

**ASSESSMENT OF WAITING TIME AND ATISFACTION
OF PATIENTS' CARE-GIVER ATTENDING TO
OUTPATIENT DEPARTMENT OF YANGON CHILDREN
HOSPITAL**

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ABSTRACT

A quantitative, hospital based cross-sectional descriptive study of waiting time and care-givers satisfaction was conducted in outpatient department of Yangon Children Hospital (YCH) from 1st October 2016 to 21st October 2016. The main objective of the study was to assess the care-givers waiting time and satisfaction of patients' care-givers attended to YCH. A total of 216 children patients' care-givers were selected and interviewed face to face by using a pretested structured questionnaires. Most of the patients' care-givers were female, low educated, low socio-economic status and dependents. Majority of the children patients were between 1-5 years and no sex difference. Regarding distribution of the waiting time, among 216 care-givers 98.1% were waited not more than 30 minutes and only 1.9% care-givers were waited equal and more than 30 minutes. It was found that 51.9% of care-givers had good satisfaction with overall impression of hospital service. Care-givers satisfaction scores were high on autonomy (98%), dignity, convenience and confidentiality (85%), information(99.4%), financial expense (99%) and basic amenities at waiting area (80.5%). Out of 216 care-givers, some care-givers were not satisfied on charged latrine and hospital waiting area cleanliness. Findings revealed all of the patients'

care-givers had chosen YCH because of availability of specialists for 24 hours and presence of specialty units for different diseases. There was no statistically significant in relationship between socio demographic characteristics of care-givers and level of satisfaction except education status of care-givers in relation with level of satisfaction groups ($p=0.001$). Among the care-givers, lower education level had fair satisfaction and as education level increased, satisfaction of care-givers was more higher. Therefore health care providers should support the patients and care-givers expectation more than ever to improve the satisfaction of all hospital performance.