



The Study of Investigation on Outpatient Satisfaction of Ambulatory Pharmaceutical Services of Regional Teaching Hospital in North

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Introduction

The rapid development of medical care industry in recent years and the changes in health insurance policies. The patients pay more attention to their health and the quality of medical services that provided by medical healthcare institutions. Therefore the major task of hospital management is to improve the medical service quality. The satisfaction of outpatient on pharmaceutical service and know about the patient's expectations and demands, it is acted as an index to evaluate and improve pharmaceutical service quality.

Methodology

Through our literature review, we identified begin five dimensions-facility environment, waiting time, service attitude, treatment process and treatment safety to develop a structured structural questionnaire which we administered along with an outpatient questionnaire in a regional teaching hospital. A total of 347 valid samples were analyzed in 2019 to explore the change in the average value of the satisfaction study variables related to pharmaceutical services.

Results

The overall average satisfaction score was 76.62 (out of 100). Begin of the each dimension, patients reported the highest degree of satisfaction with "service attitude of pharmacist" (average score 3.92), followed by "drug label information and instructions" (average score 3.88), "waiting time for getting medicine" (average score 3.64), suggesting that the hospital and patients had benefited from hospital attention to medical safety.

Conclusions

In conclusion, paying attention to medical safety can serve as the basis of medical service quality. The Pharmaceutical Department aims to enhance IT equipment and hardware facilities in order to provide quality, personalized, and safe pharmaceutical services. Lastly, suggesting that governors in the hospital concern appropriate resource, for example, manpower and equipment, and pay more attention to the health care of children, women and the elderly in order to promote quality of clinical workers and promote satisfaction.

Relevance to HPHs

The promotion of "gender mainstreaming" and the advent of an aging society have become global issues of concern. It is urgent and important to make a friendly medical care environment for women and the elderly.