

Chapter 5– Recommendations

The chapter proposes the recommendations and the framework in order to make effective use of Information systems in the sector, discusses the limitation of the study and identifies further areas of research in relation to health Information systems.

5.1 Framework for a process oriented approach with use of Information Systems in order to gain service delivery excellence.

The evaluated framework at the methodology should be modified as below.

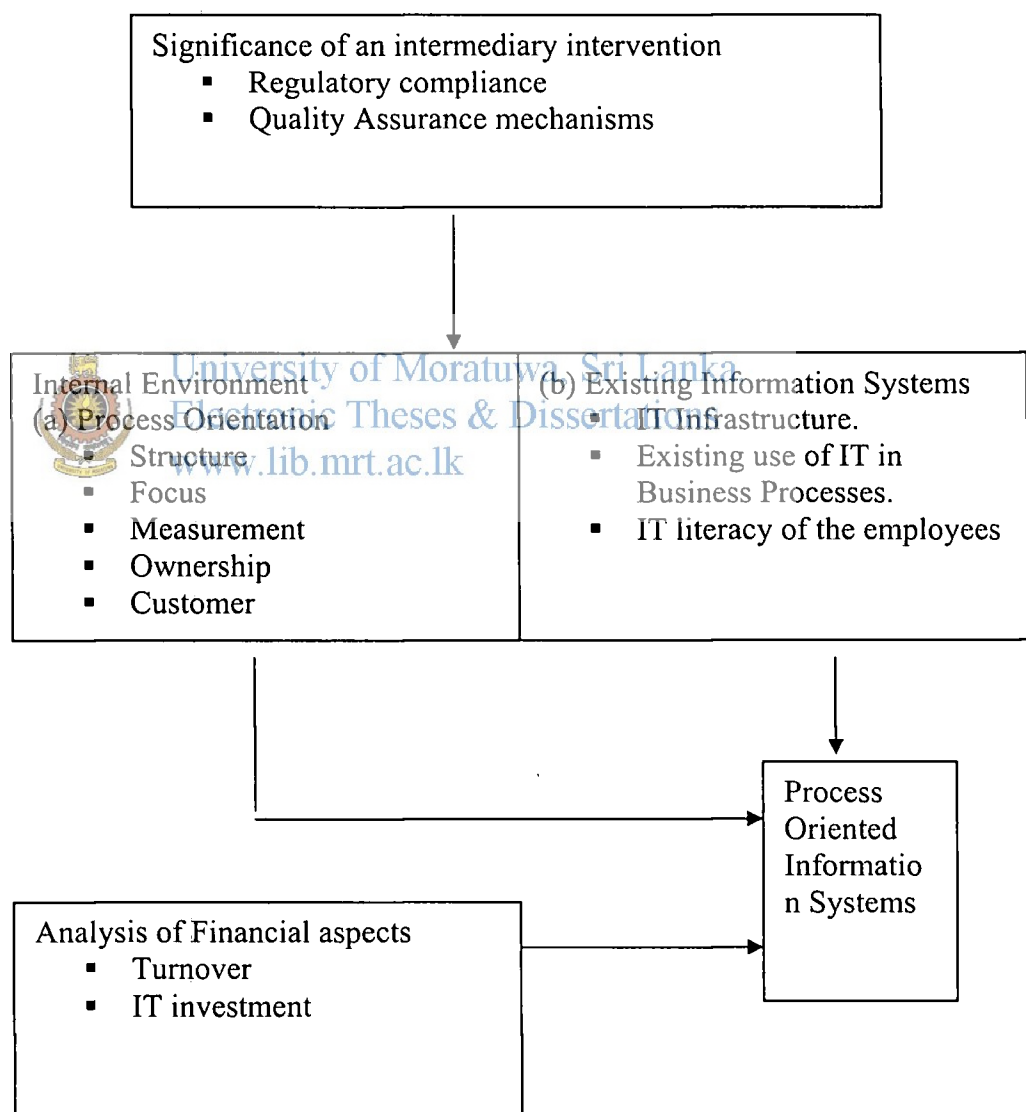


Figure 5.1 – Modified framework for process oriented information Systems

In order to increase the process orientation of the HCOs it is essential for the regulatory authority to participate in a far more active manner than at present. Despite the existing issues in the service delivery the HCOs are not motivated to significantly change their current practices without regulatory.

