

AN ACTION RESEARCH TO IMPROVE HEALTH CARE
SERVICES IN JDW NATIONAL REFERRAL HOSPITAL

Gado Tshering

A Thesis submitted in Partial Fulfillment of the Requirements
for the Degree of Master of Public Health
Health Systems Development Programme
College of Public Health
Chulalongkorn University


1996

ISBN 974-633-875-7

Copyright College of Public Health, Chulalongkorn university

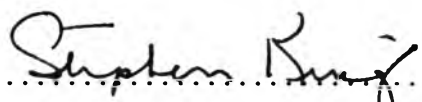
Thesis Title An Action Research to Improve Health Services in
 JDW National Referral Hospital
By Gado Tshering
Program Master of Public Health
 (Health Systems Development)
 College of Public Health
Thesis Advisor Stephen King, M.Med.Sci., Dr.P.H.


Accepted by the College of Public Health, Chulalongkorn
University in Partial Fulfillment of the Requirements for the
Master's Degree/


 Dean of College of Public Health
(Professor Chitr Sitthi-amorn, M.D., Ph.D.)

Thesis Committee

 Chairman
(Associate Professor Wattana S. Janjaroen, Ph.D.)

 Thesis Advisor
(Stephen King, M.Med.Sci., Dr.P.H.)

 Member
(Professor Prapont Piyaratn, M.D.)

 Member
(Buranaj Smutharaks, M.D., M.P.H., S.M.)

ABSTRACT

This is an action research study to find out various ways to improve health care services in the OPD of JDW National Referral Hospital. In this study the issue of waiting time in the OPD has been used as the entry point to the various problems in the OPD. Since waiting time is a perception which is related to other factors, such as, quality of health care and satisfaction of the patients with the services, it is intended to find out the critical factors relating to this issue which can be used during the problem solving process.

In this study the satisfaction level of the patients with the services in the various service points will be measured and compared with the actual measurement of time by time motion analysis from which the efficiency of the service at each point is calculated. The findings of this study can be used by the hospital management to prioritize the resource mobilization and focus problem solving activities to specific areas to improve health care services in the OPD of JDW National Referral Hospital.

ACKNOWLEDGMENTS

I would like to express my sincere gratitude to Professor Chitr Sitthi-Amorn, for his guidance, kindness and care throughout this course.

I owe special thanks to my advisor, Stephen King who has guided, encouraged and helped me in successful completion of this study. His vast knowledge and experience in the field of management and research has contributed a lot to this study.

I would like to thank all the other teaching and general staff of CPH who generously extended their help in completion of this action research study.

Finally, I would like to convey my sincere thanks to Royal Government of Bhutan and WHO for providing me the opportunity and support to accomplish this course.

CONTENTS

	PAGE
Abstract	IV
Acknowledgments	V
List of Table	IX
List of Figures	X

CHAPTER

I.	INTRODUCTION	1
II.	ESSAY ON HOW TO IMPROVE HEALTH CARE SERVICES IN JDW NATIONAL REFERRAL HOSPITAL	
	Introduction.....	4
	Problem Identification and Analysis..	5
	Conclusion.....	14
III.	PROPOSAL	
	Introduction.....	15
	Purpose.....	16
	Justification.....	16
	Objectives.....	17
	Research Questions.....	18
	Research Methodology.....	19

CHAPTER	PAGE
Sample Population.....	19
Sample Size.....	19
Technique.....	20
Management.....	23
Work Plan.....	25
Budget.....	27
Delimitation.....	28
limitations.....	29
Summary.....	30
 IV. DATA EXERCISE	
Introduction.....	31
Purpose.....	31
Research Methodology.....	32
Sample Population.....	32
Sample Size.....	32
Instruments.....	32
Result of the Pilot Study.....	35
Perception of Stakeholders.....	36
Result of Time Motion Analysis.....	38
Result of Patient Satisfaction Survey..	41
Delimitation.....	47
Imitations.....	47
Discussion and Conclusion.....	48
Recommendations.....	49

V.	PRESENTATION	
	Introduction.....	52

CHAPTER	PAGE	
VI.	BIBLIOGRAPHY.....	63
	Appendix A GENERAL QUESTIONNAIRES.....	70
	B FORMAT FOR DATA ANALYSIS.....	75
	C DATA FROM JDW HOSPITAL.....	84
	Student's Curriculum Vitae.....	88

LIST OF TABLES

TABLE	PAGE
3.1 Work Plan For the Proposal.....	26
3.2 Budget for the Proposal.....	28
4.1 Time Motion Analysis.....	38
4.2 Age Distribution.....	39
4.3 Sex Distribution.....	40
4.4 Occupaton.....	40
4.5 Satisfaction at Registration area.....	41
4.6 Satisfaction at Doctors' area.....	42
4.7 Satisfaction at Pharmacy area.....	43
4.8 Satisfaction at X-ray area.....	44
4.9 Satisfaction at Laboratory area.....	45
4.10 Overall Satisfaction.....	46

LIST OF FIGURES

FIGURE	PAGE
4.1 Patients Perceptions of Problems in OPD....	36
4.2 Staff Perceptions of Problems in OPD.....	36
4.3 Patients Perceptions of Causes for long Waiting Time.....	37
4.4 Staff Perceptions of Causes for long Working Time.....	37