

PATIENTS' PERCEPTION ON RESPONSIVENESS OF HEALTH CARE PROVIDERS IN NORTH
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ABSTRACT

Measuring the performance of health system has become a key tool in aiding decision makers to describe, analyze, compare and ultimately improve the delivery and outcomes achieved by a system (Rice N et al., 2008). This study aimed to describe the level of responsiveness of the health care providers from the perception of the inpatients of NOGH. It was a cross sectional descriptive study and a total of 162 inpatients involved in this study. The data were collected by face-to-face interview method with semi-structured questionnaires.

In the study, mean age of the patients were 38 years and females were 68%. Most of the patients were Buddhists. About 76% of the respondents were urban residents. Most of the patients were primary and middle school passed and also manual workers and dependents. Median duration of hospital stay was 4 days.

In the perception on dignity, overall rate of dignity were mostly “good.” In overall rate of communication, 0.6% Of patients answered as “bad” for nurses. In overall rate of autonomy, 0.6% of patients answered as “bad” for both doctors and nurses. It indicated that weakness was still present in these elements. Nearly 100% of respondents answered as “good” for overall rate of confidentiality. Regarding prompt attention, 65.4% of the patients got reasonable treatment within 30 minutes and only 5.6% got after 2 hours. Overall rate for prompt attention was mostly

“good” for both doctors and nurses. In overall rate of social support network, most of the patients answered as “good” and “moderate.” Regarding quality of basic amenities, overall rate was satisfactory but still necessity in water supply, drug supply, adequacy in furniture and spaces for patients and in sanitation of toilets. Overall rate for choice of health care providers was mostly answered as “moderate.”

Patients chose prompt attention first and communication second as important elements. There was no much difference in overall rate of responsiveness of health care providers across different units. Apart from their need in basic amenities, patients need warm communication from the health care providers. Gender of the respondents had relation with the level of responsiveness of health care providers.