64



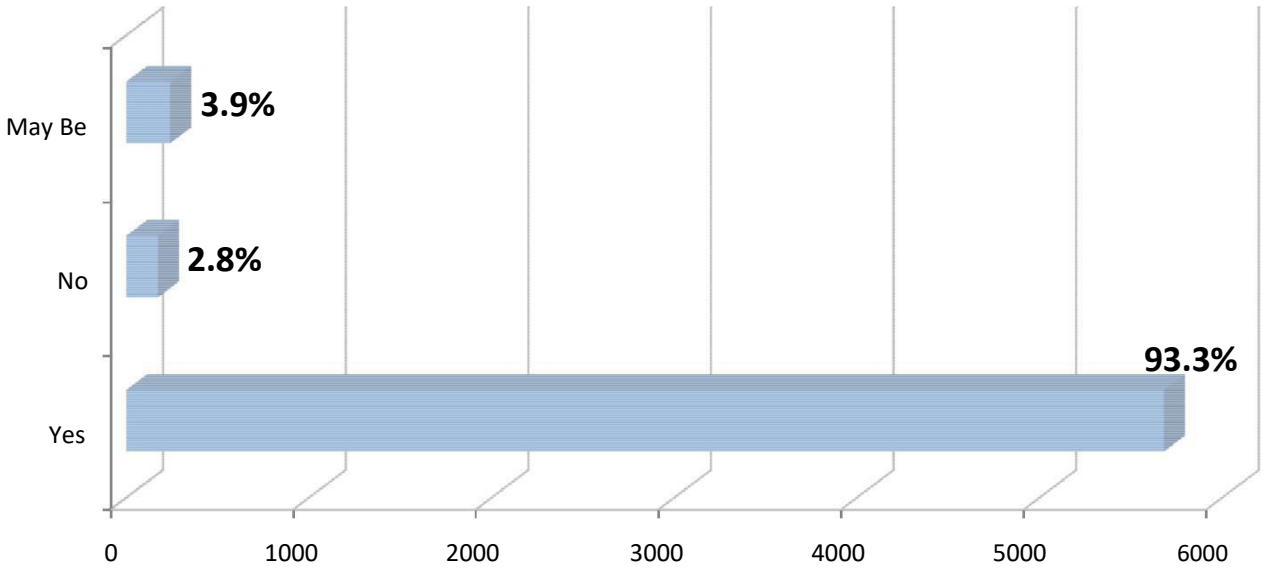
Rating	Responsiveness of Staff/Doctors/Nurses
10	3965
9	1035
8	435
7	173
6	130
5	114
4	65
3	54
2	52
1	75



Rating	Overall Rating of Hospital
10	3828
9	1045
8	515
7	245
6	137
5	118
4	64
3	49
2	37
1	60



Will you recommend this Hospital to someone for Care?



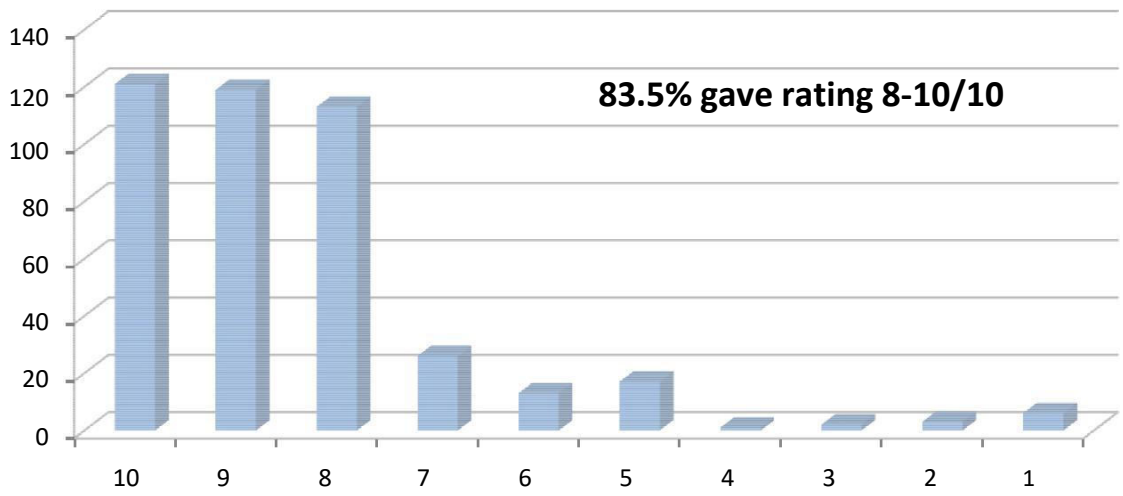
Opted For	Count
Yes	5683
No	174
May Be	241
Total	**6098**