The regulatory authority must ensure

1. Compliance – Enforcing the selected HL 7 compliance for clinical and administrative data management, as well as conducting yearly audits to ensure compliance at the point of yearly registration of private hospitals. The internal environment currently is conducive to begin the education process that is necessary to establish the compliance. As none of the hospitals are HL 7 compliant, group training to educate them on the HL 7 compliance can ensure that the requirements are communicated in a non-ambiguous manner.
2. Compulsory establishment of Quality Assurance [QA] departments at every private hospital- The regulatory authority may provide the guidelines for staffing in accordance with the number of employees as well as the number of care episodes that take place within the hospital. However this would become the driving force to ensure that HL 7 compliance is met by the hospital.
3. Healthcare Information Systems policy – Policy for healthcare Information Systems must be established through consensus. The minimum data set, expected storage duration, data capture mechanisms, security and privacy issues as well as disaster recovery mechanisms need to be specified by the policy.
4. National Survey on patient satisfaction – With the collaboration of an independent party the regulatory authorities must conduct a national survey at least once every two years targeting the patients who frequent private sectors hospitals. Switching to an electronic mechanism of surveying may reduce the time and would be far more effective there by enabling yearly surveys. The outcomes of the survey should too become a factor for consideration when conducting the registration of the private sector hospitals.

5. IT literacy of the Health workers – Increased IT literacy of the health workers would not only enable them to be more effective in their service delivery but would also be instrumental in redesigning the processes in collaboration with the IT departments. Including IT training in the curriculum of the healthcare workers would enable them to become active participants. Involvement of the Information and Communication Technology Agency of Sri Lanka as well as private education providers could be evaluated to provide training for the healthcare workers who are currently attached to organisations.

The responsibilities and the duties of the suggested Quality Assurance Department at each hospital, would entail

1. Identification of issues by conducting patient surveys as per the guidelines given by the regulatory authority.
2. Identifying IS supported key processes that the hospital wishes to improve.
3. Documenting the collection of existing tasks pertaining to the process.
4. Measuring the baseline performance of the identified processes.
5. Identification of key performance indicators [KPIs] for each of the processes selected within the healthcare organisation.
6. Monitoring the performance of the process in accordance to the KPIs and identifying process improvement mechanisms.
7. Providing staff training for HL 7 as well as information technology.

5.2 A set of recommendations for an effective process delivery with the use of process evolved Information Systems.

1. Patient Assistance helpdesk – Providing a primary contact point of interaction to the customers and using a Customer Care Framework for an integrated view of the existing systems. Provide a platform for the operators to query the isolated systems without having to login to each application. This improves the process visibility of the operators and enables them to provide a complete answer to the patients.

2. Conduct an Internal User Survey for IS – provide a forum for the healthcare workers to state their needs of data in order to assist the customers better. As opposed to currently provided summary reports, equip them with automated exception reports, highlighting the incompleteness or inaccuracies of data.
3. Consider non traditional data capture methods – As opposed to data entry being the primary mechanism, consider scanned images as well as use of stylus and voice inputs where data entry cannot be used to capture the care episode.
4. Modify performance outcomes - Link IS out comes to performance evaluation of healthcare workers. Maintaining the records of the care episode would become a part of the responsibility of the healthcare workers for which a direct performance based reward is attached.
5. Evaluate the existing Information Systems for ease of use – User behavior observation to be used as an active tool to identify the areas of improvement that is causing the users to resist the system.
6. Monitoring mechanism for system support – All support calls received by internal staff to be monitored in terms of the process that they are attached to.
7. Process modeling – In collaboration with the QA team begin the exercise of process modeling and documentation , whilst paying special consideration to the issues of the existing process that has been highlighted both by the help desk as well as by internal user surveys. Process modeling alone would be able to identify the duplicate processes in the system as well as provide the members of staff a better visibility of the process.
8. Consider IT investment as a portfolio of investment and monitor the returns of the system.



9. Establish multiple methods of contacting the patients. SMS reminders of the regular checkups as well as delays can easily be communicated in addition to maintaining a kiosk, which provides them all details pertaining to a preparation of a medical test. The information provided in the kiosk would need to be trilingual and a logical flow of information must follow. The kiosk could be located either within the hospital or at the satellite locations where the specimen is collected.

