

Comprehensive Patient Satisfaction Survey in Maharashtra: Evaluating Healthcare Experiences to Improve Statewide Quality and Services"

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ABSTRACT: Patient satisfaction is a critical measure of healthcare quality and service effectiveness. This survey aims to assess patient satisfaction level in civil and public hospitals across Wardha, Kolhapur, Solapur, Satara and Pune districts. The survey comprehensively examines patient satisfaction across both urban and rural areas highlighting disparities in healthcare accessibility. The study evaluates various factors influencing patient experiences including Hospital infrastructure, availability of medical staff, quality of care, Hygiene, waiting time and communication. A structured questionnaire was used to collect data from diverse demographic groups ensuring a comprehensive analysis of patient perspectives. The findings will help identify strengths and areas for improvement in healthcare services enabling policymakers and hospital administration to implement necessary reforms for enhanced patient care and satisfaction

Keywords: Patient Satisfaction, Healthcare Quality, Medical Staff Availability, Hospital Infrastructure, Hygiene and Cleanliness, Urban and Rural Healthcare, Public Hospitals, Civil Hospitals, Patient-Centered Care, Service Efficiency.

I. INTRODUCTION

Patient satisfaction is a concept that has existed since the 1960s, but active research on the subject began in the late 1970s and early 1980s. This shift led to the replacement of the "Quantity of Life" concept with a more patient-centred focus on "Quality of Life."^[1] Patient satisfaction can be defined as an individual's response to various aspects of their healthcare experience.^[2] Measuring patient satisfaction offers valuable and unique insights into the quality of healthcare system. Without enough data, hospitals may struggle to identify their strengths and areas that need improvement. Patient satisfaction surveys help

assess the quality of care, understand patients' experiences, and use their feedback to make services better. Comparing patient satisfaction across different hospitals also helps in improving healthcare facilities.^[3-4] Patient satisfaction is a complex emotion shaped by various factors. A person's lifestyle, past experiences, and future expectations all contribute to their sense of fulfilment. It is also influenced by their values and society's standards of fairness, both ethically and economically.^[4]

By conducting their own surveys, the healthcare system can easily resolve the possibility of patient satisfaction problems and can also help to improve as for their future strategies. These satisfaction surveys also help to identify the specific needs of the patients for the healthcare providers.^[5] Hospitals strive to deliver exceptional healthcare services and enhance patient satisfaction by initiating various programs. Measuring performance is essential to assessing the effects of continuous efforts to improve the quality of care and ensuring the pursuit of excellence in hospitals.^[6] Enhancing patient care has become a major priority for all healthcare providers, aiming to achieve high levels of patient satisfaction.^[7] Public hospitals typically do not prioritize financial gains, focusing instead on delivering essential healthcare services to all patients, taking into considerations about their financial condition. In contrast, private healthcare providers operate in a competitive market where meeting patient needs and ensuring satisfaction are crucial for attracting and retaining patients, thereby achieving profitability.^[8] The patient's opinion is an important aspect for the improvement of a healthcare system. Patient satisfaction is the state of pleasure or happiness that the patients experience while receiving services from the healthcare. Thus,



patient care is the responsibility of every healthcare service provider.^[9]

Patient satisfaction serves as a key indicator of healthcare effectiveness, reflecting the quality of services provided. It also measures efficiency and effectiveness, which the hospital is linked to service delivery and quality care. Patient satisfaction provides actual evidence of the effectiveness of the healthcare administration.^[10]

II. RESEARCH METHODOLOGY

1. Research Design:

In this we studied in a descriptive cross sectional research design format. The study was carried out to assess patients' satisfaction with health care services in selected health care facilities in Maharashtra State. Multi-staged random sampling was used to select 135 patients from rural and urban areas from 5 districts.^[11]

2. Population and Sample^[12]

2.1 Population: The target population for this study comprises patients who have visited private and public hospitals in rural and urban area in different districts in Maharashtra within the past 3 months.

2.2 Sample: A stratified random sampling method was employed to ensure representation across various hospitals and demographic segments. The sample size was calculated based on the total patient population in private and public hospitals within Maharashtra, targeting a 95% confidence level and a 5% margin of error. A total of 135 respondents were surveyed from different private and public hospitals, ensuring a diverse and comprehensive sample from both rural and urban areas.^[12]

3. DATA COLLECTION

In this data was collected by performing surveys in different hospitals in the areas Rural and Urban including both Private and Public Hospitals for the patient satisfaction purpose. The research performed included about the in-patient and outpatient data, followed by a questionnaire format about the patient which helped us to analyse the current conditions for this research purpose.

