

C845259 : MAJOR COMMUNITY MEDICINE

KEY WORD: SATISFACTION/ELDERLY/OUT-PATIENT SERVICES

VACHAREE KAEWNORKAO : THE SATISFACTION OF THE ELDERLY TO THE OUT-PATIENT SERVICES RAJAVITHI HOSPITAL. THESIS ADVISOR : ASST.PROF.DR. PORNARONG CHOTIWAN, PROF.DR.TERMSRI CHUMNIJARAKIJ. PP 99.
ISBN 974-584-079-3

This cross-sectional descriptive study aims to study the level of satisfaction, as well as related factors and needs of the elderly toward various aspects the out-patient services of Rajavithi Hospital. Between October to December 1993, the 460 samples were selected by systematic random sampling and interviewed after receiving services from the general medical, department.

It was found that elderly patients were satisfied with service availability the most (1.88). The next aspects were acceptability (1.72), Affordability (1.68), Accommodation (1.46) and Accessibility (0.97). There were 24.3 percent of the elderly patients who wanted particular examining rooms for elderly while as many as 75.5 percent of the patients did not want so. There was a statistically significant association between patients' age as well as education and the satisfaction in travel distance. The type of the patients was also associated with the satisfaction in queuing for services with statistical significance.