10. The modeled key processes of the organization needs to be supported within a modified Information Systems that enables the users to view the transformation of the inputs at each stage.

5.3 Limitations of the research

- a. Research bias – As the sample include more aged community, their issues would have been highlighted as opposed to the issues of the other patients.
- b. The operational interviews were not from the same level of management or from the same department in all organizations, although they were able to answer all questions, some answers were specific to their own department.
- c. Portion of healthcare workers, nurses, were not specifically focused. They were only identified as operational staff.
- d. The product demos were not detailed enough as hospitals were often reluctant to agree to a detailed demo. Thus the view of the system was dependent on the demo. Reluctance for a complete demo was due to the fact that they were worried about the confidentiality information.
- e. The patient questionnaire was only conducted in English. In order to reach a wider circle the patient questionnaire need to be conducted in all three languages.

5.4 Further areas of study

- a. Lack of suitable Healthcare Information Systems for developing countries was identified as an issue during the research. The need to cater to a developing world in terms of reduced complexity of the systems as well as the reduced costs was proposed as an article for the Encyclopedia of Healthcare Information Systems and the acceptance of the proposal was communicated to the author.
- b. Evaluating the Information needs of the healthcare workers in a specific contexts (in terms of the units that they are attached to), was identified a further area of study as the current study only focused on the general information needs.
- c. Due to increased concerns of the proprietary licenses a need was identified to investigate open source products in the healthcare arena.
- d. The brain drain of the healthcare workers as well as the lack of specialists in rural areas were identified as issues, an effective knowledge management system to address these two issues was identified as a further area of research.
- e. Private doctors who provide consultations at independent clinics and their needs for Information Systems was excluded in this study. However as many members of the public visit them as the first point of contact, they should be an integrated part of a solution provided in terms of compliance. A study needs to be carried out to include them in terms of effective record keeping practices with use of Information Systems.
- f. Mechanisms establishing healthcare quality assurance departments and implementation difficulties that the departments would face have not been studied previously in a Sri Lankan context. As a QA



departments are pivotal in improving the processes further study in this area is indicated.

- g. Making an effective IT investment decision in the healthcare sector requires further exploration. Strategic alignment of the Information System as well as the investment decision needs to be explored with the assistance of financial staff as well as with the Board of Management.

5.5 Conclusion

During the phase of the study it was evident that the patients were faced with significant service delivery issues that could be solved with process oriented Information Systems. All healthcare organizations have identified their core processes and either partially integrated or isolated Information Systems were evident. The main focus of the information systems remained as transactional as the primary benefits and was able to deliver value to the administrative and financial staff of the hospital. The information requirements of the patients and the healthcare workers were not a primary consideration in the existing healthcare information systems.

As the software houses in Sri Lanka were not equipped to support the sector at present, evolution of the existing Information Systems were substantiated as opposed selecting new products. However it was identified that the drive for evolution of Information Systems should arrive in a form of a regulatory compliance from the external environment. The factors in the internal environment although was found conducive for the necessary momentum, the organizations were thought to be unable to initiate the change within, due to lack of perceived benefits.

ANNEXURE



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Observations

OB1 – What terms do employees use when talking about their work or when communicating with each other ?

- a. Employees talk about their function and tasks.
- b. Employees talk about the functions and the activities in their department.
- c. Terms like gaining input and delivering output are used in conversations.
- d. Employees talk in terms of them being a part in a process together delivering a service .
- e. Employees in all levels of the organization talk in terms of processes, customers , teams, process performance etc.

OB2 – Customer suggestions boxes or customer complaints boxes.

OB3 – Do staff often require assistance from each other when they work on their computers.

OB4- Are they referring to departments all the time. Do they have cross-functional teams in solving problems?

OB5 – What are the manual processes that are evident ?

OB6 – What kind of information is gathered at the points of interaction?

OB7- When answering a query , how do they seek information ? On the computer ? register ? whiteboard ?



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Interviews - Regulatory Authority

RA1. How is the sector regulated?

RA2. What are the compliances that the hospitals should adhere to?

RA3. How are these compliances enforced?