3.1 Data Collection Procedure

Data was exclusively collected through offline methods, utilizing paper-based surveys distributed at selected hospitals to gather patient responses. Informed consent was obtained from all participants, ensuring their confidentiality and voluntary participation.^[12]

3.2 Survey Instrument

A structured questionnaire format was developed, consisting of closed-ended questions. The questionnaire covers the following domains:

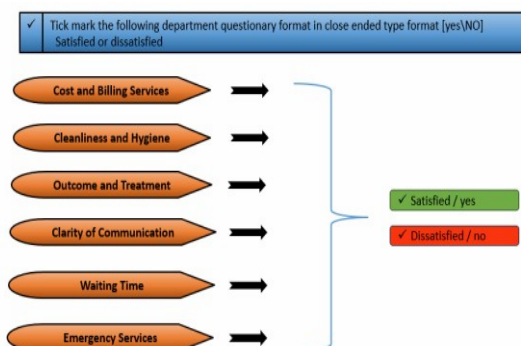


Figure : 3.1

A designed and structured questionnaire that asks about demographic information about the patient followed by a questionnaire format which included basic details of the patient including age, gender, date of admission, admitted reason, previous medical history. It also includes queries in each response aimed at identifying improvements needed in healthcare systems, with a focus on future aspects that would enhance patient satisfaction.

3.3 Quality of the Research:

A high-quality patient satisfaction survey provides accurate, reliable, and useful data by carefully measuring patients' experiences with healthcare services. Key factors include a well-chosen participant group, clear and structured questions, and a strong research method to ensure consistency and avoid errors. Testing the survey through expert reviews or pilot studies helps identify and fix issues early. Following ethical guidelines, like maintaining privacy and fairness, further strengthens the survey's credibility. When these elements are in place, the survey can offer valuable insights to improve healthcare and patient care.^[13]

3.4 Research Ethics and Limitations

Ethical guidelines are crucial in patient satisfaction surveys to protect participants' rights and privacy. This includes informed consent, voluntary participation, and keeping responses confidential. Researchers must collect and analyze data fairly and may need approval from ethical boards. Despite these measures, limitations exist such as small sample sizes, response bias, language barriers, and time constraints—that can affect the accuracy of results. Recognizing these challenges helps ensure better interpretation and improvement of future studies.^[13]

3.5. Data Analysis

3.5.1. Selection of Area The selection of area was done by taking into considerations various factors that influenced healthcare facilities, overall patient satisfaction, service quality as per the patient needs that the healthcare system needs to fulfil. So, the area was selected from Maharashtra state which

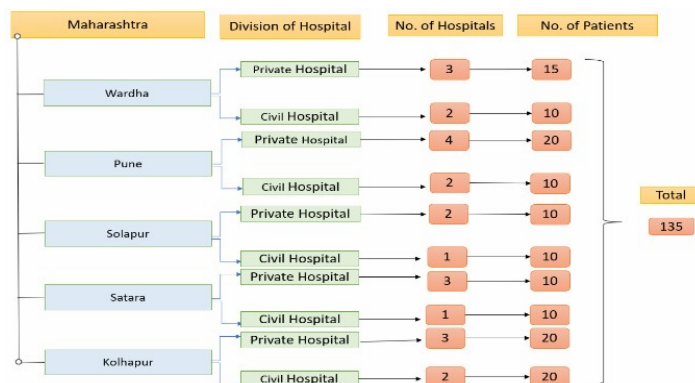


Figure : 3.2

included various districts like Wardha, Pune, Solapur, Satara, Kolhapur from these districts rural and urban areas were selected for research purpose.

Patient satisfaction survey data is analyzed to evaluate how well healthcare services meet patient expectations. Responses are categorized by factors such as overall satisfaction, quality of care, communication, waiting times, and cleanliness. Simple metrics like percentages and averages help identify trends and problem areas. Reviewing patient feedback further highlights areas needing improvement, enabling healthcare providers to make informed decisions to enhance service quality and patient experience.

3.5.2. Selection of hospitals Hospitals were selected based on a higher number of viral patients, availability of quality healthcare facilities, trained medical professionals, and specialized resources like ICUs, ventilators, and isolated wards. Preference was also given to hospitals with a larger bed capacity, increasing the chances of selection. Public hospitals with 100–500 beds and private hospitals with 50–200 beds were included in the study.^[14]

3.5.3. Selection of participants A total of 60 participants were picked from public hospitals and the remaining 75 from private hospitals out of a total of 135 participants. The selection was done on the basis of patient admitted, follow up, emergency and patients with viral diseases etc.^[14]

DEMOGRAPHICS



Table : 3.1 Gender Distribution in Private & Civil Hospital

| AREA | Hospital Type | Male (%) | Female (%) |
|----------|------------------|----------|------------|
| Pune | Private hospital | 50 | 52 |
| | civil hospital | 65 | |
| Satara | Private hospital | 48 | 50 |
| | civil hospital | 60 | 65 |
| Wardha | Private hospital | 28 | 30 |
| | civil hospital | 40 | 43 |
| Kolhapur | Private hospital | 30 | 32 |
| | civil hospital | 20 | 24 |
| Solapur | Private hospital | 30 | 35 |
| | civil hospital | 15 | 19 |

