Thesis Title Client satisfaction on outpatient medical care service in Sampran community hospital, Thailand

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ABSTRACT

This descriptive study was conducted in order to describe the client’s satisfaction towards outpatient medical care service in Sampran Community Hospital, Nakhon Pathom province, Thailand. The study populations was adult patients (15≥ years) who had come to outpatient departments for medical care service. The sample size of this study was 200 adult patient and they were interviewed from 14th to 31st January 2002. A structured questionnaire consisting of socio-demographic characteristics, experiences to medical care service, satisfaction and clients suggestions were used as data collection instruments. Chi-square test was performed to describe the association between independent variables and on the level of client satisfaction (p=0.05).

The results demonstrated that more than half of the client’s were satisfied (53%) towards the overall outpatient medical care service provided by the Sampran Community Hospital. It was found that more or less clients were equally cautious in each aspect of the medical care service. It was also found that most of the client’s were satisfied on service procedure (56.5%), medical equipment (53.5%), pharmacy sector (52.5%), but relatively less satisfied with doctor service (51.5%), physical facilities (51.5%), registration service (51%) and nursing service (50%).

The highest level of satisfaction was recorded among clients in 60 and above years. Association between age, gender, education, occupation and overall satisfaction was statistically significant. No statistical significant associations were found for client factors such as marital status, income and number of hospital visit.

Concerning the experience to medical care service, it was found that the association between convenience, quality of care and overall satisfaction was statistically significant. Though medical expense and outcome of care were not statistically significant, but with regard them, client’s expressed their high level of experience. The association between total experience and total satisfaction was statistically significant.

Based on the study it is recommended that doctors should have permanent OPD duty, waiting time in the examination room and dispensary should be decreased, physicians and doctors should be trained enough to interact politely with the patients and regular supervision of the health facility should be undertaken to ensure the quality of work. Extensive studies are recommended where service providers and researcher should take active part in conducting the research.