ABSTRACT

Nepal has long suffered from a lack of essential drugs, manpower and other facilities, all of which contribute to the poor quality of care and low utilization of Health Post (HP) services throughout the country.

A descriptive study was conducted regarding utilization of HP services among the medical insurance scheme members in Bhattedara HP of South Lalitpur District. The factors studied were socio-demographic factors, psychological factors and the degree of satisfaction in relation to utilization of HP services. The villages studied were Bhattedara and Ikudole. An interview questionnaire was used to collect data from 194 respondents who were randomly selected, in January 2002. For data analysis, descriptive statistics were used to describe the frequency and percentage of dependent and independent variables.

According to the study, 93.3% of the respondents utilized the services. Of the total 194 respondents, 49% were aged ≥40 and 51% were below 39 years of age. 64% of the respondents were male and half of them had seven or more family members. The study showed that 65% of the respondents had education up to secondary level while 35% were illiterate.

It was found that, respondents with a high level of knowledge and a good attitude towards HP services used more preventive and curative services. Similarly, those who had a high level of satisfaction utilized HP services more than those having a low level of satisfaction. Although 70% of the respondents had been members of Medical Insurance Scheme (MIS) for longer than 11 years, most of them (65.5%) had never been involved in any type of MIS activities.

The major findings of this study reveal that utilization is highly related to education, income, family size and occupation. To meet the needs of MIS members, it is suggested that appropriate monitoring of HP activities at district level should be undertaken. It is further advised that government should take positive initiatives for smooth running of the MIS. In order to increase utilization of preventive services, awareness and motivation programs should be given to MIS members. Finally, it is suggests that more extensive studies should be undertaken regarding the administrative and management issues of Health Post services.