Table : 3.2 Patient Age Demographics in Private& Civil Hospital

| Area | Hospital Type | 0-20(%) | 21-40(%) | 41-60(%) | 61-80(%) | >81(%) |
|----------|------------------|---------|----------|----------|----------|--------|
| Pune | Private hospital | 5 | 15 | 15 | 10 | 5 |
| | civil hospital | 10 | 25 | 15 | 15 | 10 |
| satara | Private hospital | 20 | 25 | 25 | 20 | 15 |
| | civil hospital | 10 | 25 | 15 | 15 | 10 |
| Wardha | Private hospital | 0 | 5 | 5 | 10 | 5 |
| | civil hospital | 4 | 8 | 4 | 12 | 0 |
| Kolhapur | Private hospital | 18 | 25 | 27 | 22 | 28 |
| | civil hospital | 16 | 23 | 25 | 21 | 26 |
| Solapur | Private hospital | 18 | 19 | 17 | 16 | 19 |
| | civil hospital | 16 | 17 | 15 | 15 | 17 |

Table : 3.3 District Health Condition Overview

| Area | Pune | | Satara | | Wardha | | Kolhapur | | Solapur | |
|---------------|------|-----|--------|-----|--------|-----|----------|-----|---------|-----|
| Hospital | P % | C % | P % | C % | P % | C % | P % | C % | P % | C % |
| typhoid | 21 | 20 | 19 | 18 | 20 | 19 | 18 | 17 | 19 | 18 |
| Viral fever | 23 | 22 | 22 | 21 | 23 | 22 | 22 | 21 | 24 | 23 |
| Bp | 25 | 24 | 24 | 23 | 26 | 25 | 25 | 24 | 22 | 21 |
| Diabetes | 22 | 22 | 23 | 22 | 21 | 21 | 20 | 19 | 25 | 24 |
| Cold COUGH | 20 | 20 | 21 | 21 | 24 | 23 | 23 | 23 | 23 | 23 |
| Heart pain | 24 | 23 | 25 | 24 | 22 | 21 | 24 | 23 | 26 | 25 |
| Diarrhoea | 26 | 25 | 20 | 20 | 25 | 24 | 21 | 21 | 20 | 20 |

Over all patient satisfaction on hospital services in

Table no: 1 Patients overall satisfaction on hospital services (C%-Civil vs P%-Private)

| PARAMETER | | FREQUENCY (%) (N =5) | | | | | | | | | |
|-----------|-----------------------------------|----------------------|--------|------|-----|----------|-----|--------|-----|---------|-----|
| Sr.no | Environmental aspects of Hospital | WARDHA | | PUNE | | KOLHAPUR | | SATARA | | SOLAPUR | |
| | | C% | P% | C% | P% | C% | P% | C% | P% | C% | P% |
| 1 | Scheduling Appointment | 78% | 84% | 80% | 84% | 76% | 86% | 58% | 70% | 72% | 82% |
| 2 | Treatment needs on working hours | 74% | 81.2% | 86% | 92% | 75% | 88% | 72% | 82% | 64% | 80% |
| 3 | Communication and Explanation | 72% | 88% | 88% | 90% | 70% | 82% | 78% | 80% | 42% | 90% |
| 4 | Medical care and Effectiveness | 80% | 76% | 84% | 84% | 81% | 86% | 80% | 84% | 82% | 80% |
| 5 | Cleanliness and Hygiene | 48% | 80% | 78% | 82% | 48% | 86% | 64% | 78% | 42% | 72% |
| 6 | Cost and Billing Clarity | 94% | 76% | 82% | 80% | 91% | 83% | 80% | 52% | 84% | 62% |
| 7 | Evaluation and Treatment | 80% | 81.20% | 86% | 88% | 82% | 66% | 70% | 86% | 64% | 80% |
| 8 | Clarity of Home care Instruction | 76% | 84% | 86% | 82% | 70% | 75% | 58% | 94% | 60% | 80% |
| 9 | Staff assistance in managing pain | 54% | 62.60% | 86% | 84% | 52% | 82% | 42% | 72% | 70% | 74% |
| 10 | Staff communication with Patients | 46.60% | 60% | 82% | 84% | 56% | 80% | 64% | 78% | 60% | 86% |

| | | | | | | | | | | | |
|----|---------------------------------------|-----|-------|-----|-----|-----|-------|-----|-----|-----|-----|
| 11 | Treatment Outcome | 42% | 77.2% | 88% | 82% | 50% | 83.0% | 84% | 80% | 90% | 86% |
| 12 | Follow up and care after visit | 56% | 88% | 82% | 76% | 64% | 75% | 72% | 74% | 64% | 82% |
| 13 | Emergency care facility | 80% | 77.2% | 88% | 84% | 75% | 91% | 70% | 82% | 40% | 90% |
| 14 | Physician's diagnosis and counselling | 40% | 61.2% | 82% | 82% | 55% | 90% | 68% | 86% | 62% | 80% |

