

ABSTRACT: ORAL PRESENTATION

## Health system responsiveness at outpatient department: assessment of Sirimavo Bandaranayaka Specialized Children Hospital, Peradeniya

Wijesuriya WMNKL<sup>1</sup>, Hewageganage NR<sup>2</sup>, Rathnayake SJ<sup>3</sup>, Nawaneliya MMSSK<sup>4</sup>

<sup>1</sup> *Post Graduate Institute of Medicine, Colombo*

<sup>2</sup> *Consultant in Medical Administration*

<sup>3</sup> *National Hospital Kandy*

<sup>4</sup> *Sirimavo Bandaranayaka Specialized Children Hospital Peradeniya*

**Introduction:** Quality of health care is vital in treating children. Responsiveness is essential and most important element in quality. Most of the time health care providers are concerned only about health needs of the patients. Responsiveness play key role in health outcome of the patients.

**Objectives:** To assess the health system responsiveness at outpatient department, Sirimavo Bandaranayaka Specialized Children Hospital, Peradeniya.

**Methodology:** A cross-sectional descriptive study was used to assess responsiveness. A validated pre-tested interviewer administered questionnaire was used to collect data. Information was obtained on demographic factors, general information on illness and components of responsiveness.

**Results:** The estimated sample size was 422 and 390 participated. The mean age of the participants was 31.46 years (SD = 5.5). Responsiveness was assessed with 8 domains of responsiveness. Dignity component was assessed by 8 questions. Most of the participants had good experience with responsiveness of overall dignity (97.2%), and overall confidentiality (88.7%). Experience on autonomy (94.6%), overall communication (94.6%) and experience on prompt attention (91.3%), quality of basic amenities (94.4%) and overall social support during care (63.6%), were good. Choice of health care provider component showed a different picture in the study. Most (68.2%) participants had a bad experience with the choice of care provider. Based on experience of participants on overall responsiveness, overall responsiveness was stated “good” (93.3%).

**Conclusion:** All domains of responsiveness were good except in choice of care provider domain which needs to be improved.

**Recommendations:** Allocating adequate resources and reengineering some processes and training of health care providers are recommended to improve responsiveness.

**Key words:** Health System Responsiveness, Out Patient Department, mothers.

Corresponding Author: Wijesuriya WMNKL

e-Mail : [neranji.wijesuriya@yahoo.com](mailto:neranji.wijesuriya@yahoo.com)

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