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APPENDIX A

请回答每一个问题

第一部分：您的基本情况

- | | | | | |
|-----------------|--------|-----------|--|------|
| 1、性别 | | | | |
| (1) 男 | (2) 女 | | | 1/ |
| 2、年龄 | _____岁 | | | 2—3/ |
| 3、民族 | | | | |
| (1) 汉 | | | | |
| (2) 少数民族 | | | | 4/ |
| 4、家庭住址和工作单位 | | | | |
| _____ | | | | 5—6/ |
| 5、婚姻状况 | | | | |
| (1) 已婚 | (2) 未婚 | (3) 离异 | | 7/ |
| 6、职业 | | | | |
| (1) 专业人员 | (2) 干部 | (3) 工人 | | |
| (4) 农民 | (5) 经商 | (6) 学生 | | |
| (7) 其它 | | | | 8/ |
| 7、学历 | | | | |
| (1) 小学 | (2) 中学 | (3) 大专及以上 | | 9/ |
| 8、经济状况 (工资收入) | | | | |
| (1) 少于 100 元/月 | | | | |
| (2) 100—150 元/月 | | | | |
| (3) 150—200 元/月 | | | | |
| (4) 200 元以上 | | | | 10/ |

请回答每一个问题

第二部分：您的就诊经历

- 1、我们问您任何问题之前，以您的亲身经历，您认为这所医院的医疗服务对于门诊病人是：
- | | | |
|------------|--------|-----|
| (1) 非常好的 | (2) 好的 | |
| (3) 还有一些不足 | (4) 不好 | 11/ |
- 2、在最近的三个月期间，当您作为一名门诊病人到该医院时：
- (1) 这期间的第一次就诊疾病是 A：
(请写出您的症状和医生诊断)
- 12/
- (2) 如果您到该院就诊一次以上，这疾病是：
- B: _____ 13/
- C: _____ 14/
- (3) 您到该门诊部就诊的次数：
- 疾病 A: _____ 15—16/
- 疾病 B: _____ 17—18/
- 疾病 C: _____ 19—20/
- 总计 _____ 次 21—22/
- (4) 您就诊的主要科室是：
- _____ 23—25/
- 3、您到该院是：
- | | |
|---------|----------|
| (1) 乘汽车 | (2) 骑自行车 |
| (3) 乘火车 | (4) 步行 |
| (5) 其它 | 26/ |

请回答每一个问题

4、您到医院途中需花费的时间是：

- (1) 少于或等于 10 分钟
- (2) 10 分钟到半小时
- (3) 半小时到 1 小时
- (4) 多于 1 小时

27/

5、您为看病而不得不做的必要安排是：

- (1) 工作
- (2) 学校
- (3) 家庭
- (4) 商务
- (5) 其它

28/

6、您到医院

- (1) 独自一人
- (2) 您的亲属或朋友陪伴

29/

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请回答每一个问题

第三部分：您在门诊部所付出的时间

- | | |
|------------------------------------------|--------|
| 1、您计划在医院的时间： 大约_____分钟 | 30—32/ |
| 2、您到达门诊部的时间是： 大约_____点钟 | 33—34/ |
| 3、您挂号所需的时间： 大约_____分钟 | 35—36/ |
| 4、您等候医生为您看病的时间： 大约_____分钟 | 37—39/ |
| 医生诊查您的时间： 大约_____分钟 | 40—41/ |
| 如果您需要照 X 光或做化验检查，请继续回答下面的问题。如果不需要，请看第七题。 | |
| 5、在化验室您等候的时间： 大约_____分钟 | 42—44/ |
| 做化验的时间： 大约_____分钟 | 45—46/ |
| 6、您在放射科等候的时间： 大约_____分钟 | 47—49/ |
| 照 X 光的时间： 大约_____分钟 | 50—51/ |
| 7、您等候拿药的时间： | |