III. DATA ANALYSIS

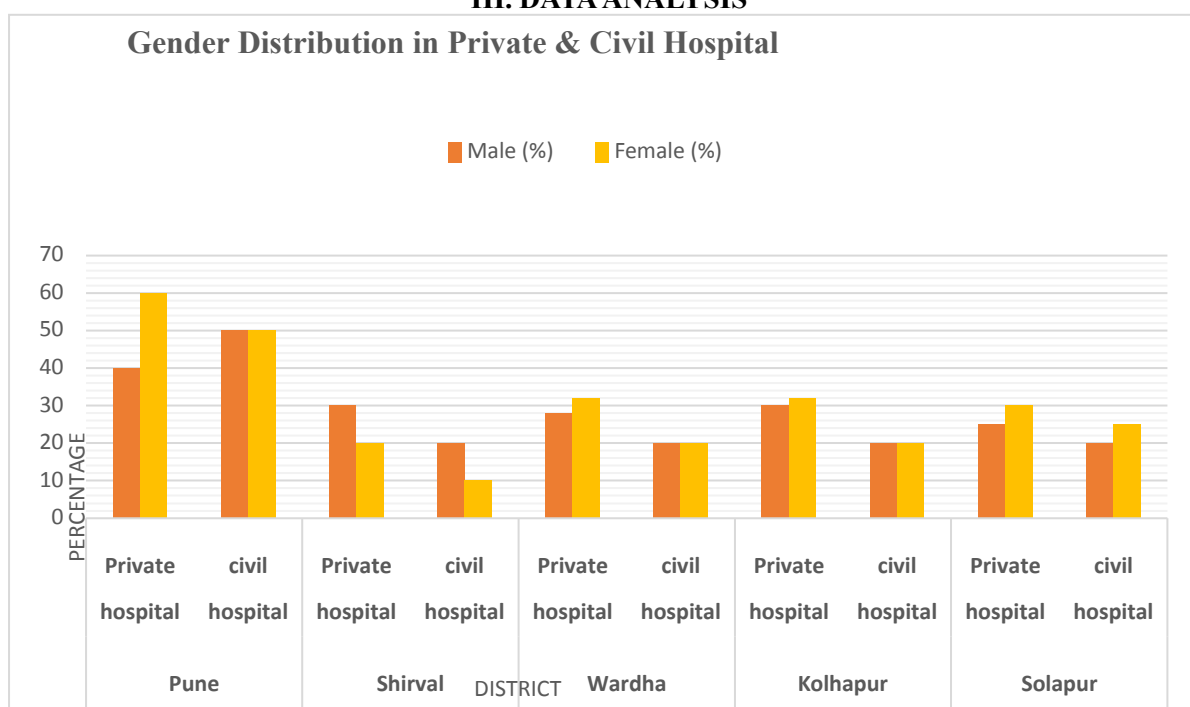


Figure 4.1 : Bar diagram showing Gender Distribution in Private & Civil Hospital

The study shows that the distribution of genders in healthcare facilities varies by region:

- Pune:** While civil hospitals show an equal distribution of patients by gender, private hospitals indicate a higher percentage of female patients (60%) than civil hospitals.
- Wardha:** Civil hospitals exhibit a male preponderance, whilst private hospitals have a somewhat higher proportion of female patients.
- Kolhapur:** Both hospital types have equal gender representation.
- Solapur:** Both private and public hospitals have a higher proportion of female patients.
- Satara:** In both public and private healthcare settings, male predominance is observed.