Patient Experience of Care Dialysis Data as on 01-03-2019

Total Feedbacks - 429

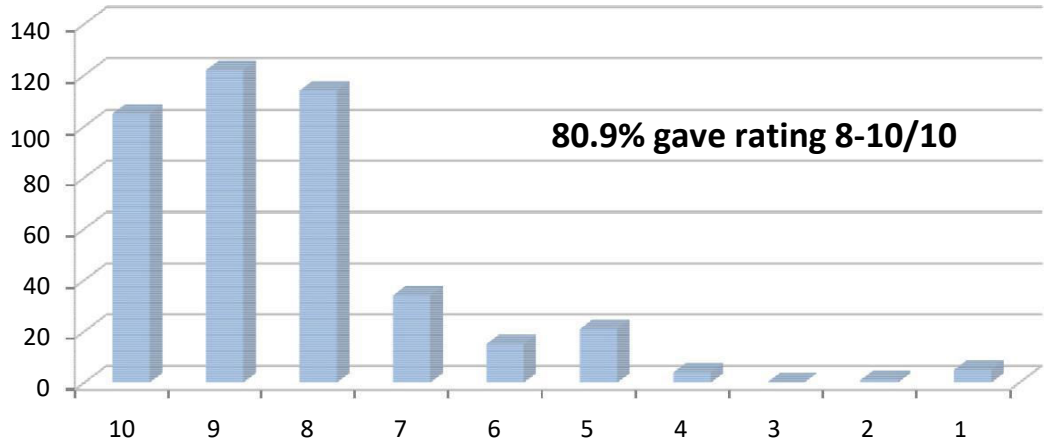
Rating	Communication Experience with Doctors.
10	125
9	120
8	113
7	26
6	15
5	17
4	1
3	3
2	3
1	6

Communication Experience with Doctors.



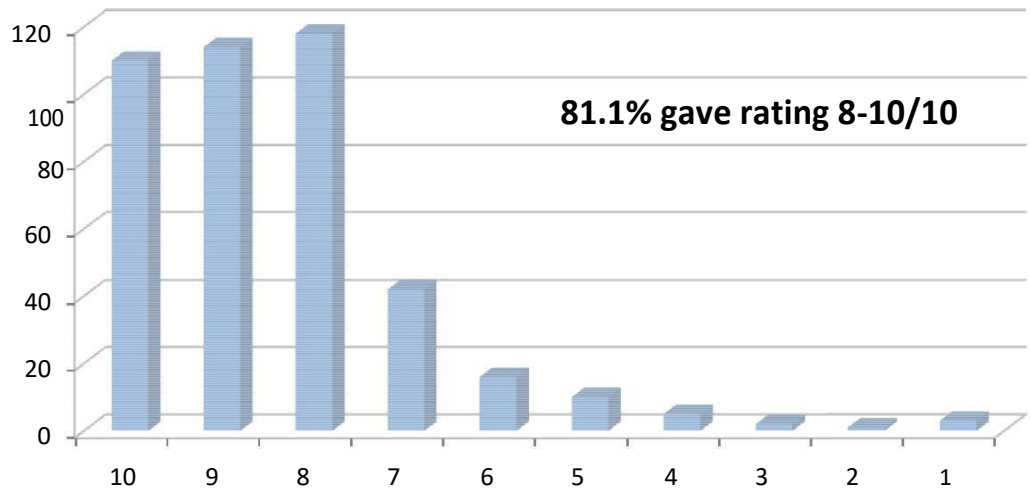
Rating	Communication Experience with Nurses.
10	108
9	124
8	115
7	35
6	15
5	21
4	4
3	1
2	1
1	5

Communication Experience with Nurses.



