

## APPENDIX A

## (A) General questions:

(A) Age..... Sex:Male  Female

Occupation: Government employee  Businessman

Villager  Student  Monk

No work  NGO

Others specify.....

(B) Please answer the following questions using your own perceptions or experiences.

Identification:  Doctor  staff  Patient

1. What are the Three main problems in the OPD?

I.

II.

III.

2. What are the three main causes of Long waiting time in the OPD?

I.

II.

III.

2. Process flow analysis. Actual measurement of time at each service point.

Starting Time ..... Day: Mon  Tue  Wed  Thu

Fri  sat

**(B) Time Motion Analysis**

Name of the service point	Waiting time in minutes	Service time in Minutes.
Registration		
Physicians' chamber		
Pharmacy		
X-ray		
Laboratory		
<b>Total Time</b>		

**(C) Patient satisfaction survey.**

Please **circle** the number that best represents  
your ratings.

**Scale: 1= very dissatisfied 2= dissatisfied 3= fair  
4= satisfied 5= very satisfied.**

**1. Registration section.**

waiting time at the registratio.....1 2 3 4 5  
 Helpfulness of the persons .....1 2 3 4 5  
 Politeness of the persons.....1 2 3 4 5  
 Competency of the persons .....1 2 3 4 5  
 Comfort of the waiting room.....1 2 3 4 5

**2. Physicians Chamber.**

Waiting time before check up by the doctor 1 2 3 4 5  
 Courtesy of the doctor.....1 2 3 4 5  
 Doctors concern to explain the problem,  
 test and treatment.....1 2 3 4 5  
 Doctors concern for your privacy.....1 2 3 4 5  
 Competency of the doctor .....1 2 3 4 5

Any comments (good or bad experience).....

.....

### 3. Pharmacy Section.

waiting time before you got the medicines..1 2 3 4 5

helpfulness of the pharmacy staff.....1 2 3 4 5

Politeness of the pharmacy staff .....1 2 3 4 5

Pharmacist concern to explain the dosage,

how and when to take and reactions.....1 2 3 4 5

### 4. X-ray Section.

Waiting time before the x-ray was taken....1 2 3 4 5

Helpfulness of the staff .....1 2 3 4 5

Staffs' concern for your privacy .....1 2 3 4 5

Competency of the x-ray staff .....1 2 3 4 5

### 5. Laboratory Section.

Waiting time before the sample was taken...1 2 3 4 5

Helpfulness of the staff .....1 2 3 4 5

Staffs' concern for your privacy .....1 2 3 4 5

Competency of the staff to take samples ...1 2 3 4 5

**6. Overall rating.**

Degree to which staff cared for you .....1 2 3 4 5

Degree to which you had to wait for

overall services in the OPD .....1 2 3 4 5

Degree to which you are satisfied with

overall services .....1 2 3 4 5

### APPENDIX B

The tables that will be used for the data analysis are as follows.

#### Time motion analysis.

**TABLE 1**

Service category	No.	wait Range (min)	Mean Wait (min)	Serve Range (min)	Mean Serve (min)	Serve/ Wait Ratio.
Registration						
Physicians section						
Pharmacy						
Laboratory						
X-ray						
Total						

## 6. Age distribution of the respondents.

TABLE 2

Age	Number	Percentage
15-24		
25-34		
35-44		
45-54		
over 55		

## Sex Distribution.

TABLE 3

Sex	Number	percentage %
Male		
Female		
No response		

## Occupation of the respondents.

TABLE 4

occupation	number	percentage %
Govt. Employee		
Businessman		
Farmer		
Student		
Monk/Gomchen		
Private worker		
Others		



## Physicians section. TABLE 5

Respondents' rating of service in %.

Service factors	Total No.	1	2	3	4	5
Wait.time						
Courtesy						
Concern to explain						
Concern to privacy						
Competency						
Total						

## Registration section. TABLE 6

Respondents rating of service in %.

Service Factors	Total No.	1	2	3	4	5
Wait. time						
Helpfulness						
Politeness						
Competency						
Comfort of waiting room						
Total						

## Pharmacy section. TABLE 7

Respondents rating of service in %.

Service Factors	Total No.	1	2	3	4	5
Waiting time						
Helpfulness						
Politeness						
Concern to explain						
Total						

## X-ray section. TABLE 8

Respondents rating of service in %.

Service Factors	Total No.	1	2	3	4	5
Waiting time						
Helpfulness						
concern for privacy						
competency						
Total						

## Laboratory section. TABLE 9

Respondents rating of service in %.

