

**PERCEPTION OF INPATIENTS ON
RESPONSIVENESS OF HEALTH SYSTEM IN
WEST YANGON GENERAL HOSPITAL, 2017**

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ABSTRACT

Responsiveness is an indicator by WHO to evaluate the performance of health systems on non-medical expectations of patients. This study aimed to describe the level of responsiveness of health care providers from the perception of patients of West Yangon General Hospital. It was a cross-sectional descriptive study and 108 respondents involved in this study. This study assessed eight domains (dignity, communication, autonomy, confidentiality, prompt attention, social support, basic amenities, and choice of health care providers) proposed by WHO to measure responsiveness of the health system. The data were collected by semi-structured questionnaires.

In the study, mean age of the respondents was 35.5 years and female were 68.5%. Most of the respondents were Burmese and Buddhist in religion. Majority of the respondents were urban residents. Most of the respondents were primary and middle school level and also self-employed and dependents. Majority of the respondents had monthly family income between 100,001 and 300,000 kyats and equal number of respondents from four units participated in this study. Half of the patients had history of hospitalization and shortest duration of hospitalization was 2 days and longest duration was 24 days.

On the proportion reporting performance of responsiveness, basic amenities (99.6%) and confidentiality (99.6%) were the best performing domains while communication (73.8%) and choice of health care provider (67.3%) were the lowest perceived responsiveness domains. The mean score of all responsiveness related domains was satisfactory (3.02). While confidentiality (96.3%) and prompt attention (83.3%) were perceived to be the most important aspect of responsiveness, autonomy (28.7%) and choice of health care provider (13.9%) gained the lowest perceived importance.

Socio-demographic characteristic such as gender, residence, education and history of hospitalization did not play a significant role in determining health care responsiveness. In summary, it was concluded that patients have positive view on WYGH regarding with responsiveness of health system. The study also suggested that measuring responsiveness could be a guidance for further development of health care system to become more patients orientated and provide patients with more respect.