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ANNEXES

Annex I

ID No.

Questionnaires for Structured Interview Survey of Inpatients of Thimphu General Hospital (TGH)

THESIS TITLE: FACTORS INFLUENCING PATIENT SATISFACTION IN A FREE HEALTH CARE SYSTEM IN TGH, THIMPHU.

Ward.....

Please mark in and fill in.....**SECTION I. Socio-Demographic Features of Patients**

1. Age in years.....years.

2. Gender. 1. Male2. Female3. Education 1. None2. Non-formal 3. Primary level4. Secondary level5. College and above4. Income (in Ngultrum) 1. ≤ 5000/month2. 5001-8000/month3. 8001-11000/month4. 11001-14000/month5. 14001-17000/month6. ≥ 17001/month5. Occupation. 1. Government Servant2. Businessman 3. Armed force4. Monk5. Farmer6. Student7. Other (Specify).....6. Ethnicity 1. Ngalong2. Sharchop3. Lhotshampa4. Khengpa7. Referral status 1. Self-referral2. Referral other than self-referral.8. Disease status and diagnosis 1. Acute2. Chronic

9. Length of hospitalization (during survey time)days/weeks/months

10. Admission history 1. 1st Admission 2. Repeat admission

SECTION II. INPATIENT SATISFACTION

The following statements refer to satisfaction levels to various services rendered to inpatients of TGH.

Statements	Satisfaction Levels				
	Very Satisfied (5)	Satisfied (4)	Uncertain (3)	Dissatisfied (2)	Very Dissatisfied (1)
I. HOSPITAL MILIEU					
A. Accessibility					
1. Accessibility for admission at any time.					
2. Appropriate location of TGH					
3. Availability of services at any time					
B. General Cleanliness					
4. Overall cleanliness inside your ward					
5. Cleanliness of toilets and bathrooms attached to your ward					
C. Waiting Time					
6. Reasonable waiting time prior to admission.					
7. Acceptable waiting time for investigative procedures					
D. Attitude of the support staff (ward boys, sweepers, cooks etc)					
8. Helpfulness of support staff					
9. Courteous and respectful					
E. Comfort in the ward					
10. Room is warm and cozy.					
11. Crowd and noise control is effective					
12. Lighting and ventilation					
F. Hospital Diet					
13. Quantity of hospital food					
14. Taste/ flavor of food					
15. Timing of meals					
G. Social Support					
16. Visitors/relatives allowed to see you in the ward					
17. Allowing some one as bed side attendant to take care of you					

Statements	Satisfaction Levels				
	Very Satisfied (5)	Satisfied (4)	Uncertain (3)	Dissatisfied (2)	Very Dissatisfied (1)
II. PROVIDER FACTORS	(5)	(4)	(3)	(2)	(1)
A. Competence of physicians					
18. Competence in diagnosing your disease					
19. Competence in carrying out medical procedures					
B. Competence of nurses					
20. Competence in carrying out indoor activities related to your care					
21. Competence in carrying out practical medical procedures					
C. Doctor-patient relationship.					
22. Doctors listen and respond to your problems attentively					
23. Comfort and ease of talking to your doctors					
24. Management of your treatment explained adequately					
25. Information on self care of your illness at home and elsewhere adequate					
26. Prognosis and follow up of your disease are explained properly					
D. Attitude of care providers					
27. Courteous and respectfulness					
28. Ready to help and solve your problems					
E. Comprehensiveness of care					
29. All your symptoms heard and taken care of					
30. Referral to other specialists for thorough evaluations.					
F. Service with Humane Face					
31. Feeling that doctors are treating both you and your disease					
32. Sense of sympathy and concern for your well being.					
33. Doctors are kind and ever willing to help you.					

SECTION III.

1. What is your overall rating / assessment of inpatient services in TGH?

A. Satisfied

B. Dissatisfied

2. In your opinion/experience, what was the main factor for your satisfaction or dissatisfaction as specified in (1) above?

.....
.....

SECTION IV.

Any specific recommendation that you would like to make for improving inpatient services and satisfaction in TGH.

1. In Hospital Milieu domain

2. In Care Provider domain

3. Any others (specify)

THANK YOU FOR KINDLY PARTICIPATING IN THE SURVEY.

Interviewer's name and signature.....

Date of interview -----

Annex II
Informed Consent Form

In-patient consent form for structured questionnaire survey

I,.....years male/female patient ofward of JDWNR Hospital (Thimphu General Hospital) have been fully explained of the purpose and importance of this survey. I also fully understand and have confidence that information I give will be used only for the purpose of this study.

1. Signature:

2. Thumb impression:

(in case of illiterate respondent)

Annex III
Questionnaires for physicians' survey at the
National Referral Hospital (NRH), Thimphu

As part of my thesis work for MPH in Health System Development at the College of Public Health, Bangkok, I have recently finished collecting data from Inpatients of JDWNRH (NRH) on factors for patient satisfaction. To substantiate the above, I am circulating a short questionnaire to gather some data/information on your valuable perceptions on the above topic. There are no right or wrong answers; they just reflect your perceptions, hypotheses or experiences. Your answers/comments will be confidential and will be used only for the purpose of this study.

Please tick in and write in -----

1. In your rough guess, what would be the % of dissatisfied inpatients in NRH?
%
2. In your experiences, who do you think complain about inpatient services at the NRH?
 i. Patients ii. Patient attendants iii. Both.
3. Do you think that the demands and expectations of our patients are increasing?
 Yes No
 If yes, what would be some of the factors?
 a.
 b.
 c.