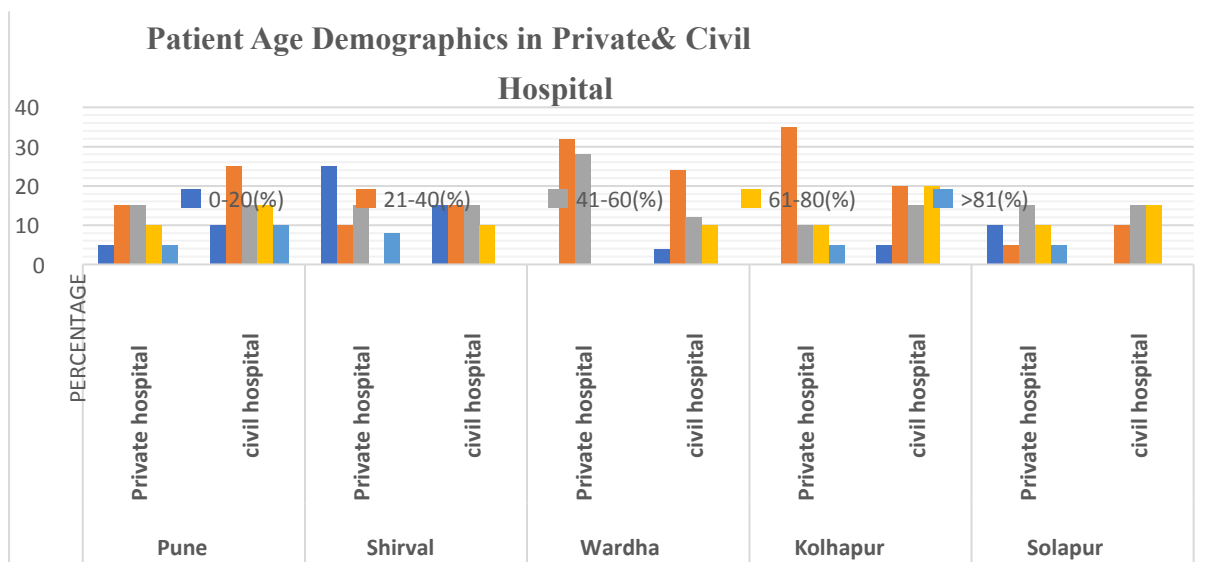
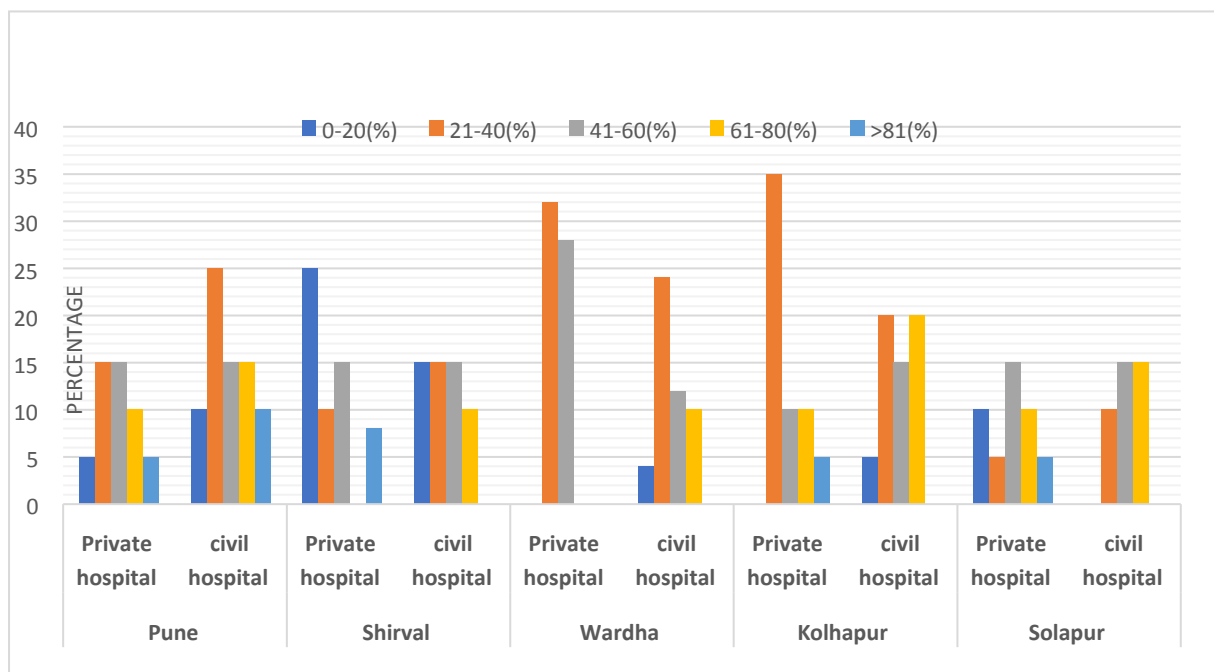


Figure 4.2: Bar diagram showing patient Age Demographics in Private & Civil Hospital

The distribution of age groups in hospitals shows a clear preference depending on age: •

Older patients (61–80 years old) make up over 30% of patients in civil hospitals, especially in Wardha and Kolhapur. • The age distribution is more evenly distributed in private hospitals, with a greater proportion of younger patients—particularly in Satara, where 25% of patients are between the ages of 0 and 20. • The proportion of middle-aged patients (ages 21 to 60) in both hospital categories is comparatively equal. • The age category of ≥ 81 is still the least represented across all districts, indicating that very elderly patients use hospitals sparingly.



Patient Age Demographics in Private & Civil Hospital

Figure 5 : Bar diagram showing patient Age Demographics in Private & Civil Hospital

The age distribution in hospitals varies by type, with civil hospitals especially in Wardha and Kolhapur seeing over 30% of patients aged 61–80. Private hospitals have a more balanced age spread, with more younger patients, particularly in Satara where 25% are aged 0–20.

