

**PATIENTS' EXPECTATION AND PERCEPTION
ON HEALTH CARE SERVICES OF
OUT-PATIENT DEPARTMENT
AT YANGON GENERAL HOSPITAL**

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ABSTRACT

Nowadays, provision of the qualified health services in the hospital is important because hospital is an integral part of overall health system and the patients are the end users of its services. Patients' perception, depending on their expectation is the main indicator of quality of services. In Myanmar, majority of public hospitals are facing with higher workload relatively their resources. At the same time, the patients' point of view should be centered to achieve total quality management.

The main focus of this study was to assess the patients' expectation and perception and the level of service gaps on health services of out-patient department at Yangon General Hospital(YGH). A quantitative, hospital based, descriptive study on patients' expectation and perception on health care among new out- patients visiting to OPD clinic sessions of four general medical units and three general surgical units of YGH was conducted from September to October,2016. Although (140) patients were selected to interview for two times, before and after utilization of services, (20) patients were lost to be interviewed for the perception at the time of complete OPD

services. Therefore (120) patients were fully interviewed with pretested questionnaire.

Majority of the patients visited to OPD of YGH were 20 to 60 years of age and female. They were low educated persons, dependents and came from townships in Yangon Region. Most common groups were self referred for the reasons of good facilities and less cost in health care of the hospital. There were statistically significant service gaps on the dimensions of tangibility, responsiveness, reliability and empathy for service quality and indicated low quality in health care services of OPD. Otherwise, there were some positive service gaps that could indicate good service quality on the physical facilities of OPD of the hospital, giving respect for the dignity and privacy of the patients by the staff, the presence of the efficient enquiry counters, the behavior of the staff and feeling of safety by the patients at OPD. The largest service gap was found on responsiveness with mean score difference (- 2.375). Since YGH is the largest tertiary teaching hospital in Myanmar, it can improve the quality of health care system of the country by means of estimation and supporting the needs and gaps in health services of the hospital.