

A STUDY ON PATIENT JOURNEY TIME AND PATIENT PERCEPTION AT SEKONG PROVINCIAL HOSPITAL IN SEKONG PROVINCE

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Introduction

- OPD services of the hospital is facing, queuing and waiting time problems that is resulting into patient dissatisfaction.
- The total time patients spend at OPD from arrival to departure is the consequence towards the perception of the patients.
- It is still not known that how long did it take for hospital services and whether patients felt the time taken for the services was fine or long in Sekong PH.

A preliminary study of patient journey time of OPD was conducted

Date: February 2018

Place: Sekong Provincial Hospital OPD

Sample size: 41 patients

Result:

- The waiting time of OPD patient ranges from 60-120 minutes per patient
- The satisfaction of the patient about that time spend for waiting was not mentioned
- It is needed to develop more detailed questionnaire to know the waiting time at OPD



Objectives

To examine usual time taken for hospital services and its perception of patients in Sekong PH

Methods

Date : 20th to 27th August 2018

Place : OPD in Sekong PH

Sample size : 104 patients (selected the patient who received queue cards with odds number)

Data collection:

Face to face interview for patient perception (see question form Part 1 and Part 2 No. 15)

Premade questionnaire for time survey (Part 2 No. 1 - 14)

Questionnaire Form

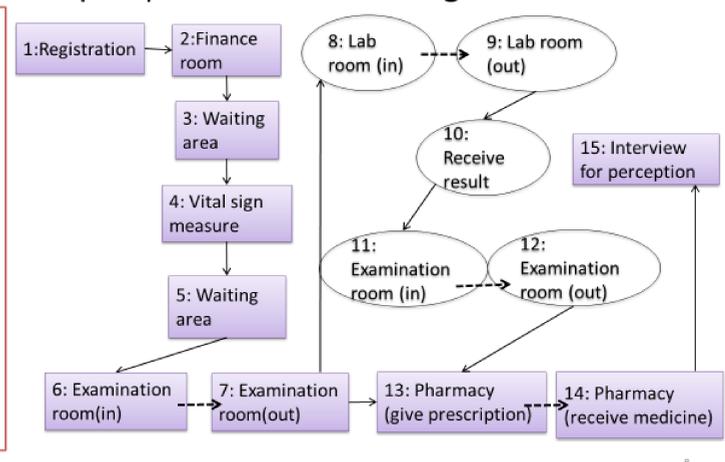
Part 1

- Name of interviewer:.....,
- Number of sample:.....,
- Date/month/year :.....,
- General information:
- Age:.....,
- Ethnic group :,
- Occupation :,
- Home::(Village, District, Province)
- Reason to come:
 - 1, General Exam
 - 2, Doctor appointment
 - 3, Chronic disease

Part 2

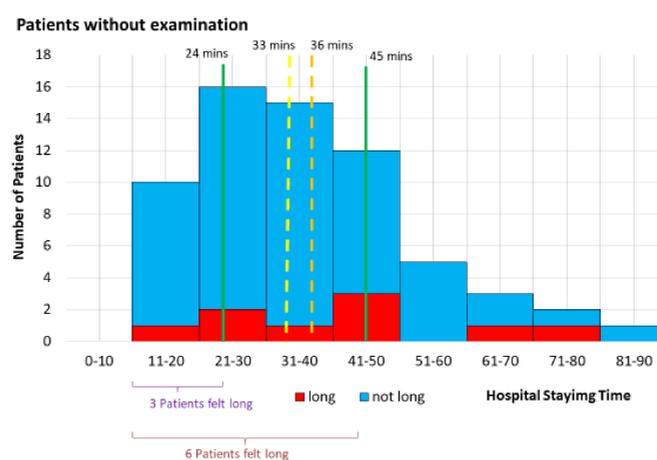
- Time taking points
1-14 (See the map)
15. Do you think your waiting time are long?
1. Not long
 2. Not so long
 3. So long
 4. Very Very long

Map of points for time taking



Results

- In total of 104 patients that has been surveyed
- It showed that 64 OPD patients were for general consultation (without any lab test, X-ray etc.)
- 40 of them were for consultation with additional clinical test
- The patients without clinical tests received the services within 90 minutes



- Median time of patients stayed in hospital was 33 minutes (average: 36 minutes).
- Half of 64 patients waited for the service time between 24 and 45 minutes.
- It included 6 out of 9 patients who answered the service times were long. 3 patients answered long even their service times were less than 24 minutes.

Conclusion

- The perception for the patient journey time varies and is not proportionately related to the duration of time.
- It is more important to consider the factors causing this perception.
- Further analysis will be necessary to improve the services at OPD.