RA4. How often are inspections conducted in order to find out if the compliance has been met?

RA5. What role does your organization play in the interaction between the hospital and the patient?

RA6. How do patients contact your department?

RA7. What are the frequently received complaints and from whom?

RA8. How is the department staffed? IT and staffing

Interviews - Hospitals– Operational Staff [HO]

HO1. Describe how the organization is organized

- a. Functional Departments.
- b. Functional Departments. Some cross-functional activities executed by teams.
- c. Functional Departments. Regular participation in cross-functional teams.
- d. All activities are executed by cross functional teams.
- e. Org. structure is a collection of processes. Functionally based centers of excellence support them.

HO2. To what extent are processes described and to what extent are these descriptions maintained

- a. No processes have been identified.
- b. The main processes are identified and named.
- c. Several processes have been documented to some level of detail..
- d. Processes are mostly documented, on to several levels of detail. Use of text documents and graphical illustrations. The documentation is occasionally updated.
- e. All processes are fully documented. Use of text documents, graphical illustrations, dedicated software, The documentation is periodically updated.

HO3. To what extent is process documentation actually utilized.

- a. Processes are primarily being executed in an adhoc basis
- b. Processes execution carried out according to “business routine”
- c. The actual way of working is based on the process descriptions, but frequently tasks are executed differently from process descriptions.
- d. Processes are executed according to process descriptions.
- e. Processes are executed according to process descriptions. If occasionally a process cannot be executed according to its description, this is a reason for reviewing the process description.

HO4 What are the performance methods commonly used at lower levels of the organization?

- a. Performance methods are only related to employees.
- b. Task related measures, like task-associated costs, processing time.
- c. All main processes are measured using key performance indicators on a frequent basis.
- d. Key performance indicators are used for continuous monitoring and optimizing performance of all main processes.

HO5 To what extent is management based on processes ?

- a. There are no process owners within the organization.
- b. Owners have been appointed for the main processes.
- c. There are process managers with full responsibility for several processes.

- d. There are process managers with full responsibility and authority for all main processes
- e. There is a clear and strong ownership of all processes at any level in the organization.

HO6. How would you rate your Information System

	Very Poor	Poor	Fair	Good	Very Good
Speed of the system					
Ease of use					
Accuracy of the records					
Completeness of the data					
Ease of use					
Ability to answer customer queries with information available					

HO7 To what degree are the customer requirements understood and drive the organization ?

- a. Customer requirements /satisfaction is only considered in terms of external complaints.
- b. Measures of customer requirements / satisfaction are available from surveys.
- c. There is a customer care policy that is widely published.
- d. Continuous research on identifying and meeting individual customer needs is embedded in the organization.
- e. Customer satisfaction information is fed back in to the organization in a structural manner (to be used as management information)

HO8 What type of IT training have you received in order to perform the tasks allocated to you.

- a. I received training from my predecessor for less than a week.
- b. I received training from my predecessor for more than a week.
- c. I received IT training from the in house IT department.
- d. I was sent for an IT training course. Or an external trainer trained me.
- e. The organization provides continuous training for staff.

HO9 When you need a certain change to the Information System you use how do you escalate these changes and how long does it take for the changes to take effect?

HO10 What methods do you use to communicate with your customers?

HO11 How do you communicate with your suppliers ?

HO12 What are the processes that has been automated ?

HO13 What kind of an interaction do you have with insurance companies ?

HO14 What are the compliances that you are expected to maintain ? ISO ? 5S ? HL7 ?

Interviews - Hospital – IT Staff [HIT]

HIT1. Briefly describe the IT department. Staffing

HIT2. Whom does the head of IT report to?

HIT3. Range the investment on IT as a percentage of the revenue. 3% . 5% less than either

HIT4. How are the other departments supported?

HIT5. Briefly describe the physical IT infrastructure. [Number of computers/network]

HIT6. Describe briefly the information System that is available within the hospital?

HIT7. What are the processes/departments that have been automated?

HIT8. What sort of training/ support do you provide your internal end user?

HIT9. How do you handle change requests?

HIT10. How does your internal end users communicate with external parties? Suppliers? customers?

HIT11. How is your software developed? In house /external Technologies used

HIT12. What are the major IT related costs – software/hardware/training.

