

ประกาศแก้คำผิด

กองบรรณาธิการสงขลานครินทร์เวชสาร ต้องขอภัยในความผิดพลาดของสงขลานครินทร์เวชสารปีที่ 20 ฉบับที่ 2 เม.ย.-มิ.ย. 2545 โดยมีคำอธิบาย ดังนี้

เรื่อง การดำเนินงาน DOT (Directly-Observed Treatment) โดยมอบหมายการเป็นที่เลี้ยงให้บุคคลอื่นที่ไม่ใช่ญาติผู้ป่วย: รูปแบบของ ศูนย์วัณโรคเขต 11 นครศรีธรรมราช ในปีงบประมาณ 2542-2543

- หน้า 69 จากด้านล่าง บรรทัดที่ 2 คุณวุฒิของผู้เขียนท่านที่ 3 พบ. แก้ไขเป็น พย.บ.

เรื่อง Survey of satisfaction and complaint of customers of laboratory service, King Chulalongkorn Memorial Hospital, 3 month experience according to ISO 9002: 1994 program

- หน้า 88 หัวข้อ Discussion จากคอลัมน์ซ้าย ด้านบน Table 2 ย้ายไปอยู่คอลัมน์ขวา ด้านล่าง Table 3 ดังแสดงไว้ด้านล่างนี้

Complaint monitoring by complaint box

We used a blinded method to monitor the complaint of the patient. The complaint forms were placed at easily available point for the patients. We set a complaint box to receive any complaint from the patient. The key of the box was kept by the laboratory quality risk manager. Also, the laboratory quality risk manager was the responder for opening the complaint box.

Statistical analysis

Descriptive statistical analysis such as percentage was performed. The average score of each survey aspect was transformed into percentage by multiplying by 20 and the average overall score was transformed into percentage by multiplying by 4.

Result

Within the study period, 96 completed questionnaire forms and 26 complaint forms were received. Average satisfaction was 63.9%, categorized by items as 1) general aspect 66.5%, 2) place aspect 64.8%, 3) manner of worker aspect 67.9%, 4) useful suggestion aspect 67.9% and 5) waiting time aspect 51.0% (Table 2). There were 26 complaints. Most came from the out-patient laboratory service (23/26) (Table 3).

Table 2 Result from satisfaction survey

Items	Percent satisfied		
	October	November	December
general	60.0	71.4	69.4
place	57.8	70.0	68.1
manner of workers	62.8	77.1	70.0
useful suggestion	62.2	74.3	68.8
waiting time	42.2	58.6	54.4

Table 3 Result from complaint monitoring

	IPD	OPD	
		OPD 1	OPD 2
October	3	1	4
November	0	3	11
December	0	2	2

Discussion

In every service activity management, the customer-based theory should be used⁷. The satisfaction of clients can be a good indicator for monitoring the success of the service. Therefore, a method to evaluate the service is the satisfaction survey.

In this study, a laboratory unit in the hospital was evaluated using a satisfaction survey. This clinic is an important section, which has to deal with both patient and physician service. It is necessary to organize this clinic according to the quality principle. The basic clients' satisfaction survey is an important tool for obtaining basic data about service of the unit⁸. Also, monitoring of the patients' complaints is an important.

In this study, the patients' satisfaction was evaluated. Most of the subjects mentioned an average level of satisfaction. It reflects that the unit still required improvement of the quality. Presently, with the total quality management concept, the continuous improvement of service quality is necessary. Considering the reason of satisfaction scoring among the subjects who mentioned high of low satisfaction levels, the waiting time played an important role. Therefore, the importance of one-step service to increase turnover rate is emphasized. We set the action with the main point to improve satisfaction by turnaround time shortening. We set a further program of continuous monitoring of the turnaround time and set up multimedia such as television for the clients to watch while waiting, with the hope that the satisfaction score will be increased.

However, there are some limitations in this satisfaction survey. Firstly, sampling respondents from the first day of the week might reflect heavy-workload, and not represent the whole story of the week,