

AN ACTION RESEARCH TO IMPROVE HEALTH CARE
SERVICES IN JDW NATIONAL REFERRAL HOSPITAL



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ABSTRACT

This is an action research study to find out various ways to improve health care services in the OPD of JDW National Referral Hospital. In this study the issue of waiting time in the OPD has been used as the entry point to the various problems in the OPD. Since waiting time is a perception which is related to other factors, such as, quality of health care and satisfaction of the patients with the services, it is intended to find out the critical factors relating to this issue which can be used during the problem solving process.

In this study the satisfaction level of the patients with the services in the various service points will be measured and compared with the actual measurement of time by time motion analysis from which the efficiency of the service at each point is calculated. The findings of this study can be used by the hospital management to prioritize the resource mobilization and focus problem solving activities to specific areas to improve health care services in the OPD of JDW National Referral Hospital.