Middle-aged patients (21–60) are equally represented in both hospital types, while those aged 81 and above remain the least represented, suggesting limited hospital visits by the very elderly.

1] GRAPH OF WARDHA DISTRICT

2] GRAPH OF PUNE DISTRICT

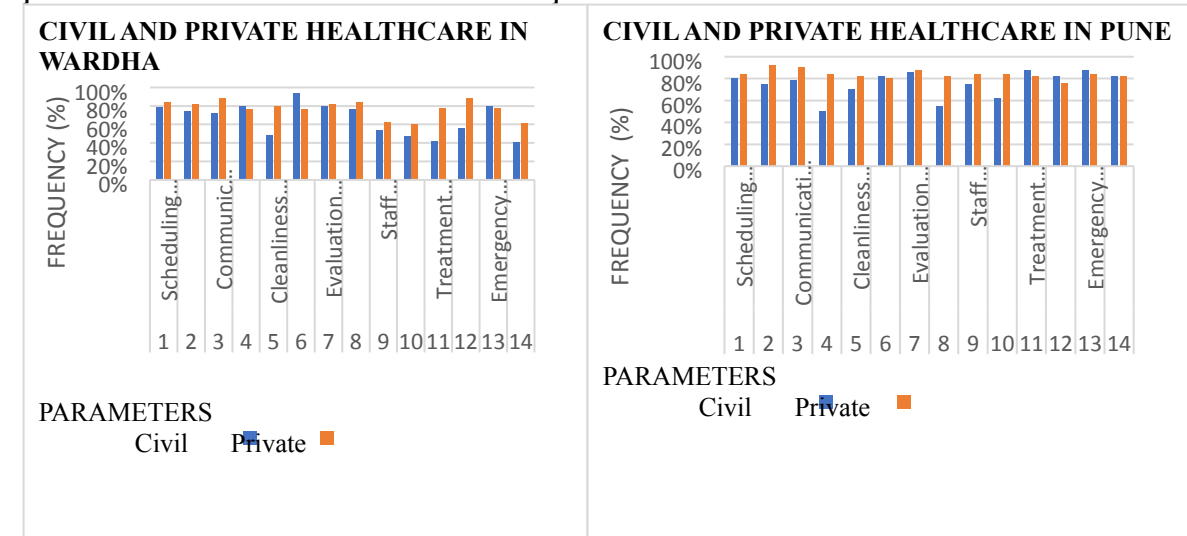


Figure 6

Figure 7

3] GRAPH OF KOLHAPUR DISTRICT

4] GRAPH OF SATARA DISTRICT

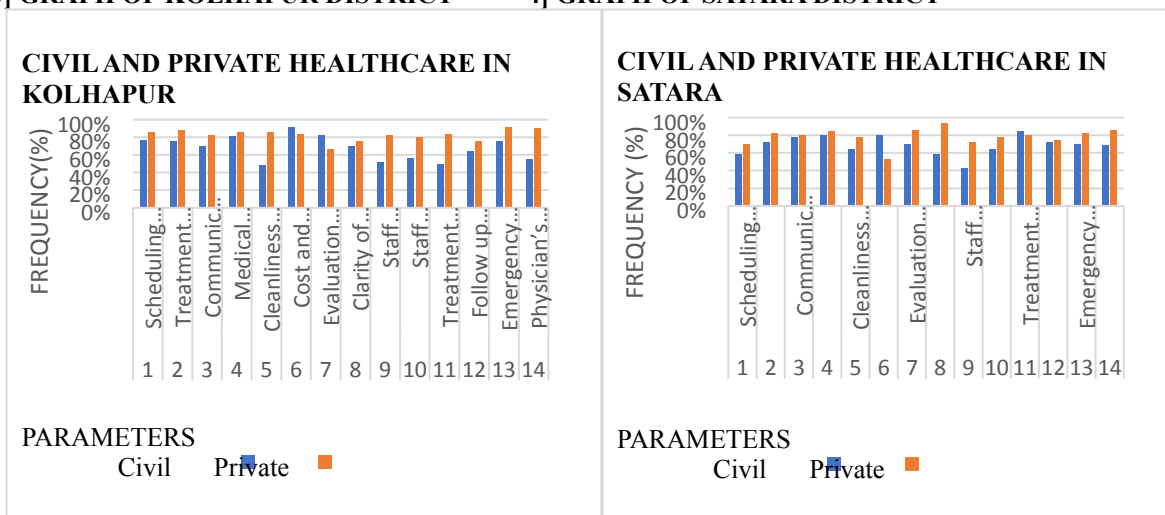


Figure 8

Figure 9

5] GRAPH OF SOLAPUR DISTRICT

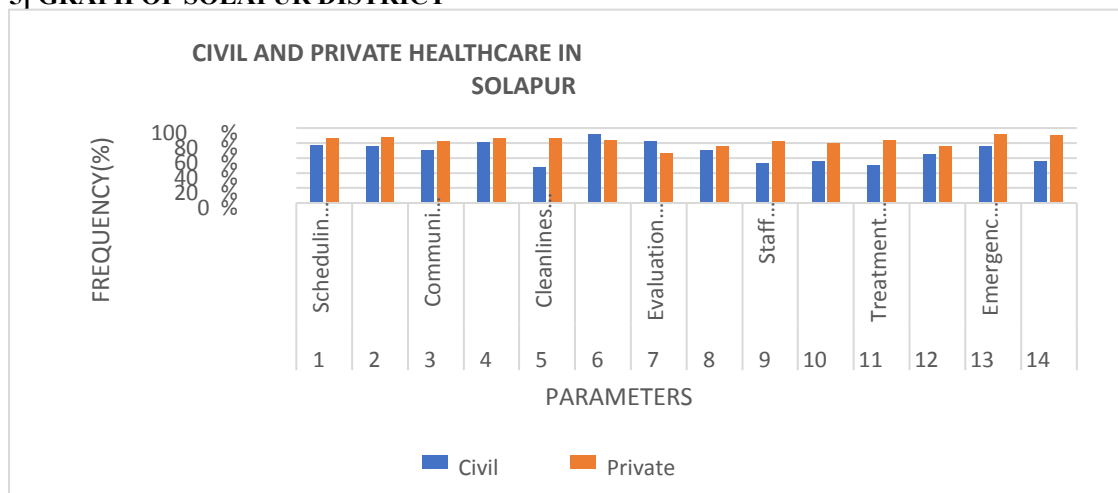


Figure 10

Figure 4: Bar chart illustrating the distribution of study subjects' satisfaction levels with healthcare services.

We tested the null hypothesis between the two groups of private and civil hospital in Wardha and found a significant difference ($0.05 < p < 0.008$) strong evidence against the null hypothesis

The graph highlights patient satisfaction in Wardha district, showing that private hospitals generally score higher than civil hospitals. Patients report better experiences in appointment scheduling, medical effectiveness, follow-up care, and physician counselling at private facilities. While civil hospitals perform well in emergency

care and cost transparency, they still lag overall. The biggest differences are seen in cleanliness, staff support, and communication, where private hospitals significantly outperform.

Figure 5 : We tested the null hypothesis between the two groups of private and civil hospital in Pune and found a significant difference ($0.05 < p < 0.01$) strong evidence against the null hypothesis

The graph shows high patient satisfaction across both civil and private healthcare facilities in Pune district. Private hospitals lead in quick appointment scheduling (84%) and efficient patient management, while civil hospitals excel in treatment effectiveness (84%) and affordability (82%). Though both perform well, areas like hygiene, workload management, and appointment systems need improvement. Overall, private hospitals have a slight advantage in scheduling, staff support, and billing clarity, while civil hospitals show strong performance with only minor efficiency gaps.