HIT 13. What are the compliance issues that you consider when designing and implementing IS in the hospital ?

HIT 14. what type of statistics do you provide ? Are the exceptions monitored? . Are the processes changed when exceptions are pointed out ??

Product walk through

1. Mechanisms of data capture
 - Points of entry
 - Staff –nursing /reception data entry operators / interactive /batch
2. Level of integration
 - Can one department access data of another

- Is the full profile of the patient available
 - Is there the visibility of the process
3. What are the processes that have been automated ?
4. Security
- Levels of security
 - Physical security
 - Public access points or remote dial ins
 - Integration of back office to the websites
 - Virus scanners /use of media
 - IS or security policy
5. User Interface
- Ease of use
 - Logical
 - Is security built in to the user interface
 - How intuitive is it?
 - Speed
6. Back up and Disaster recovery
- How do they taken and keep back ups
 - Offsite back ups
 - Are back ups restored at regular intervals
7. Ease of retrieval – query facilities / answering multiple queries without transferring from one place to another and use of data
- does the user have to go through many screens to answer a query
 - Are standard queries provided for? Can the users build their own queries?
 - Can they fetch data which happened three years ago
 - Usefulness of summary reports
8. Integrity of data
- Try to see some of the reports or profiles of the customers
9. How do they seek assistance
- Online help
 - Manual
 - Colleague
 - IT department
10. Handling of exceptions
- Exception reporting
 - Checking for data accuracy
 - Modification of process when an exception is encountered

Suppliers – Interview

S1. How does the hospital provide order details to you? Fax /phone/mail

S2. How is the delivery made? Bulk to one location, distributed to many locations?
Weekly? Monthly?

S3. How are the emergency orders communicated and delivered?

Financial

F1 . What are the types of covers provided for senior citizens?

F2. Explain the process of insurance claim .How long does it take to claim insurance?
What are the documentation required ?

F3. What is your interaction with the hospital?

F4. How is a dispute handled?

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CHR1. How do you select the insurance provider?

CHR2. In terms of a dispute between the hospital and the customer how do you intervene ?

CHR3. Does the company/insurance recommend the hospitals that the employees can get treatment from?

CHR4. Are the employees consulted in the cover provided in terms of their needs or is it according to their salary and grade ?

CHR5. What is the contribution of the employer and the employee ?

Doctors

- D1.** How likely would you be involved in recording the information of the care episode of the patients?
- D2.** What are the anticipated problems?
- D3.** How should it be best approached?
- D4.** What information issues have you come across in providing care to the patients?

Civil Society Organizations

- C1.** What is your role in the healthcare sector?
- C2.** How do you interact with the patients and the hospitals?
- C3.** In your opinion what are the prevailing problems in the private sector hospitals?
- C4.** How do you think that these can be over come?



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Software Houses

- Product walkthrough

- SW1.** What are the implementation issues that you anticipate in Sri Lanka?
- SW2.** Is your product scalable?
- SW3.** What is the ROI on the product and in what terms?
- SW4.** How would the existing systems /data be incorporated in to your system.
- SW5.** What level of change to the processes do you anticipate?
- SW6.** What type of training do you provide? What level of assistance is available during the implementation and post implementation periods?
- SW7.** Has this product been implemented in a developing country before? How applicable are the process to a developing context ?
- SW8.** The type of compliance does it provide?
- SW9.** Describe the requirements of the physical infrastructure.

Dear Madam/Sir,

I am currently reading for my Master in Information Technology at the Computer Science and Engineering Department of University of Moratuwa.

My research topic *A Process oriented approach to alleviate service delivery issues in the Sri Lankan private sector hospitals* requires a questionnaire to be filled by those who frequently use the facilities of private sector healthcare institutes [Hospitals] in the Western Province. Only the hospitals that practice western medical practices would be taken under consideration.

I would most appreciate if you could kindly fill out the attached questionnaire in order to assist me in my data collection.

Kindly note that the questionnaire is conducted in an anonymous manner and the information given by you would not be divulged to a third party except to the University for their evaluation of the thesis. That information too would be in a summarized format and identification of a specific individual would not be possible at any stage. If you require a copy of the information provided in the thesis it can be made available for your reference after 30th of December 2006.