Service Factors	Total No.	1	2	3	4	5
Waiting time						
Helpfulness						
Concern for privacy						
Competency						
Total						

## Overall Rating of the services. TABLE 10

Respondents ratings of service in %

OVERALL RATING	Total No.	1	2	3	4	5
Staff care						
Waiting time						
Overall service						
Total						

## APPENDIX C

## SECONDARY DATA FROM JDW NATIONAL REFERRAL HOSPITAL.

FIGURE 1

Hourly variations of the patients in a day in OPD.

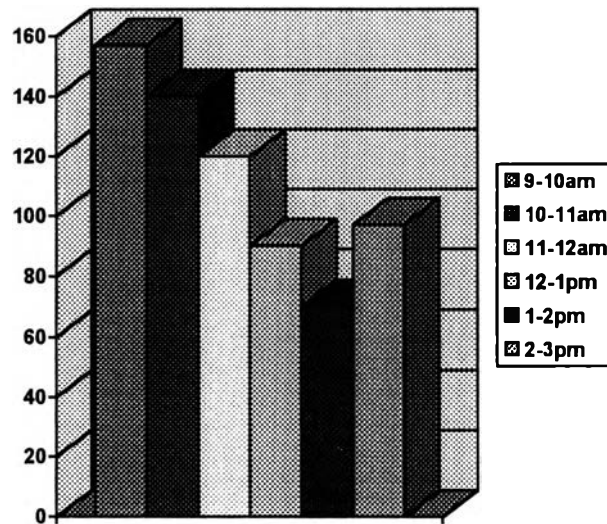
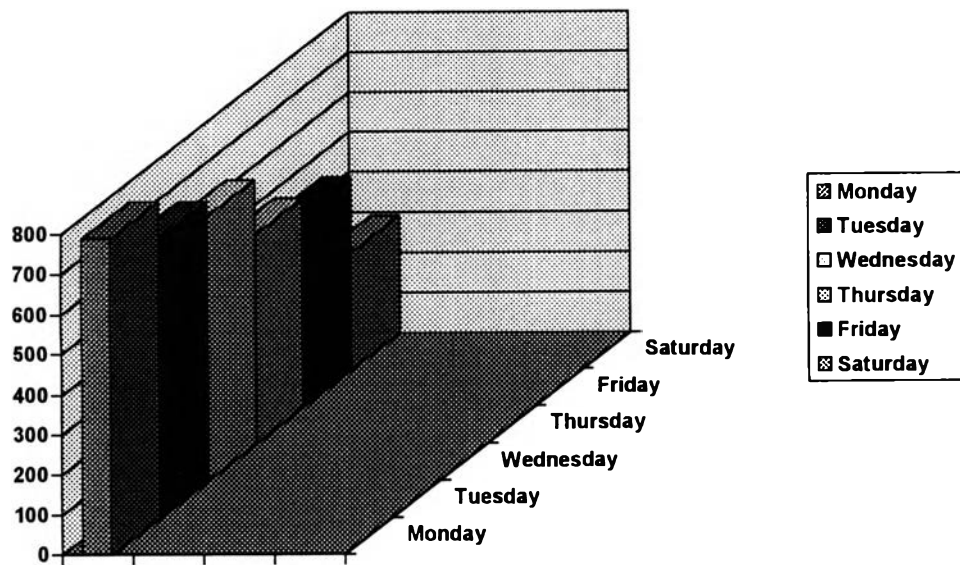


FIGURE 2

Daily average number of patients in a week.





## TOTAL OPD CASES PER YEAR.

YEAR	TOTAL OPD
1993	118715
1994	124119
1995	169097

OPD ATTENDENCE FOR 1ST WEEK IN JANUARY, 1995				
02/01/95	MON.	110	0	110
02/01/95	TUES.	689	5	694
03/01/95	WED.	426	60	476
04/01/95	THURS.	409	60	469
06/01/95	FRI.	351	60	411
07/01/952 232	SAT.	247	44	291
	TOTAL	2232	219	2451

OPD ATTEDENCE FOR 1ST WEEK IN JULY, 1995				
DATE	DAYS	NEW	OLD	TOTAL
03/07/95	MON.	557	233	790
04/07/95	TUES.	440	256	696
05/07/95	WED.	428	230	668
06/07/95	THURS.	354	168	522
07/07/95	FRI.	46	0	46
08/07/95	SAT.	367	245	612
	TOTAL	2192	1132	3324