Figure 6 : We tested the null hypothesis between the two groups of private and civil hospital in Kolhapur and found a significant difference ($0.05 < p < 0.002$) strong evidence against the null hypothesis

The graph shows that private hospitals in Kolhapur district receive higher patient satisfaction across most aspects of care, excelling in appointment scheduling, medical care, hygiene, emergency services, and doctor consultations. They also perform well in staff communication, pain management, and follow-up care. Civil hospitals, though effective, fall behind in key areas like hygiene, billing clarity, and communication. Patients generally prefer private hospitals for their better facilities and overall experience. Enhancing cleanliness, communication, and posttreatment care could help civil hospitals improve satisfaction levels.

Figure 7 : We tested the null hypothesis between the two groups of private and civil hospital in satara and found a significant difference ($0.05 < p < 0.01$) strong evidence against the null hypothesis

The graph shows that private hospitals in Satara district receive higher patient satisfaction, particularly in appointment scheduling, treatment availability, and medical care. Civil hospitals, however, face lower ratings, especially in cleanliness, billing clarity, staff communication, and pain management. To improve patient experience, civil hospitals need to focus on better

hygiene, transparent processes, and effective communication.

Figure 8: We tested the null hypothesis between the two groups of private and civil hospital in Solapur and found a significant difference ($0.05 < p < 0.003$) strong evidence against the null hypothesis

The graph shows that private hospitals in Solapur district have higher patient satisfaction, excelling in communication, treatment effectiveness, hygiene, staff interaction, pain management, and follow-up care. Civil hospitals, while trailing in overall satisfaction, perform well in cost transparency and emergency care, making them essential for affordable and immediate services. Though private hospitals offer a smoother experience, civil hospitals remain vital for accessible healthcare to the wider population.