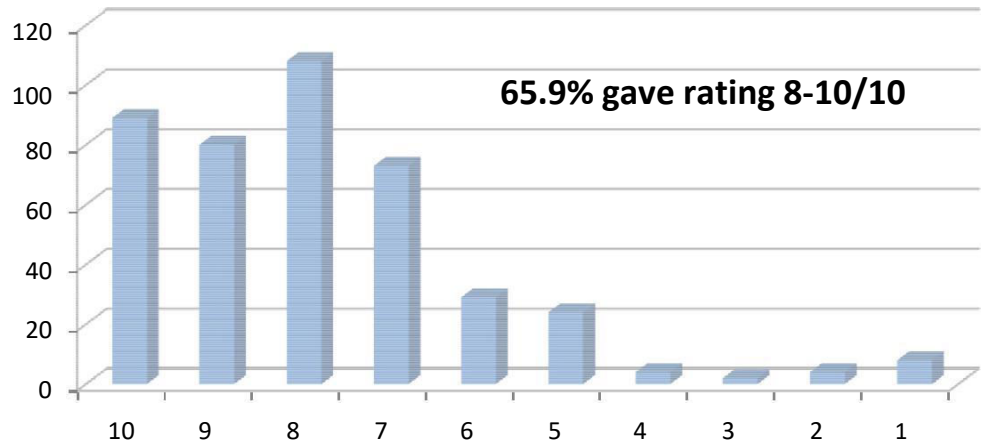
Rating	Communication Experience with Staff.
10	115
9	115
8	118
7	43
6	16
5	10
4	6
3	2
2	1
1	3

Communication Experience with Staff.

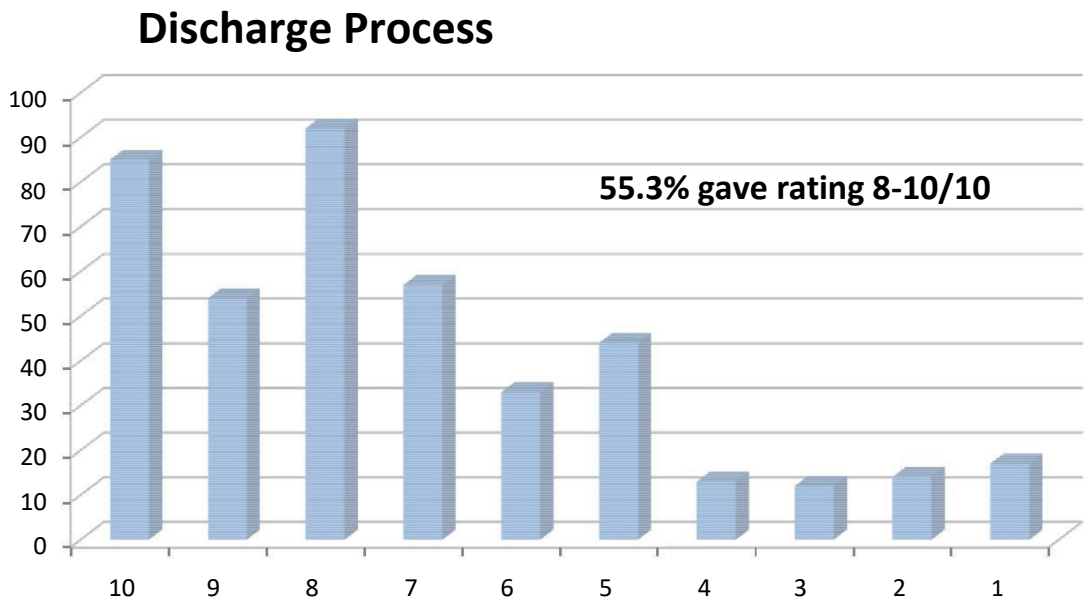


Rating	Communication about Medicines.
10	93
9	81
8	109
7	74
6	29
5	25
4	4
3	2
2	4
1	8

