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Implementing a Hospital Feedback Form System: Enhancing Patient-Centered Care

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ABSTRACT: Patient feedback system forms an important entry point for the medical personnel and healthcare administrators to identify healthcare service delivery gaps and develop responsive interventions. This may foster patient trust consequently increasing healthcare-seeking, engagement in decision, continuity, and satisfaction. However, research on the PFS in rural primary healthcare settings appears limited. This project reflects on key strengths and weaknesses of existing patient feedback management systems at primary health care in proposes key implications for future policy and practice. Patient feedback data from publicly available web portals were also analyzed. Multiple parallel patient feedback systems exist at health facilities. Key strengths across all systems included common goals of ensuring accountability and patient voice and high-level commitment. Common weaknesses included lack of documented processes, limited awareness of available channels among patients and a lack of documented actions following feedback. The findings helped to provide a few implications for future policy and practice on patient feedback system. Once feedback is given automatic analysis and view the reports. This paper presents the development, implementation, and evaluation of a Hospital Feedback Form System designed to enhance patient satisfaction and healthcare service quality. The system integrates digital technology with traditional feedback mechanisms to facilitate efficient data collection, analysis, and actionable insights within hospital settings. Through a comprehensive journal format, this study outlines the methodology, challenges, and outcomes associated with the implementation of the Hospital.

KEYWORDS: Patient satisfaction, Hospital Feedback Form System, Digital technology, Data collection, Data analysis Real-time response, Quality improvement.

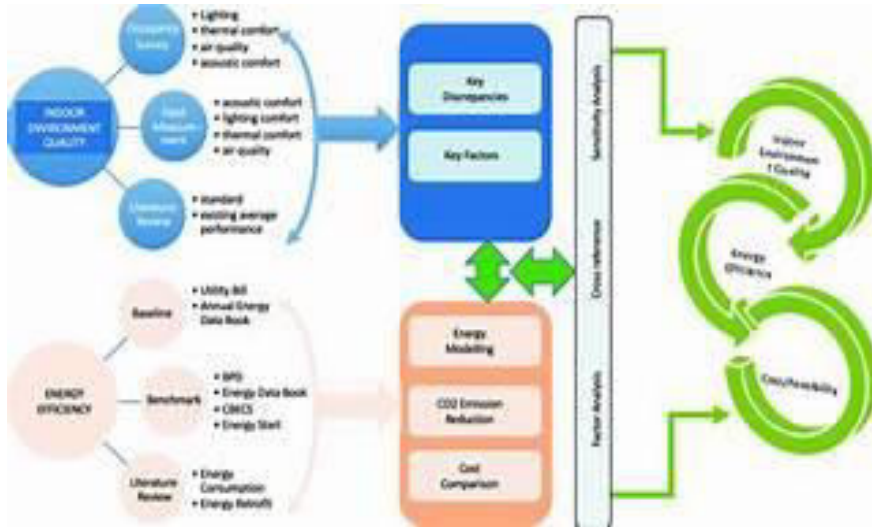
I. INTRODUCTION

Health care provision is facing resourcing challenges which will further increase in the 21st century. Health care mediated by technology is widely seen as one important element in the struggle to maintain existing standards of care. Personal health monitoring and treatment systems with a high degree of autonomic operation will be required to support self-care. Such systems must provide many services and in most cases must incorporate feedback to patients to advise them how to manage the daily details of their treatment and lifestyle changes. As in many other areas of healthcare, patient compliance is however an issue. In this experiment we apply machine learning techniques to three corpora containing data from trials of body worn systems for activity monitoring and feedback. The overall objective is to investigate how to improve feedback compliance in patients using personal monitoring and treatment systems, by taking into account various contextual features associated with the feedback instances. In this article we describe our first machine learning experiments. The goal of the experiments is twofold: to determine a suitable classification algorithm and to find an optimal set of contextual features to improve the performance of the classifier. report initial results which demonstrate the viability of this approach Ensuring patient satisfaction and delivering high-quality healthcare services are paramount goals for hospitals worldwide. A robust feedback system is indispensable in achieving these objectives, as it enables hospitals to identify areas for improvement and respond to patient needs effectively. Traditional feedback mechanisms often fall short in terms of accessibility, timeliness, and data utilization. To address these limitations, this study introduces a Hospital Feedback Form System aimed .

