

Out- Patients' Satisfaction after the Implementation of the Global Budget Payment System

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ABSTRACT

National Health Insurance has been proceeded to a satisfaction level over 76% through ten successful years. The low insurance rate and high medical accessibility allows the minority ethnicity a proper protection and a high satisfaction level, this medical health care performance has been evaluated by the England economy scholar magazine and ranked the second worldwide. Unfortunately, the aging of the population and the increasing fees of major illness have caused financial crisis for Bureau of National Health Insurance. Therefore, a Global Budget policy had been promoted starting from July, 2002 and another " Hospital self-management project " has been promoted on July, 2004. Hospitals then adopt to limit the quantity of the outpatient and patients to prevent social issue of patients with limited medical accessibility under the self-management project. This research studies the global budget self-management project before and after the implement, the changes of the patients ' satisfaction to the hospital. This long-term investigation is focused in March 2003 (before the implement), July 2004 (progressing), and February 2005 (after the implement). The target group is the outpatient. The analyzing result of these three stages indicated a " V " tendency with an obvious difference. This result shows that during the progressing period in July 2004 ~ December 2004, the projects hospital promoted along with the outstanding project certainly have lowered patients ' satisfaction level. The decreasing satisfactions are relevant. On the other hand, when we analyze the basic data by age or sex, no noticeable differences were shown, this indicates the consistent credibility. Analyzing " high satisfaction " and " high loyalty ", the data indicates a positive relevant, three stages shows the same result. This research suggests the government promote a new policy with comprehensive planning and well communication with operator; the hospital ' s responding strategy should be customer initiative and quality initiative; all medical institutions should be one unit, cooperate with trust and create double winning is a way to bring more benefit to the public.

Keywords : Global Budget ; self-management project ; patient ' s satisfaction

Table of Contents

封面內頁 簽名頁 授權書.....	iii	中文摘要.....
.....iv 英文摘要.....v 誌謝.....
.....vii 目錄.....ix 圖目錄.....
.....xiii 表目錄.....xiv 第一章 緒論
1.1 研究背景與動機.....	1	1.1.1研究背景.....	1
.....2.1.2研究動機
.....2.2 研究目的.....	3	1.3 研究重要性.....
.....4	1.4 研究流程.....	6
.....7	1.5 研究範圍.....
.....9	1.6 研究限制.....	7
.....18	第二章 文獻探討	2.1 總額預算制度.....
.....22	2.1.1實施總額制度之經驗.....	10
.....28	2.1.2我國實施總額預算支付制度之現況...
.....29	2.1.3 我國實施醫院總額自主管理之現況.....	22
.....31	2.2 總額預算與醫療服務品質.....	25
.....33	2.3 醫院總額預算與病患滿意度.....	28
.....38	2.3.1病患滿意度的定議.....	28
.....44	2.3.2病患滿意度
.....48	2.3.3病患滿意度的實證研究.....	30
.....50	2.3.4病患評估滿意度的重要構面
.....53	2.4 病患滿意度與醫療服務品質之關連性.....	32
.....55	2.4.1病患滿意度與醫療服務品質的關係.....
.....56	2.5 病患整體滿意度對推薦與再回診意願之影響.....	38
.....58	2.5.1影響病患選擇就醫之考量因素.....	39
.....59	第三章 研究設計與研究方法	3.1 研究架構.....
.....59	3.1.1研究設計.....
.....59	3.1.2研究架構.....	44
.....59	3.2 研究變項之操作型定義.....	45
.....59	3.2.1醫療服務品質.....	48
.....59	3.2.2醫療服務品質因素.....
.....59	3.2.3病患整體滿意度.....	50
.....59	3.2.4 THIS醫療品質指標.....
.....59	3.2.5病患推薦行為與再回診之意願.....	52
.....59	3.3 研究假設.....
.....59	3.4 研究對象及抽樣.....	53
.....59	3.5 研究工具與信度分析.....
.....59	3.5.1研究工具.....	55
.....59	3.5.2信度分析.....
.....59	3.5.3效度分析.....	58
.....59	3.6 資料分析方法.....
.....59	3.6.1描述性統計分析.....	59
.....59	3.6.2 t檢定.....	59
.....59	3.6.3

