

**UTILIZATION AND PERCEPTION
ON AMBULATORY CARE SERVICES OF
RHEUMATOLOGY DEPARTMENT
AT YANGON SPECIALTY HOSPITAL, 2019**

SU HLAING HTWE

M.B., B.S

Dip. Med. Sc (Hospital Administration)

Master of Hospital Administration (MHA)

University of Public Health, Yangon

2019

**UTILIZATION AND PERCEPTION
ON AMBULATORY CARE SERVICES OF
RHEUMATOLOGY DEPARTMENT
AT YANGON SPECIALTY HOSPITAL, 2019**

**Thesis submitted to
the Postgraduate Academic Board of Studies
University of Public Health, Yangon
as the partial fulfillment of the requirements
for the Degree of Master of Hospital Administration (MHA)**

**SU HLAING HTWE
M.B., B.S
Dip. Med. Sc (Hospital Administration)
2019**

ABSTRACT

Patients' perception is an important component of the health care industry in this competitive modern era. It is used as an important indicator of quality care and is frequently included in healthcare planning and evaluation. A cross-sectional hospital-based study using mixed method was conducted to describe the utilization and perception of patients on ambulatory care service of rheumatology department at Yangon Specialty Hospital during August to November, 2019. Data collection was done through face-to-face interviews and reviewing monthly reports of ambulatory day care services (January to June). Key informant interviews and individual in-depth interviews were also done. Most of the patients were female and the commonest disease for ambulatory care service was SLE with organ involvement. Most of the respondents were dependent and nearly one fourth of the respondents were middle school education level. The higher the education level, the poorer the perception on the hospital services as their expectation is high. The association between the education status and the perception on convenience of service and basic amenities is statistically significant ($P=0.034$). The main reasons for poor perception were waiting area cleanliness, adequacy of waiting chairs and toilet cleanliness. The perception level on responsiveness is good as the patients were pleased with communication of the healthcare providers and their care. More than 20% of patients responded that they were disagreeable on adequate drug supply. Most of the patients had good perception on quality of care as they were pleased on receiving effective treatment, the knowledge and skill of health care provider and proper appointment system. Nearly one third of patients received the ambulatory care services of rheumatology department. The longer the waiting time, the poorer the perception of patients and that is statistically significant ($P< 0.001$). The common challenges of patients were financial and transportation difficulties. In this study, overall perception of patients on ambulatory care service of rheumatology department was good perception.

Key words: patients' perception, ambulatory care service, rheumatology