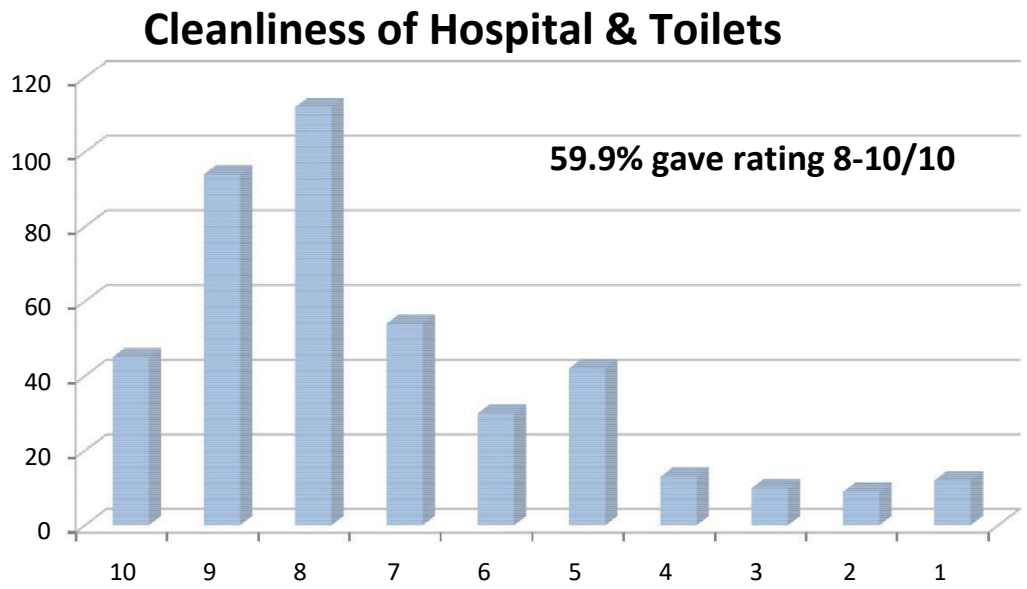
Communication about Medicines.



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

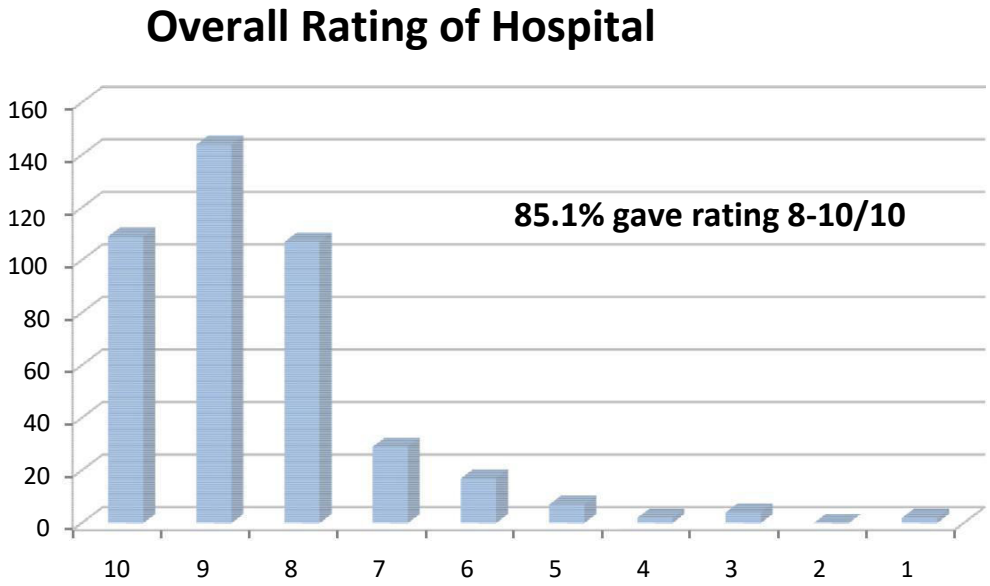


Rating	Cleanliness of Hospital & Toilets.
10	49
9	95
8	113
7	54
6	30
5	43
4	14
3	10
2	9
1	12