院服務品質與住院病患家屬滿意度之關聯性研究 以嘉義某區域教學醫院為例, 南華大學管理研究所碩士論文。 26.陳黛娜 (1987), 產科醫護人員與病人滿意度研究 以某醫學中心為例, 國立台灣大學醫療機構管理研究所碩士論文。 27.陳介甫 (1996), 台北市北投居民對中醫醫療知識信念與行為意向及其對醫療利用之影響, 國立陽明大學衛生福利研究所碩士論文。 28.陳明哲 (1992), 醫學中心公保產婦就醫滿意度之研究, 國立陽明大學醫務管理研究所碩士論文。 29.陳金紀 (1989), 影響台北市立綜合醫院住院病人對醫療保健服務滿意度的相關因素調查研究, 國立師範大學衛生教育研究所碩士論文。 30.陳佩妮 (1996), 醫療品質與經營績效關係之研究 以台北醫療區域各級醫院為例, 國立台灣大學公共衛生研究所碩士論文。 31.陳倩妮 (1999), 服務品質與顧客滿意度相關性之探討 以醫療產業為例, 元智大學管理研究所碩士論文。 32.郭宜中 (2001), 醫院服務品質與住院病患滿意度之研究 以二區域教學醫院為例, 醫院, 34(5), 23-47。 33.郭德實 (2000), 醫療服務業顧客滿意與競爭策略之研究, 產業管理學報, 1(2), 231-256。 34.曾淑貞 (1986), 台北市某醫院中醫門診初診病人滿意度與相關因素之研究, 國立台灣師範大學衛生教育研究所碩士論文。 35.曾倫崇 (1998), 台南地區醫院門診服務品質之評估, 輔仁管理評論, 5(1), 117-136。 36.黃志峰 (2002), 牙醫師對總額支付制度滿意度之研究, 國立中正大學企業管理研究所碩士論文。 37.黃世惠 (1991), 腎臟病人品質之研究, 國立陽明大學公共衛生研究所碩士論文。 38.黃慧娜 (1993), 急診服務與病人滿意度之調查研究 以某醫學中心為例, 國立台灣大學公衛所碩士論文。 39.黃昱瞳 (2001), 全民健保實施牙醫總額預算制度對醫療資源分布的影響評估, 國立台北護理學院醫護管理研究所碩士論文。 40.楊漢? (1997), 全民健康保險總額支付制度之實施背景及推展, 台灣醫界, 40(7), 10-13。 41.楊桂花 (2002), 牙醫師對總額支付制度滿意度之調查研究, 國立中山大學人力資源管理研究所碩士論文。 42.廖翊舒 (2000), 牙科總額制度對醫療價量之影響, 國立陽明大學醫務管理研究所碩士論文。 43.劉慧心 (1999), 牙醫師對推動牙醫總額支付制度過程公會運作之態度研究, 國立陽明大學衛生福利研究所碩士論文。 44.劉靜宜 (2000), 網路商店消費者滿意度與再惠顧意願之研究 - 以實驗網路花店為例, 國立中央大學資訊管理學系碩士論文。 45.盧安琪 (2002), 國立成功大學醫學中心門診醫療服務品質之實證研究, 國立成功大學企業管理研究所碩士論文。 46.蕭秀如 (1999), 牙科總額支付制度試辦計畫效果之初探, 國立陽明大學醫務管理研究所碩士論文。 47.鍾國彪 (1996), 醫院機構推行TQM 教育訓練經驗談, 品質管制月刊, 32(12), 30-33。 48.蘇武龍 (2000), 住院服務品質與病患滿意度之探討 以成大、奇美醫院為例, 國立成功大學工業管理研究所碩士論文。

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