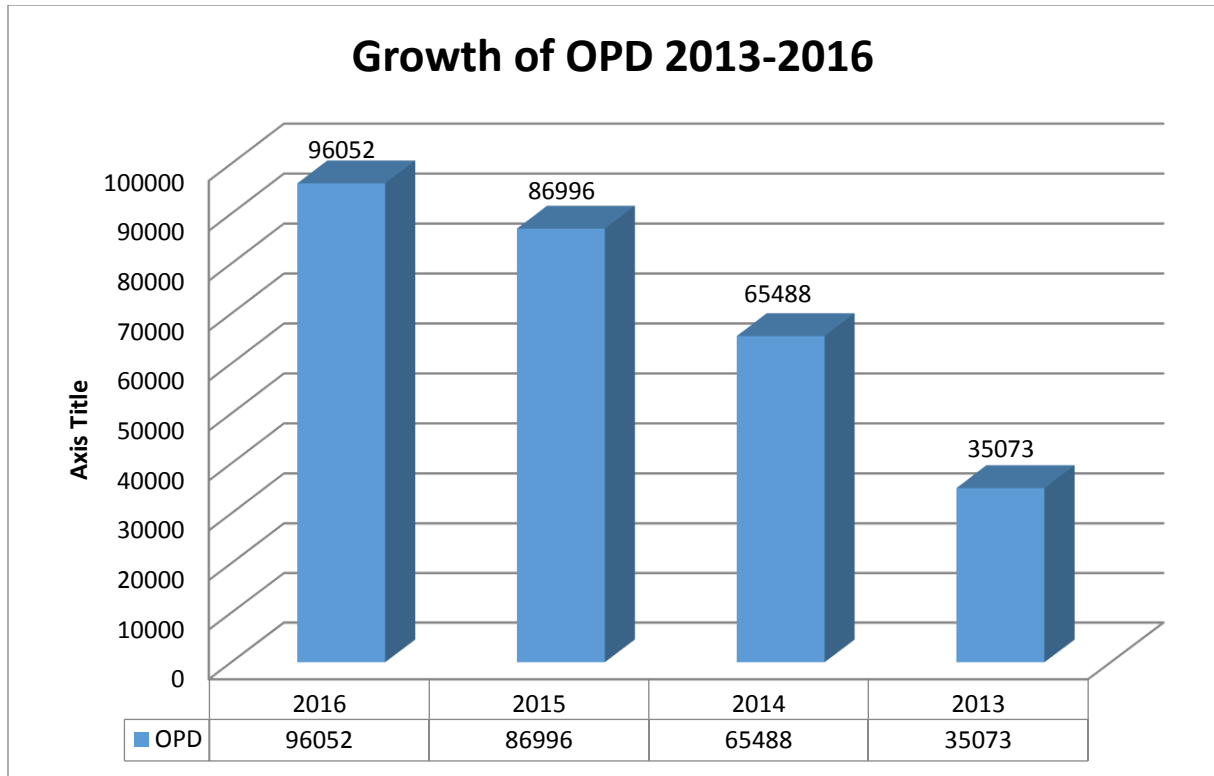


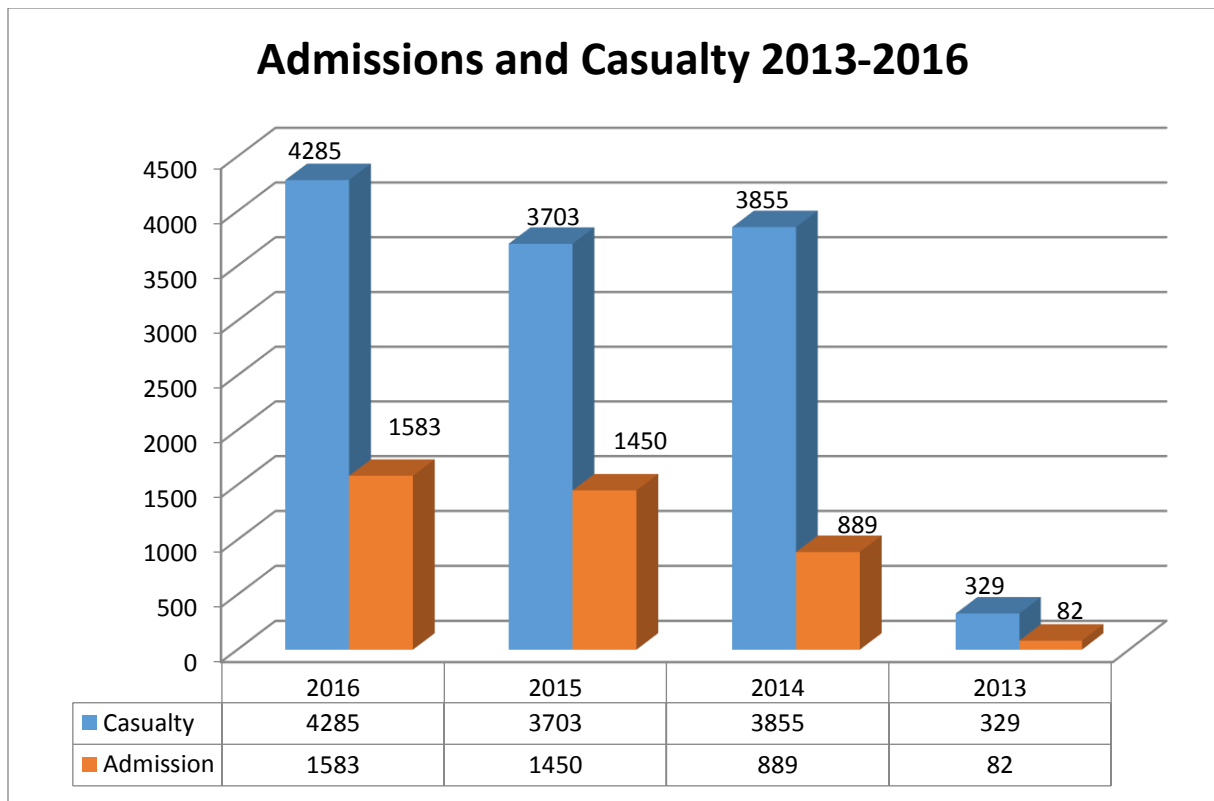
Patient Perception Survey:

Salient Features:

- 96.86% of respondent feel JIMS Hospital has made a difference to the local community in 2015-16 as compared to 92% in 2013-14.
- Patients who responded to survey came from 212 different locations. They came not only from nearby villages but also from urban areas and neighboring states as well.
- 96% patients have reported having positively benefited by the treatment at JIMS Hospital as compared to 91.97% in 2013-14.
- 95 % patients feel services offered at JIMS are “Good” .
- More than 98% of respondents find that Doctors are good, staff is courteous and ambience and hygiene is well maintained.
- 50 patients, admitted in the hospital were surveyed. 96.94% of respondents find the overall IPD experience at JIMS to be “GOOD” in 2015-16 as compared to 93.75 % in 2013-14.
- When asked if cost of treatment at JIMS was cheaper than other hospital above 99% find the charges offered at JIMS cheaper as compared to other hospitals in 2015-16 as compared to 96.65% in 2013-14.
- 97% patients reported that laboratory, radiology and sonography services were “good” in 2015-16 as compared to 85% in 2013-14.