Whilst thanking you for your participation in the questionnaire I would also urge you to contact me in case there are further clarifications to be made with regard to the questionnaire or with regard to the confidentiality of the data.



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Attached also is a letter issued by the University of Moratuwa in this regard.

Thanking you for your participation.

Yours Sincerely

Nishanie Pereira
Student ID – 04/9071

Questionnaire

Kindly select the most appropriate answer by crossing the correct response.

Eg :

1. Select the category that describes you most appropriately; if you fall into more than one of the described categories rank them in order.

I can be best described as

a.	A patient	
b.	Child of an aged parent who requires medical attention.	
c.	Parent of a child who requires medical attention.	
d.	A caregiver of a patient – attendant	
e.	Primary contact of a patient- relative /friend	
f.	Other –please specify >	

Kindly note the rest of the questionnaire should be filled in respect to the person who requires medical attention frequently.

2. Age

a.	Less than 25 Years	
b.	26 Years –35 Years	
c.	36 Years – 45 Years	
d.	46 Years – 55 Years	
e.	56 Years – 65 Years	
f.	66 Years – 75 Years	
g.	Above 76 Years	

3. Gender

Male	
Female	

4. How often would you visit a private hospital ? Select the most applicable category under normal circumstances and NOT under emergency circumstances.

a.	Twice or more per week	
b.	Once a week	
c.	Twice or more for a month	
d.	Once a month	
e.	Twice or more for a year	



5. How you do contact the hospital to make an appointment for your visit?

a.	Personal visit only	
b.	Phone Call only	
c.	E -Channeling	
d.	Personal visit and phone call	
d.	Other-please specify >	

6. How would you best describe your method of seeking an appointment with a doctor ?

a.	Convenient.	
b.	Moderately convenient with occasional difficulty.	
c.	Difficult	

If you have selected responses (b) or (c) briefly describe your difficulty.



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7. How long would your "wait time to see the physician" be from the time of arrival? Select the most frequent slot under normal circumstances.

a.	Less than 15 minutes	
b.	Between 15 minutes – 30 minutes	
c.	Between 30 minutes – 1 hour	
d.	More than 1 hour	

8. How much of time do you spend with the doctor discussing your ailments and treatment, at a particular visit?

a.	Less than 15 minutes	
b.	Between 15 minutes – 30 minutes	
c.	Between 30 minutes – 1 hour	
d.	More than 1 hour	

9. Which method would you use in order to consult doctor whom you have not met before ?

a.	Through recommendation of a doctor	
b.	Through recommendation of a family or friend	
c.	Through recommendation of a hospital	
d.	Through an article in a paper or journal	
e.	Other-please specify >	

10. How would you solicit a second opinion after a medical diagnosis/ advice?

a.	Never solicit a second opinion.	
b.	Through a specialist.	
c.	Through your family doctor.	
d.	Through a friend or family.	
e.	Other-please specify >	

11. Which category below best describes you? Select the most appropriate under normal circumstances.

a.	I seek medical advice and treatment from only one doctor.	
b.	I seek medical advice and treatment from more than one doctor at the same hospital.	
c.	I seek medical advice and treatment from more than one doctor at more than one hospital.	



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12. How would you describe you medical insurance scheme ?

a.	I do not have a medical insurance scheme.	
b.	Only the bills for hospitalization are covered.	
c.	Hospitalization and medications are covered.	
d.	Medical tests are not covered unless hospitalized.	
e.	All medical bills are covered.	

13. Your medical insurance scheme is

a.	Personal –premiums are paid by me	
b.	Organizational - premiums are paid by the organization	
c.	Other -> Please specify [eg/bank,EPF etc]	

14. How would you describe the process of claiming medical insurance? Briefly describe the process under each category.

a.	Convenient -	
b.	Moderately convenient but time consuming –	
c.	Tedious and time consuming -	

15. Have you been suffering from a particular ailment for a long period of time?

a.	No, I have not. All my ailments have been short term.	
b.	Over a year	
c.	Between 1 year and 3 years	
d.	Between 3 years and 5 years	
e.	Between 5 years to 10 years	
f.	Over 10 years	
g.	I do not wish to comment	

16. This question is only applicable for those who select a response other than (a) on the previous question.

Which below best describes your ailment? If it falls under more than one category kindly rank them.