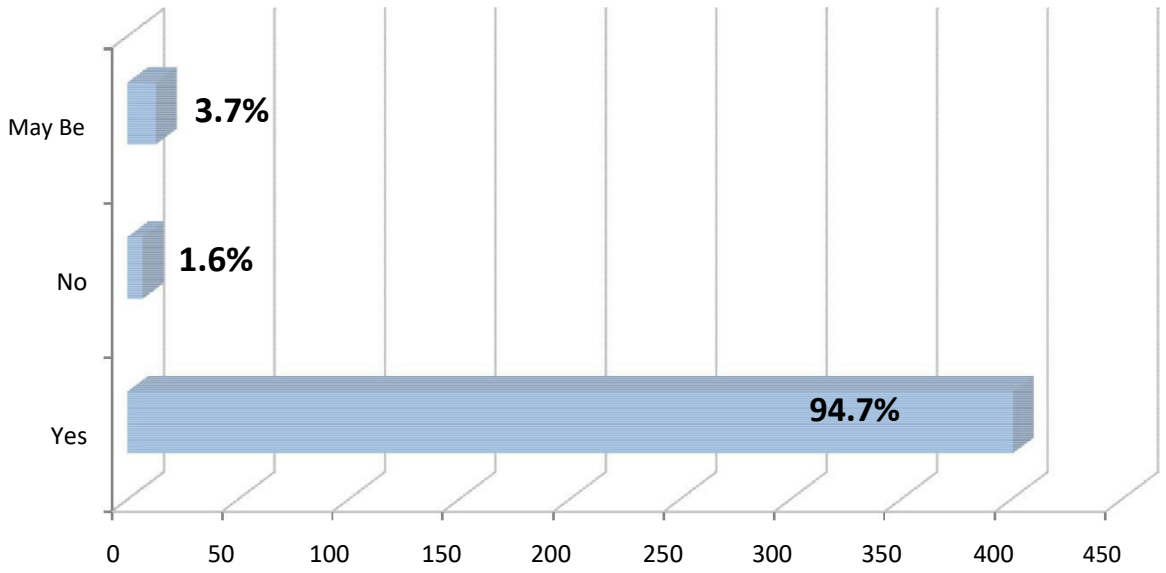


Rating	Responsiveness of Staff/Doctors/Nurses
10	94
9	149
8	125
7	26
6	12
5	7
4	4
3	7
2	1
1	4

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



Will you recommend this Hospital to someone for Care?



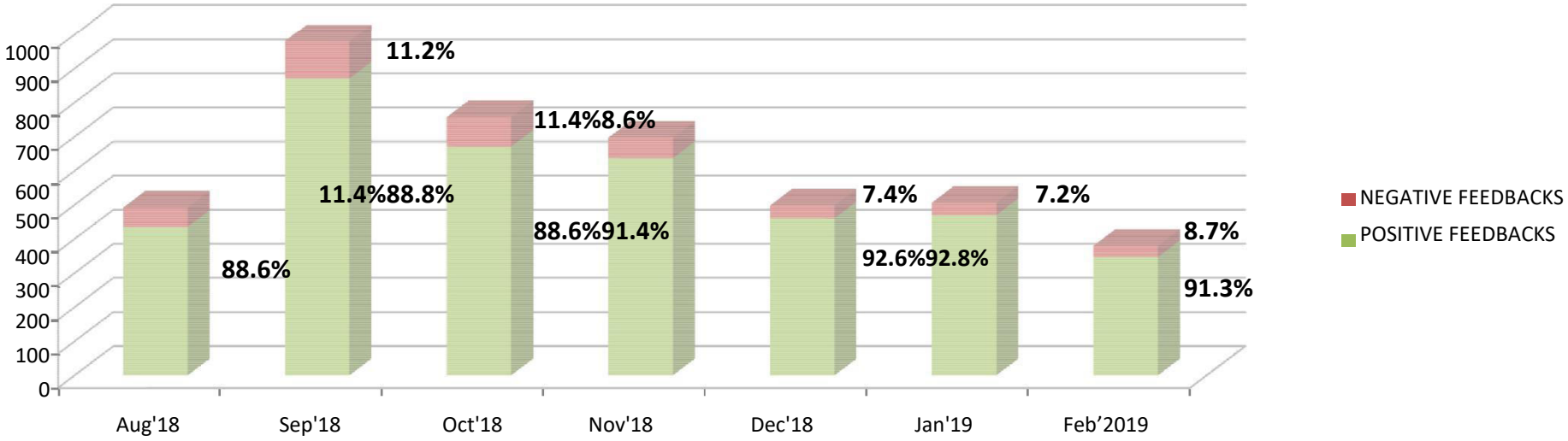
Opted For	Count
Yes	406
No	7
May Be	16
Total	**429**