- Close to 46 patients surveyed had reported to JIMS during emergency situation. 97.92% Patients reported that they were offered prompt treatment at JIMS during an emergency in 2015-16 as compared to 73% in 2013-14.
- No respondents reported delay in treatment during an emergency in 2015-16 as compared to 9% in 2013-14.
- Only 2% patients were refused treatment when reported during emergency in 2015-16 as compared to 18.18% in 2013-14.
- The waiting time to meet the doctors were reduced in 2015-16 to 23.9% patients waiting more than 90 minutes on an average to see their doctors as compared to 55.84% patients in 2013-2014.



There is 9056 more patient foot fall in 2016 as compared to 2015



Comparative Analysis of Surgeries Performed In 2014, 2015 and 2016

In 2016 we have performed 791 surgeries, a 9% rise as compared to 2015

Classification by Department

Department	2014	2015	2016
Obstetrics	125	337	314
General Surgery	295	234	247
Gynecology	93	151	220
Orthopedic	10	3	4
ENT	10	1	6
Grand Total	533	726	791

Type of Delivery

Type of Deliveries	2014	2015	2016
Normal Delivery	90	218	428
LSCS	122	334	312
Total	212	552	740

Homeopathic Admission:

<u>Year</u>	<u>Total Number of Patients</u>
2014	288
2015	517
2016	712

Report by:

Dr Reetha Krishnan
MD (Hom) Paed, Mumbai, MPH (USA)
Medical Superintendent, JIMS Hospital