

Thesis Title	A Comparative Study of Opened and Time-interval Appointment System in General Surgery Out-patient Unit, Ramathibodi Hospital
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ABSTRACT

The aim of this study is to solve the problem of spending a long time at out-patient unit of appointed patient, using the time interval appointment system. The General Surgery Out-patient unit of Ramathibodi Hospital is the site of the study. Data in pre-trial, trial and post trial periods of this system were collected from: questionairing all of the 48 hospital personnels of this unit, 406 patients in pre-trial and 403 patients in post-trial period were selected by 20% systematic random sampling; observation record and the activities recording in every period by the researcher. The result revealed that in post trial the waiting time was shorter, the waiting area was less crowded, the satisfaction of the patient were higher than in pre-trial at 0.05 level of statistically significant the satisfaction of the hospital personnels except the residents.

The model testing research like this would yeal the good

result if it was institute's project, the administrator accepted, longer time of study, recorded every constraint including the solving strategies and its result and on-process evaluation for better final outcome.