请回答每一个问题

大约_____分钟

52—54/

您取药的时间

大约_____分钟

55—56/

8、您真正在门诊部付出的时间是：

大约_____分钟

57—59/

9、您离开门诊部的时间是：

大约_____点钟

60—61/

10、您认为您等候的时间是不合理，还是合理的：

(1) 不合理

(2) 合理

若您认为不合理，为什么？

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 จุฬาลงกรณ์มหาวิทยาลัย

请回答每一个问题

第四部份：您对医疗服务的看法

在您接受医疗服务之后，请就下述问题表明您最接近的意见，请根据下面的分类，选择一个回答：

1=极不同意

2=不同意

3=不能确定

4=同意

5=非常同意

| | 选择 | | | | | |
|------------------------------|----|---|---|---|---|-----|
| | 1 | 2 | 3 | 4 | 5 | |
| 1、您对该医院的医疗服务非常满意 | | | | | | 63/ |
| 2、护士的举止，行为不够礼貌 | | | | | | 64/ |
| 3、您感到您不能够要求药房人员告诉您怎样正确用药 | | | | | | 65/ |
| 4、当您问医生一些您想知道的事时，您通常能得到满意的回答 | | | | | | 66/ |
| 5、您感到您不能要求化验员告诉您一些您想了解的情况 | | | | | | 67/ |
| 6、您认为你所接受的医疗服务应更好一些 | | | | | | 68/ |
| 7、药房人员工作效率很高，您等候拿药的时间并不太长 | | | | | | 69/ |
| 8、医生从不传授给您一些自我保健，疾病预防的知识 | | | | | | 70/ |
| 9、您认为在门诊部等候的时间是不合理的 | | | | | | 71/ |

请回答每一个问题

| | 选择 | | | | | |
|----------------------------------------|----|---|---|---|---|-----|
| | 1 | 2 | 3 | 4 | 5 | |
| 10、您感到您并不能理解用药说明，有一些易混淆的地方 | | | | | | 72/ |
| 11、当您有不清楚的地方，化验员总是对您作出满意的解释 | | | | | | 73/ |
| 12、您到该医院就诊是因为您能获得非常好的服务 | | | | | | 74/ |
| 13、您很早就到医院来，因为您想“排在第一名” | | | | | | 75/ |
| 14、您认为医生对您非常细心 | | | | | | 76/ |
| 15、您对该医院的医疗服务有一些抱怨 | | | | | | 77/ |
| 16、当您到达各个科室时，您能较快地获得服务 | | | | | | 78/ |
| 17、护士并不能给予您更多的帮助以方便您看病 | | | | | | 79/ |
| 18、药房人员总是给您一些很好的建议，使您能正确用药 | | | | | | 80/ |
| 19、您感到医生并没对您的病作出正确的诊断，因他（她）仅仅付出很短时间诊查您 | | | | | | 81/ |
| 20、您对放射科的服务十分满意 | | | | | | 82/ |
| 21、您认为您等候医生看病的时间是合理的 | | | | | | 83/ |
| 22、您感到几乎没有机会问放射科医生一些问题 | | | | | | 84/ |
| 23、医生从不告诉您的病情，或是应该注意的问题 | | | | | | 85/ |
| 24、药房人员对您很不礼貌，并且当您问他们一些问题时，他们显得很不耐烦 | | | | | | 86/ |
| 25、医生通常给您一些自我保健，疾病预防的知识 | | | | | | 87/ |
| 26、要想在短时间内看到病是不可能的 | | | | | | 88/ |
| 27、您能够问放射科医生一些您想知道的问题 | | | | | | 89/ |
| 28、当您对某些问题不太清楚时，您并不能从化验员那儿得到满意的解释 | | | | | | 90/ |