a.	A Communicable disease [disease can be spread to others eg/malaria, dengue]	
b.	A non communicable disease [disease cannot be spread to others eg/ heart diseases, diabetes and hypertension]	
c.	I do not wish to comment	

17. In your interaction with hospitals what are the most frequently encountered problems? Kindly rank them after reading through all of them first.
Most frequently encountered =5 ,Least frequently encountered = 1

a.	Incorrect laboratory reports.	
b.	Incorrect or lack of information about the conditions to take a test.	
c.	Interpreting test results.	
d.	Making an appointment to consult a doctor.	
e.	Seeking detailed information about the ailment from the doctor.	
f.	Contacting the doctor by phone or other means.	
g.	Seeking detailed information about the treatment from the doctor.	
h.	Interaction with multiple doctors.	
i.	Maintaining medical records.	
j.	Lack of Information on the treatment or medication.	
k.	Lack of information on risks associated or side effects.	
l.	Incorrect billing.	
m.	Claiming medical insurance.	
n.	Providing correct records to employer for leave and other purposes.	
o.	Lack of confidence on the surgery, care or medication provided.	
p.	Non-continuity of treatment after a period of absence.	
q.	Non-continuity or inconsistency when multiple doctors are treating you.	
r.	Lack of information in reaching the hospital or doctor in case of an emergency.	
t.	Misdiagnosis.	
	Other [Kindly add other problems that you have encountered at private sector hospitals.]	

18. Which category best describes you ?

a.	I do not own a computer.	
b.	Although I do not own a computer I am able to use one at other source.[eg/Internet café, friends place]	
c.	Although I do not own a computer I am able to get necessary information through a third party [eg/friend , child, colleague]	
d.	I own a computer and I am able to use it to seek information .	

19. Which of the following are you able to use most frequently. Kindly rank them in order?

a.	Email	
b.	SMS	
c.	Internet	
d.	None of the above.	

20. Rate your level of satisfaction in the following.

#		Very Poor	Poor	Fair	Good	Very Good
a	Doctor or Specialist's awareness of my case history.					
b	Explanations provided on the ailment					
c	Explanations provided on treatment/medicine.					
d	Explanations on possible side effects/risks.					
e	Ability to ask questions and receive clear answers.					
f	Explanations provided on requirements for diagnostic tests.					
g	Explanations provided on results of the diagnostic tests.					
h	Information given on prevention – exercise					
i	Information given on prevention – diet					
j	Information on danger signals to watch out for in relation to your ailment					
k	Information given family or carers on recovery after leaving hospital					
l	Information given on financial assistance /insurance					
m	Information given to employers eg/medical certificates					

21. Would you like to receive more information on the following from your hospital?

#		Yes	No
a	I would like to receive more information on my ailment		
b	I would like to receive more information about the treatment that I receive and new treatment as they become available		
c	Other facilities provided by the hospital		
d	I would like to receive more information on financial assistance /insurance		
e	I would like to receive reminders from the hospital pertaining to my regular checkups		
f	Other -> Please specify		

22. Have you noticed that certain tasks in hospitals have significantly improved over the last 3 years ? What are they?

a		Yes	No
b	Channeling a doctor.		
c	Taking a medical test.		
d	Seeking explanation pertaining to your ailment, treatment or side effects.		
e	Other -> please specify		

23. When you call the hospital is your call transferred from one department to another before you are provided with a satisfactory answer ?

a	Almost Always.	
b	Most often. However it depends on the operator.	
c	Rarely.	
d	Never. The person who answers the phone is able to answer all my queries.	

24. Have you received a survey measuring the performance from a hospital?

Yes	
No	

If the above was answered with yes , kindly specify the hospital

25. Were you asked to give feedback on the services of a hospital at any time?
After a surgery or long stay over in a hospital?

1	No. I have never been asked to give feedback	
2	Yes. After a surgery.	
3	Yes. After a long stay.	

If your answer was positive to either one of the question kindly specify the hospital

26. Patient satisfaction surveys

1	An independent party must conduct the survey	
2	Private hospitals must conduct the survey	
3	Health Ministry should conduct the survey	

27. Would you participate in a survey conducted

1	Yes, I would	
2	No I would not	



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