4. Among socio-demographic factors/variables about those who complain or are dissatisfied (patients/attendants), who complains more?
- i. Male Female
 - ii. Younger patients Older patients
 - iii. Rich Poor
 - iv. Literates Illiterates
 - v. Govt. Servants Businessmen Others (specify).....
 - vi. Self admitted patients Referred patients
 - vii. Acute cases Chronic cases
 - viii. Short admission duration Long admission duration
 - ix. First time admission Repeat admission
5. Among Inpatients, free health care (only for them) seems to be the overriding factor for their satisfaction. In your opinion, which others of the following factors are associated with patient satisfaction? Please tick the relevant ones-
- i. Cleanliness of wards and toilets
 - ii. Long waiting time for admission
 - iii. Long waiting time for investigative procedures
 - iv. Crowd/noise control in the wards
 - v. Attitude of support staff (ward boys, sweepers, cooks etc)
 - vi. Hospital Diet
 - vii. Social support (allowing visitors/relatives/friends to visit them)
 - viii. Attitude of care providers (physicians, nurses, etc)

- ix. Encouraging/allowing patients to explain their problems to you
 - x. Explaining their diseases/conditions and line of management
6. “Service with Humane Face” and “Professionalism” are two mottos for health care delivery in Bhutan. In your opinion, which of the above two is more relevant for patient satisfaction?
- i. Service with Humane Face
 - ii. Professionalism
 - iii. Both.
7. In your practice, which do you follow?
- i above
 - ii above
 - iii. Both.
8. Any constraints in following/practicing the above
- a.
 - b.
 - c.
9. Is “Patient Satisfaction” associated with your “Job Satisfaction”?
- Yes No.
10. Some recommendations for improving inpatient services and patient satisfaction in NRH?
- a.
 - b.
 - c.

Thank you very much for your kind cooperation and valuable inputs for the study. The results of the study will be shared and hopefully improve patient and our satisfactions as health professionals.

Signature and date:

Specialty:

Annex IV

Outline of topics for interviews with key informants of the Department and National Referral Hospital at Thimphu, Bhutan.

1. In the best of your knowledge and experience, perceptions of satisfaction or dissatisfaction those are relevant to the Bhutanese patients (especially among inpatients).
2. Quality gaps in services rendered at NRH that may be the causes of complaints and dissatisfaction among patients/clients.
3. Perceptions in terms of patients' expectations while seeking services at the NRH for e.g. relief of pain, early diagnosis and treatment, cure of disease/problem etc or the process towards all these.
4. Reactions of the Department/Ministry to complaints or issues related to patient dissatisfaction and complaints.
5. Issues concerning continuation of free health care services at the face of rising costs and patient demands and other priorities at national level.

Key Informants

1. Director, Department of Medical Services.
2. Director, Department of Public Health.
3. Officiating Superintendent, NRH, Thimphu.
4. Administrative Officer, NRH, Thimphu.
5. Officiating Nursing Superintendent, NRH, Thimphu.

Annex V

Budget estimate:

A tentative budget of about \$1200 was earmarked for travel, daily wages for data collectors, refreshment and stationery. The expenses were borne by the researcher.

Sl.No.	Expenditure Heads	Tentative estimate (US\$)
1.	Expenses for traveling to and back from Bhutan	450.00
2.	Wages to the interviewers- 8 Nos. @US\$6/ person for 10 days	480.00
3.	Stationery	100.00
4.	Refreshments for interviewers and the interviewees (lump sum)	100.00
5.	Miscellaneous or contingency provision	<u>50.00</u>
		<u>Grand Total: 1180.00</u>
		(Rounded to US \$1200.00)

Annex VI

No	Activities	November				December				January				February				March				April				May			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1	Writing proposal	■	■	■																									
2	Submit first draft				■	■																							
3	Revise first draft					■	■																						
4	Submit for proposal exam						■	■																					
5	Proposal exam							■	■																				
6	Revise proposal								■																				
7	Recruit and train interviewers									■	■																		
8	Pretest questionnaire										■																		
9	Revise questionnaire											■																	
10	Conduct structure interviews											■	■																
11	Data management												■	■															
12	Data analysis													■	■														
13	Report writing														■	■	■	■											
14	Submit for final defense															■	■												
15	Thesis exam																■	■											
16	Revision																	■	■	■									
17	Submit as the final product																								■	■	■		

Biography

The author was born on 6th June 1959 at Dagapela in Dagana district in southern Bhutan. He did his undergraduate course in general medicine from Government Medical College, Patiala in the state of Punjab in northern India in 1987. An athlete in his school and college days, he set records in the college 5,000 and 10,000 meters distant running which are still unbroken since 1983. He was college athlete of the year in 1983 and was also awarded college roll of honors in lawn tennis. He won the all Bhutan open national tennis singles championship in 1993 and was doubles champion in 1992 and 1993.

He joined the Department of Health Services, Ministry of Social Services in Bhutan in 1988 and served in the capacities of general medical officer and later as district medical officer in various parts of the kingdom till 1998. In 1999, he joined the Department of Health Services, Ministry of Health and Education as program manager for the national tuberculosis control program. Subsequently he was also involved with leprosy, integrated management of childhood illnesses (IMCI) and other programs of the Public Health Division. In 2002, he was one of the core members of the 560 kms Move for Health Walk across Bhutan undertaken with the objective of raising money for the Bhutan Health Trust Fund.

He is a happily married man with two sons and a daughter.

Once back in Bhutan, he will be responsible for looking after the Division of the Non-communicable Diseases in the Department of Public Health, Ministry of Health.