Overall Patient Satisfaction by District in Healthcare Services

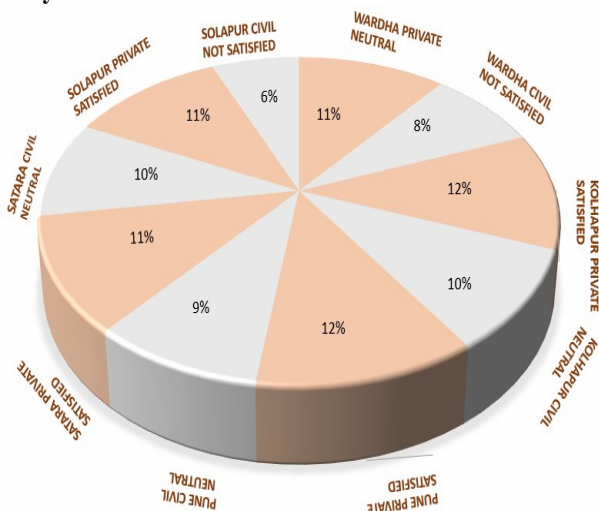


Figure 11: Overall Patient Satisfaction by District in Healthcare Services

The pie chart shows patient satisfaction across Solapur, Wardha, Kolhapur, Pune, and Satara, highlighting that private hospitals consistently receive higher ratings than civil ones. In districts like Solapur and Wardha, civil hospitals face notable dissatisfaction, while private facilities offer better experiences due to improved hygiene, communication, and shorter wait times. Civil hospitals often struggle with staff shortages and limited resources, leading to average or neutral feedback. To improve public healthcare, it's essential to address these issues and adopt a more patient-focused approach, ensuring a balanced and effective healthcare system for all.

IV. DISCUSSION

The present study was an attempt to assess the level of satisfaction of the patients with the various aspects of health care in private health facilities and government health facilities

In several districts (Pune, Wardha, Kolhapur, Solapur, and Satara), limited similar studies have been conducted, resulting in a lack of comparative data. However, the survey findings are highly valuable and can contribute to meaningful improvements in healthcare quality if effectively implemented.

In rural areas, civil hospitals have shown significant improvements in some districts due to enhanced facilities and government interventions. Unlike urban civil hospitals, which often face higher patient loads and resource constraints, certain rural civil hospitals are now better equipped with medical staff, diagnostic facilities, and infrastructure.

This descriptive cross-sectional study used questionnaires to assess patient satisfaction in civil and private hospitals, focusing on services, environment, and staff attitude. Socio-demographic factors significantly influenced responses. Private hospitals received higher satisfaction due to advanced facilities, specialized doctors, better infrastructure, and courteous staff, though high costs limited access for low-income groups. In contrast, civil hospitals faced lower satisfaction due to overcrowding, limited resources, and older infrastructure, but were appreciated for free or low-cost care. While private hospitals offered better overall experiences, civil hospitals remain vital for serving economically weaker sections, despite challenges.

The patient satisfaction survey highlights significant differences between civil and private hospitals. While private hospitals offer superior quality care, infrastructure, and responsiveness, they are often financially burdensome. Civil hospitals, on the other hand, provide affordable services but struggle with patient overload and resource limitations. The government can use the survey results to allocate resources effectively, prioritizing districts that need urgent improvements. Investment in civil hospital infrastructure, especially in urban areas, can reduce overcrowding and improve service delivery. Enhancing training programs for medical and support staff in civil hospitals can improve patient satisfaction and service quality. Encouraging partnerships between private and civil hospitals can enhance service delivery, particularly in specialized treatments.

V. CONCLUSION

The patient satisfaction survey reveals key insights into healthcare experiences across civil and private hospitals in both rural and urban areas. Private hospitals received more positive feedback for their shorter wait times, better facilities, and personalized care. In contrast, civil hospitals were appreciated for their affordability and specialized services but faced challenges like overcrowding, long wait times, and staff shortages, which impacted overall satisfaction.

Private hospitals offer better infrastructure, advanced technology, and specialized doctors, resulting in higher patient satisfaction with treatment quality. In contrast, civil healthcare centers face challenges like staff shortages, limited diagnostic services, and outdated facilities, which hinder their ability to fully meet patient expectations, despite the commitment of their healthcare workers. To improve patient satisfaction, government hospitals need to focus on upgrading infrastructure, improving patient management, and ensuring essential medicines are always available. Private hospitals should work on making their services more affordable and transparent to build greater trust among patients. Civil healthcare, in particular, requires stronger support in the form of better medical facilities, more trained professionals, and the integration of telemedicine to bridge the gap with private healthcare. Ultimately, patient satisfaction is shaped by many factors, including quality of care, affordability, and accessibility. By addressing these concerns thoughtfully, we can create a healthcare system that is truly patient-centered ensuring that everyone regardless of where they live or which hospital they visit receives the care they deserve.

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