Patient Experience of Care
Real-Time Action Taken Data as on 01-03-2019

Total Feedbacks – 4311

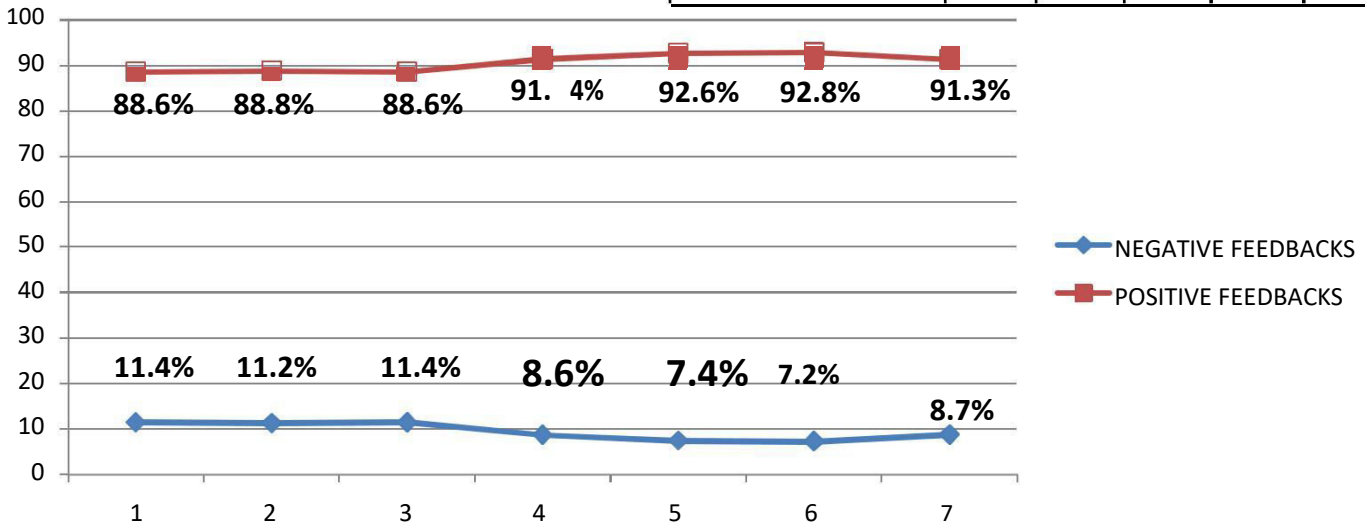
Real-Time Action Started from 9-Aug-2018 – Consolidated Data as on 26-Feb-2018

Total Number of Responses



Month	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Feb'2019	Total
NEGATIVE FEEDBACKS	56	110	86	60	37	36	33	385
POSITIVE FEEDBACKS	436	871	671	637	461	470	347	3546
TOTAL FEEDBACKS	492	981	757	697	498	506	380	3931

