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**THE UNITED REPUBLIC OF TANZANIA**

**PRESIDENT’S OFFICE - PUBLIC SERVICE MANAGEMENT**

**e-GOVERNMENT AGENCY**

**Automatic patient queue management system**

**Questionnaire.**

**Group Members**

1. GLORIA WELLA (*Group Leader)*
2. DANIEL MUHAGAMA (*Ass Group Leader*)
3. JEREMIAH JOSEPH

**INTRODUCTION.**

Queue is among the biggest problem in different areas that provide the public services especially hospitals. This can be caused by small number of staff who are responsible for serving the large number of patients. Absence of notification about present Queue to patient before reaching the hospital can also lead patient to fall in hospital with high queue, also hinders the effort of hospital management to apply efficiency strategies to overcome Que problem. Queue problem highly affect patient’s perception of Quality toward services provided by the hospitals. Since time wastage in queue can also be used to do other economic activities for development then this time should be preserved.

The proposed solution to eradicating this problem is development of Automatic Patients Queue Management Mobile application that enables patient to view nearby hospitals and select the hospital with low queue and register while still at home, and also to view the updated queue status and estimated time. This will help Patients to utilize effectively waiting time in comfortable environment, also doctors and receptionist to serve large number of Patients with effective services. Also hospital management to quick respond proportional toward the Available queue.

The proposed mobile application will be integrated with the hospital management system in order to prevent queues in all hospital departments example laboratory and pharmacy.

We have prepared questionnaire so as to help to obtain efficiently data and details to develop the proposed solution, we appreciate that you will join hands by providing us the true answers toward this questionnaire.

**FOR HOSPITAL MANAGEMENT**

1. How many patients are registered per day?

Max No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Min No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Number of patients served per day? ­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_
2. Maximum number of Patients hospital capable to save per day? \_\_\_\_\_\_\_\_\_
3. How long a patient can stay in hospital from registration up to being discharged and acquire all the services?

Max Time\_\_\_\_\_\_\_\_\_

Min Time \_\_\_\_\_\_\_\_\_\_

1. Does hospital management understand correctly the areas with high queue?

If yes: Describe with reasons

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1. What services took much time in hospital? \_\_\_\_\_\_\_\_\_\_\_\_\_

Max Time \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Min time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do employees have the necessary competencies to serve patients in terms of relevant and professionally required knowledge, experience, skills and abilities?

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1. What particulars are required in registration process?

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1. Mention different charges charged by hospital in different department

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Department** |  |  |  |
| a) | Registration |  |  |  |
| b) | Visiting doctor |  |  |  |
| c) | Laboratory services |  |  |  |
| d) | others |  |  |  |

Do you have the Visiting Specialist/ Medical Attendants? (Yes, No)

1. Are they regular / permanent? (Yes, No)
2. Do they have special schedule? (Yes, No)
3. Are they willing to share their daily schedule? (Yes, No)
4. Do patients have awareness on specialist schedule in the hospital?
5. Which factors influence patient towards the selection of a hospital? tick according to your priority.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | 2 | | 3 | 4 |
| a) | Familiarity of the Doctor |  |  |  | |  |
| b) | Status of the Hospital |  |  |  | |  |
| c) | Inducement by advertisement |  |  |  | |  |
| d) | Better Facilities |  |  |  | |  |
| e) | Fee Charged |  |  |  | |  |
| f) | Accessibility |  |  |  | |  |
| g) | The use of insurance |  |  |  | |  |

1. Registration process.

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | dissatisfied |
| a) | Information Provided on Registration |  |  |  |
| b) | Waiting time in Registration |  |  |  |

1. What is an average time that a patient can spend in registration process?
2. Doctors and nurses

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | dissatisfied |
| a) | Time taken in consultation |  |  |  |
| b) | Approach of the doctor |  |  |  |
| c) | Approach of nurse |  |  |  |
| d) | Availability of nurses |  |  |  |

1. What is an average time that a doctor can attend a single patient?
2. Laboratory

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | Dissatisfied |
| a) | Availability of latest technology |  |  |  |
| b) | Waiting time |  |  |  |
| c) | Time Consumed for report |  |  |  |

1. What is an average time that a patient can wait for the results?
2. Pharmacy

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | Dissatisfied |
| a) | Quickness in service |  |  |  |
| b) | Availability of staff |  |  |  |
| c) | Time consumed |  |  |  |

1. What is the average time that spent by patient at pharmacy?
2. Challenges Faces During management off the queue?

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Comment on the Doctor, Specialist and Hospital Management Collaboration in improving the Service .example: emergence update, change of schedule etc.

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1. What are the Hospital Management Strategies toward queue management?

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1. Do you think the Proposed solution will help to manage the queue problem?
2. Comment on the use of technology to develop tool (automatic patients queue management Mobile application) as described above as strategies to manage the Patients Queue problem.

**FOR PATIENT**

1. How long do u spend in hospital?

Maximum time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Minimum time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Why public hospital areas experience high queue?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. What services took much time in hospital?

|  |  |
| --- | --- |
| Maximum | Minimum |
| Registration |  |  |
| Doctor |  |  |
| Laboratory |  |  |
| Pharmacy |  |  |

1. Satisfaction level of the services

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Highly satisfied | Satisfied | Dissatisfied |
| a) | Doctor |  |  |  |
| b) | Nurse |  |  |  |
| c) | pharmacist |  |  |  |
| d) | Lab technician |  |  |  |
| e) | Receptionist |  |  |  |

1. Are you aware of the fixed charges charged by those hospitals located in your area?

Yes, No

1. Are you aware of the Specialists of each hospital located in your area? Yes, No
2. Which factors influence you towards the selection of a hospital? tick according to your priority.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | 2 | 3 | 4 |
| a) | Familiarity of the Doctor |  |  |  |  |
| b) | Reputation of the Hospital |  |  |  |  |
| c) | Inducement by advertisement |  |  |  |  |
| d) | Improved Facilities |  |  |  |  |
| e) | Fee Charged |  |  |  |  |
| f) | Accessibility |  |  |  |  |
| g) | Health insurance |  |  |  |  |

1. Registration process.

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | dissatisfied |
| a) | Information Provided on Registration |  |  |  |
| b) | Waiting time in Registration (how long eg. 30 Min) |  |  |  |
| c) | Formalities in Registration |  |  |  |
| d) | Approach of the Receptionist |  |  |  |

1. Doctors and nurses

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | dissatisfied |
| a) | Time taken in consultation (how long eg. 30 Min) |  |  |  |
| b) | Approach of the doctor |  |  |  |
| c) | Approach of nurse |  |  |  |
| d) | Availability of nurses |  |  |  |

1. Laboratory

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | Dissatisfied |
| a) | Availability of latest technology |  |  |  |
| b) | Waiting time (how long eg. 30 Min) |  |  |  |
| c) | Time Consumed for report |  |  |  |

1. Pharmacy

|  |  |  |
| --- | --- | --- |
| Highly satisfied | Satisfied | Dissatisfied |
| a) | Quickness in service |  |  |  |
| b) | Availability of staff |  |  |  |
| c) | Time consumed (how long Eg. 30 Min) |  |  |  |

1. Are you ready to postpone the appointment if the Que is huge and the illness is not that urgent if they have missed the specialist?
2. How long you spent in reaching the Hospital facilities?

During High traffic time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

During low traffic time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Suggest the affordable price to be charged for the proposed solution?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you think the Proposed solution will help to manage the queue problem?
2. Comment on the proposed solution

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