

6.5.3 The Institution adopts several Quality Assurance initiatives



PRIYADARSHINI
DENTAL COLLEGE AND HOSPITAL

(Approved by Dental Council of India, New Delhi & Affiliated to The Tamilnadu Dr. M.G.R Medical University, Chennai - 32.)

Report on the Feedback from Stakeholders 2022-23

Over the years, PDCH has benefited from gathering feedback from all the stakeholders, such as patients, parents, staff and students. Based on the suggestion, complaints and recommendations of the stakeholders, practical methods and measures have been devised to improve the quality of services provided at the college and hospital.

The feedback questionnaire's main objective is to get input from stakeholders on issues pertaining to academic, administrative and treatment rendered. This include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 154 students taken part in the survey, almost 85% said that they were "Very satisfied" with the overall experience they were given at PDCH, and about 15% of the students suggested for improving few infrastructure facilities.
- Faculty:** Nearly 75% - 80% of faculty members are "Very satisfied" with the professional development opportunities and effective management that PDCH offers. However, faculty members also voiced concerns on bringing up more institutional collaborations.
- Patients:** Almost 394 patients were taken part in the survey and Nearly 94% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Periodontics (Scaling) 76 (28.6%) in the Year 2022-23.

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Parents: Out of 155 parents almost 95% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2022-23.

The feedback sessions for the academic year, 2022-23, were conducted on different occasions according to the relevant stakeholders. The Feedback from the students and faculty was collected at the end of each academic year.

For patients, the feedback was collected at the end of each treatment at PDCH and during their visits.

The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.

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Report on the Feedback from Stakeholders 2021-22

PDCH has the process of gathering feedback from all the stakeholders, such as patients, parents, staff and students. Based on the suggestion, complaints and recommendations of the stakeholders, practical methods and measures have been devised to improve the quality of services provided at the college and hospital.

The main objective of the feedback is to get input from stakeholders on issues pertaining to academic, administrative and treatment rendered, which include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 128 students taken part in the survey, almost 88% said that they were "Very satisfied" with the overall quality of education they were given at PDCH, and about 10% of the students suggested for improving the transport facility.
- Faculty:** Nearly 70% of faculty members are "Very satisfied" with the professional development opportunities and communication modes that PDCH offers. However, faculty members also voiced concerns on conducting faculty development program.
- Patient:** Almost 366 patients were taken part in the survey and Nearly 94.7% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Conservative and Endodontics (Filling and RCT) 61 (66.2%) in the Year 2021-22.

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Parents: Out of 128 parents almost 92% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2021-22. 10% of parents were suggested of getting better infrastructure facilities in hostel.

The feedback were collected for the academic year, 2021-22 was collected at the end of each academic year and on different occasions according from other stakeholders.

For patients, the feedback was collected at the end of each treatment at PDCH and during their visits. From the parents it is collected when they visited for parents-teachers meetings or through E-mail.



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Report on the Feedback from Stakeholders 2020-21

PDCH used to get feedback from its stakeholders, namely patients, parents, staff and students to improve the quality of services provided at the college and hospital. The improvement plan is framed based on the suggestion, complaints and recommendations of the stakeholders.

The input through feedback from stakeholders on issues pertaining to academic, administrative and treatment rendered plays a crucial role in improving the curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 139 students taken part in the survey, almost 82% were "Very satisfied" with the Infrastructure facilities they were given at PDCH, and about 15% of the students suggested on conducting more extracurricular activities.
- Faculty:** Nearly 75% of faculty members are "Very satisfied" with the overall working experience that PDCH offers. However, faculty members also voiced concerns on betterment in the appraisal system.
- Patient:** Almost 182 patients were taken part in the survey and Nearly 95.6% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Prosthodontics (FPD, RPD and CD) 39 (21.6%) in the Year 2020-21.

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Parents: Out of 139 parents almost 94% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2020-21. Also, Parents were suggested of developing more students grievance addressal system.

The feedback for the academic year, 2020-21, were received on different occasions from patients that is at the end of each treatment at PDCH and during their visits.

The Feedback from the students and faculty was collected at the end of each academic year. The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.



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Report on the Feedback from Stakeholders 2019-20

Getting the response from the stakeholders play an important role in improving the quality of the teaching, learning and the treatment rendered to the patients. PDCH does this regularly. It gets feedback from all its stakeholders, such as patients, parents, staff and students. Based on the suggestion, complaints and recommendations of the stakeholders, practical methods and measures have been devised to improve the quality of services provided at the college and hospital.

The feedback questions are mainly focused on the issues pertaining to academic, administrative and treatment rendered. This include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 96 students taken part in the survey, almost 80% were "Very satisfied" with the Infrastructure facilities they were given at PDCH, and about 15% of the students suggested on developing the mode of communication between students and management.
- Faculty:** Nearly 55% of faculty members are "Very satisfied" with the overall working experience that PDCH offers. However, faculty members suggested to develop more welfare system.
- Patient:** Almost 57 patients were taken part in the survey and Nearly 95.6% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Conservative and Endodontics (Filling and RCT) 20 (42.6%) in the Year 2019-20.

S. S. Thiruvallur

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Parents: Out of 96 parents almost 91% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2019-20.

The feedback sessions for the academic year, 2019-20, were conducted on different occasions according to the relevant stakeholders. The Feedback from the students and faculty was collected at the end of each academic year. For patients, the feedback was collected at the end of each treatment at PDCH and during their visits.

The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.



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Report on the Feedback from Stakeholders 2018-19

PDCH has the process of gathering feedback from all the stakeholders, such as patients, parents, staff and students regularly. Based on the suggestion, complaints and recommendations of the stakeholders, plan for the further improvement in the quality of education and the treatment rendered to the patients have been devised .

The main objective of the feedback questionnaire's is to get input from stakeholders on academic, administrative process and the treatment rendered in the dental our patient department. This include curriculum, quality of treatment given, infrastructure facilities, quality of food provided at canteen, overall environment at PDCH etc.

Some of the highlights of the feedback from stakeholders

- Students:** Of the 116 students taken part in the survey, almost 88% were "Very satisfied" with the overall facility given at PDCH, and about 15% of the students suggested on developing more security measures at the campus.
- Faculty:** Nearly half of faculty members are "Very satisfied" with the overall working experience that PDCH offers. However, faculty members also voiced concerns on Faculty grievance handling system.
- Patient:** Almost 139 patients were taken part in the survey and Nearly 97% patient were responded "yes" and satisfied with the treatment provided at PDCH and From the data given, The Maximum Treatment is done in the Department of Conservative and Endodontics (Filling and RCT) 48 (28.26%) in the Year 2018-19.


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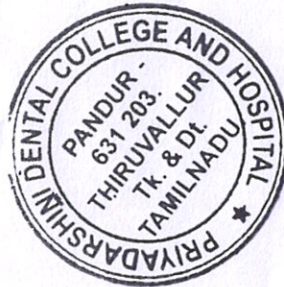
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Parents: Out of 113 parents almost 90% of parents were responded “yes” and satisfied with the facilities provided at PDCH in academic year 2018-19.

The feedback sessions for the academic year, 2018-19, were conducted on different time period as per the stakeholders. The Feedback from the students and faculty were collected at the end of each academic year.

Feedback from the patients was collected at the end of each treatment at PDCH and during their visits. The PDCH obtained response from the parents when they visited for parents-teachers meetings or through E-mail.



H.K Venkat Prasad

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