

**IMPROVEMENT OF SERVICE QUALITY THROUGH ACTION
RESEARCH OF AN OFF-HOUR CLINIC
AT CHULALONGKORN HOSPITAL**



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Bangkok, Thailand**

ABSTRACT

This action research is conducted to evaluate an Off-Hours Clinic (OHC) towards the service quality of obstetric clinic at Chulalongkorn Hospital. This research is based on the assumption that evaluation takes place after program planning and implementing of OHC at Chulalongkorn Hospital. The objective of the research is to improve health care service of Anti-Natal Care in OHC at Chulalongkorn Hospital for pregnant women who use this service at Chulalongkorn Hospital.

The following areas will be identified and analyzed accordingly; the expectation of patients toward health care services and total times spend of services in OHC, actual total times spend and waiting times at each process, satisfaction levels of patients with health care services, facilities, and cost. This action research will then be adopted into the management of change in respect of improving quality of services of ANC in OHC at Chulalongkorn Hospital. This will be done following the gap analysis model.