II. RESEARCH METHODOLOGY

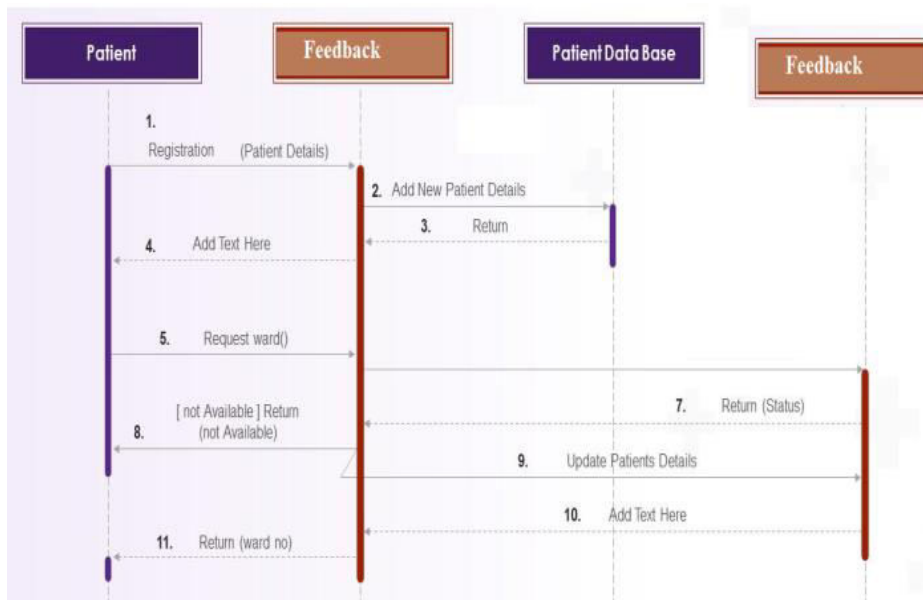
1. **Needs Assessment:** Conducted interviews, surveys, and focus groups with stakeholders, including patients, caregivers, and hospital staff, to identify feedback requirements and preferences.

- 2. **System Design:** Utilized human-centered design principles to create an intuitive and user-friendly feedback form interface accessible via digital platforms and mobile applications.
- 3. **Technological Integration:** Leveraged existing hospital information systems and digital infrastructure to seamlessly integrate the feedback form system into daily operations



- 4. **Data Collection and Analysis:** Implemented mechanisms for collecting feedback data in real-time and utilized data analytics tools to analyze feedback trends, identify actionable insights, and prioritize improvement initiatives.
- 5. **Implementation Strategies:** Collaborated with hospital administrators, department heads, and frontline staff to develop and implement targeted interventions based on feedback findings, ensuring continuous quality improvement.

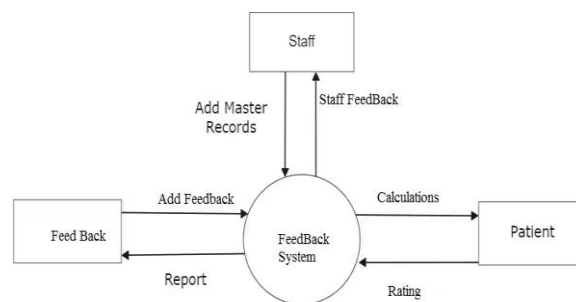
III. SEQUENCE DIAGRAM



A sequence diagram is a valuable tool in the design and implementation of hospital management systems. It provides a visual representation of the interactions between different components of the system, including patients, doctors, nurses, and other staff members

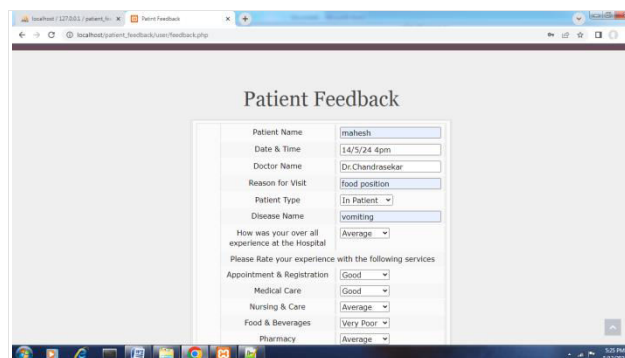
IV. RESULT AND DISCUSSIONS

The Hospital Feedback Form System represents a significant advancement in hospital feedback mechanisms, offering several advantages over traditional approaches. By leveraging digital technology and data analytics, the system enables hospitals to harness the power of patient feedback to drive meaningful improvements in service quality and patient-centered care. However, challenges such as data privacy concerns, technological barriers, and organizational resistance must be addressed to ensure the system's effectiveness and sustainability.

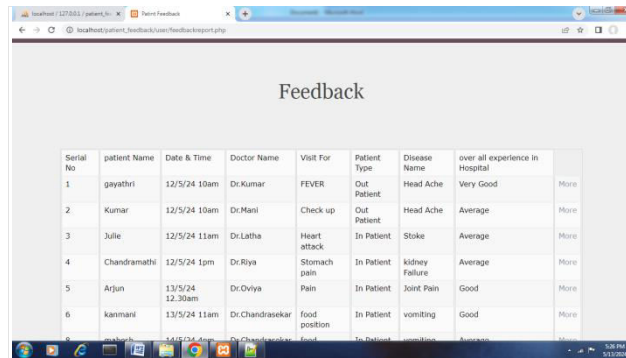


1. **Increased Feedback Participation:** The system facilitated higher rates of feedback submission due to its user-friendly interface and accessibility via digital platforms.
2. **Timely Response:** Real-time data collection and analysis enabled hospitals to respond promptly to feedback, addressing issues as they arose and mitigating potential service disruptions
3. **Quality Improvement:** Actionable insights derived from feedback data informed targeted quality improvement initiatives, resulting in enhanced service delivery.