请回答每一个问题

| | 选择 | | | | | |
|------------------------------------|----|---|---|---|---|------|
| | 1 | 2 | 3 | 4 | 5 | |
| 29、医生对您的病和应注意的问题给予足够的解释 | | | | | | 91/ |
| 30、您认为您在门诊部所等候的时间是合理的 | | | | | | 92/ |
| 31、您对化验室的服务是满意的 | | | | | | 93/ |
| 32、您认为护士没有足够的知识帮助您 | | | | | | 94/ |
| 33、医生为您付出了必要的时间 | | | | | | 95/ |
| 34、您也许不得不等候稍长时间，但您认为这是可以接受的 | | | | | | 96/ |
| 35、当您对某些问题不是很清楚时，放射科医生通常为您作一些很好的解释 | | | | | | 97/ |
| 36、医生确实太忙，以至于他（她）不能付出足够的时间诊查您 | | | | | | 98/ |
| 37、放射科医生应该更友善些 | | | | | | 99/ |
| 38、您感到几乎没有机会对医生表达您对疾病的担忧 | | | | | | 100/ |
| 39、护士通常给您一些很好的建议，以帮助您看病更为方便 | | | | | | 101/ |
| 40、您在门诊部等候的时间远远超过您所计划的时间 | | | | | | 102/ |
| 41、化验人员对病人非常仔细 | | | | | | 103/ |
| 42、您对该医院的医疗服务不满意 | | | | | | 104/ |
| 43、药房人员工作太慢，您等候取药的时间很长 | | | | | | 105/ |
| 44、您认为在该医院看病浪费了您的时间 | | | | | | 106/ |
| 45、您能从护士那儿得到许多有用的帮助 | | | | | | 107/ |
| 46、以您的亲身经历，您认为该医院的医疗服务是很完善的 | | | | | | 108/ |

APPENDIX B

访问提纲

(为医务人员)

第一部分 医务人员的工作现况

1、你的工作时间是如何安排的：——医疗、教学、科研和管理？上述工作你每周各付出多少时间？

2、你每天所遇到的病人最常见的疾病是什么？

3、工作时间，你所从事的活动？

4、每天你所诊疗的病人数？

5、你是否有机会参加一些特殊培训？

6、总体来说，你认为你工作的时间太长，或较为合适，还是较短，你是否有较多时间去做一些另外的工作、

7、在工作中，你与其它科室的人员(如放射、化验)是否有较好的合作关系？

第二部分 医务人员对医疗服务与策略发展的观点

1、你认为教学医院的任务是什么？他们的任务应该是什么？以你的观点这所医院正在履行它正确的任务吗？如果不是，为什么、

2、你认为这所医院的医生是否缺乏？你是否愿意其他医生帮助你？

你认为使用实习护士或医师助理是否为能较好利用医生有效时间的方式之一，实际工作中，你是否愿意接受这种方法？

3、你认为教学医院是否应该是一个对医务人员和公众提供医学教育和训练的中心？

4、你是否认为该医院既满足了医务人员，也满足了病员？

5、一般来说，在该医院门诊病人不得不为看病付出较长的时间，你有否任何改进的建议，你认为影响病人的等候时间和满意度的因素是什么？

APPENDIX B

访问提纲

(为医院领导)

第一部分 医院现况

- 1、对下述问题的观点：
 - 1.1. 医院的医疗质量
 - 1.2. 门诊病人的等候时间和对医疗服务的满意情况
 - 1.3. 大量的门诊病人，有限的医务人员
 - 1.4. 医院是否满足了它的主要服务对象，尤其是医务人员和病人？
- 2、影响病人等候时间和满意度的可能因素是什么？
- 3、医院是否有任何为了改善病人等候时间和对医疗服务满意度的计划？

第二部分：对医院策略发展的观点

- 1、该教学医院的任务是什么？它的任务应该是什么？
- 2、医院现存系统是否适应它的任务的履行，如果不，如何改进？
- 3、改善病人等候时间和对服务满意度的策略手段是否必要，如果必要，它应该如何？

จุฬาลงกรณ์มหาวิทยาลัย

CURRICULUM VITAE

Mrs. Pei LiKun was born on 18th July, 1959 in Kunming, Yunnan Province, P. R. China. She received her degree of Bachelor of Medicine from Kunming Medical College in 1984. She has studied in Master of Sciences in Health Development (Health Programme Management), Chulalongkorn University since 1991. At present, she is an Assistant Professor, and Director of Foreign Affairs Office, Kunming Medical College. She was provided a support from both Kunming Medical College and Chulalongkorn University as the exchange programme between the two institutes to join this Master of Sciences in Health Development programme.



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