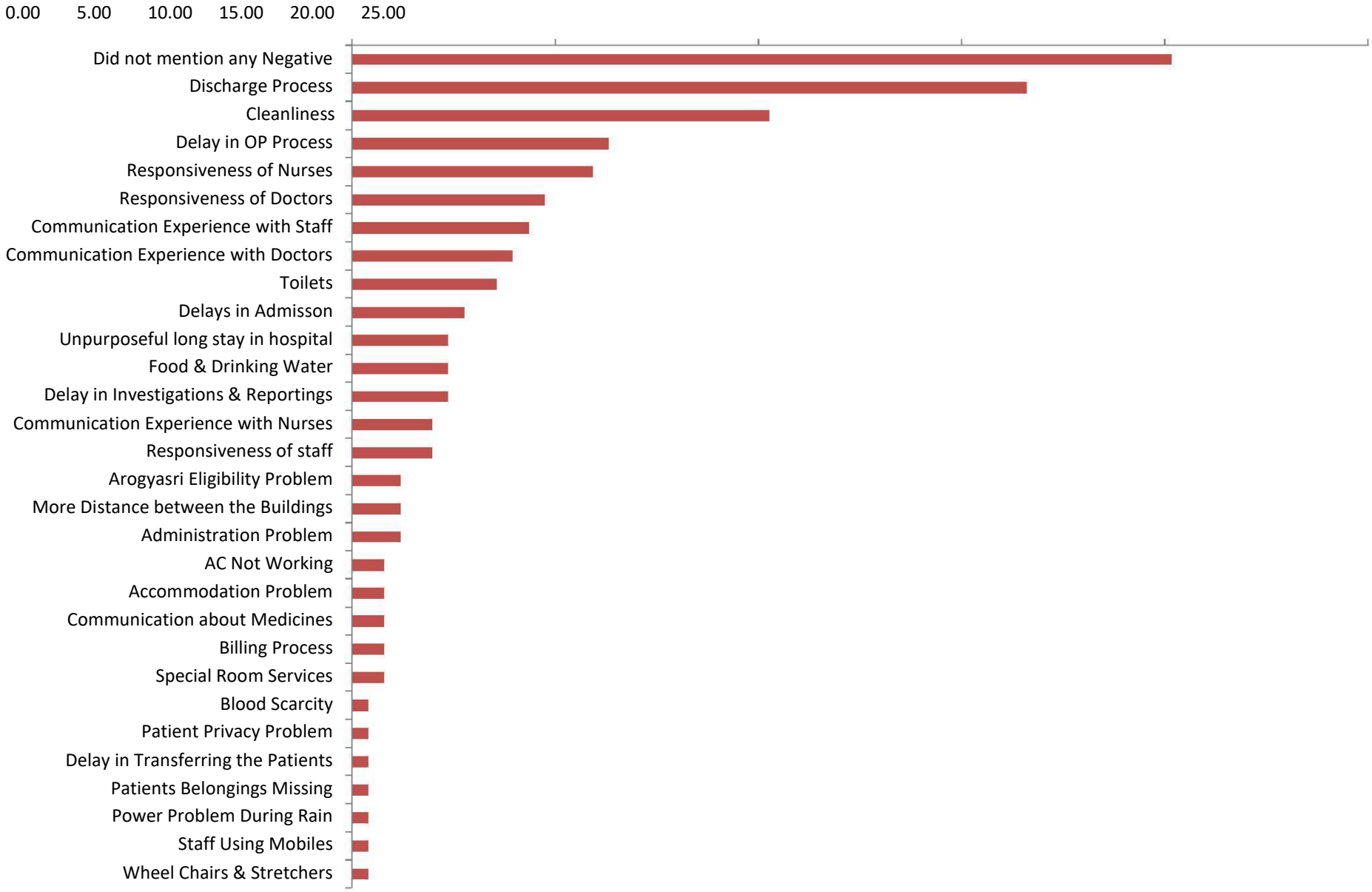
Trend Line



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
	TOTAL	**253**	100.00	

Graphical Representation of Percentage of the Categories



Percentage of <=5 Ratings From Highest to Lowest

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