Patient feedback refers to the information, opinions, and experiences provided by patients regarding the care and services they receive from healthcare providers and facilities. It encompasses a wide range of perspectives, including satisfaction with clinical treatment, interactions with healthcare staff, hospital environment, communication, convenience, and overall experience during the healthcare encounter.

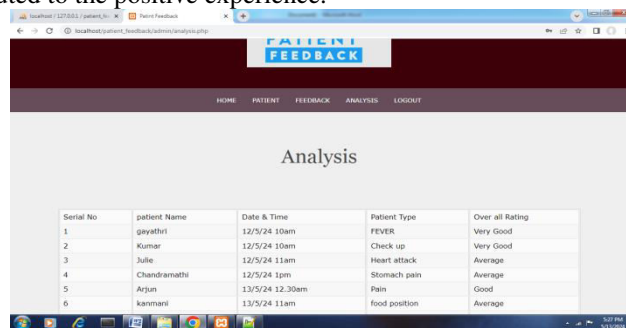


"I recently had a positive experience at St. Mary's Hospital and wanted to share my feedback. From the moment I entered the facility, I was greeted by friendly staff who guided me through the registration process efficiently. The waiting area was clean and comfortable, and I appreciated the short wait time before being called in for my appointment



Serial No	patient Name	Date & Time	Doctor Name	Visit For	Patient Type	Disease Name	over all experience in Hospital
1	gayathri	12/5/24 10am	Dr.Kumar	FEVER	Out Patient	Head Ache	Very Good
2	Kumar	12/5/24 10am	Dr.Mani	Check up	Out Patient	Head Ache	Average
3	Julie	12/5/24 11am	Dr.Latha	Heart attack	In Patient	Stoke	Average
4	Chandramathi	12/5/24 1pm	Dr.Riya	Stomach pain	In Patient	kidney Failure	Average
5	Arjun	13/5/24 12.30am	Dr.Oviya	Pain	In Patient	Joint Pain	Good
6	kammani	13/5/24 11am	Dr.Chandrasekar	food position	In Patient	vomiting	Good

Positive Tone: The analysis notes the overall positive tone of the feedback, highlighting the patient's satisfaction with their experience at St. Mary's Hospital. This sets the stage for identifying specific aspects of the hospital's operations and care delivery that contributed to the positive experience.



Serial No	patient Name	Date & Time	Patient Type	Over all Rating
1	gayathri	12/5/24 10am	FEVER	Very Good
2	Kumar	12/5/24 10am	Check up	Very Good
3	Julie	12/5/24 11am	Heart attack	Average
4	Chandramathi	12/5/24 1pm	Stomach pain	Average
5	Arjun	13/5/24 12.30am	Pain	Good
6	kammani	13/5/24 11am	food position	Average

Efficiency and Organization: The analysis acknowledges the mention of an efficient registration process by the patient. This indicates that the hospital's administrative procedures are well-organized and effectively managed, contributing to a smooth and hassle-free experience for patients.

The analysis recognizes the patient's appreciation for the cleanliness and comfort of the waiting area. This suggests that the hospital prioritizes maintaining a welcoming and hygienic environment for patients, which can positively impact their overall impression of the facility. With a patient feedback form, it can evaluate a number of services a patient may receive in a hospital. This would mean that a feedback form can assess an evaluation for different medical procedures, the performances of the medical staff, and the overall environment of the hospital. You can also use our incredibly powerful Form Builder App to customize the form according to how you want to get feedbacks from your patients. With Jotform's free online Patient Feedback Form, you can collect information from patients that you might not have been able to before. These templates are suggested forms only.

V. CONCLUSIONS

The implementation of the Hospital Feedback Form System underscores the importance of incorporating patient perspectives into healthcare delivery processes. By providing a robust feedback mechanism that integrates technology, data analytics, and stakeholder collaboration, hospitals can enhance patient satisfaction, improve service quality, and ultimately achieve better

health outcomes. Continued research and evaluation are essential to refine the system further and maximize its impact on healthcare delivery. Feedback System provides valuable information about what patients and service users think about the healthcare services offered. Examining patients' feedback will give a direct insight into what is working well and what needs further improvement in the way care is delivered. Patient feedback is a powerful tool and it can shape the quality of healthcare experiences and drive continuous improvement in healthcare services. It benefits patients and healthcare providers by promoting patient-centered care, improving communication, and building trust. Feedback control system is one of the most significant and challenging area in this modern era..

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