

Title	Medical Doctors' Needs Analysis and New Hospital Management System Proposal to Improve the Satisfaction
Sub Title	
Author	河村, 弘(Kawamura, Hiroshi) 前野, 隆司(Maeno, Takashi)
Publisher	慶應義塾大学大学院システムデザイン・マネジメント研究科
Publication year	2014
Jtitle	
JaLC DOI	
Abstract	
Notes	修士学位論文. 2014年度システムデザイン・マネジメント学 第164号
Genre	Thesis or Dissertation
URL	<a href="https://koara.lib.keio.ac.jp/xoonips/modules/xoonips/detail.php?koara_id=KO40002001-00002014-0010">https://koara.lib.keio.ac.jp/xoonips/modules/xoonips/detail.php?koara_id=KO40002001-00002014-0010</a>

慶應義塾大学学術情報リポジトリ(KOARA)に掲載されているコンテンツの著作権は、それぞれの著作者、学会または出版社/発行者に帰属し、その権利は著作権法によって保護されています。引用にあたっては、著作権法を遵守してご利用ください。

The copyrights of content available on the KeiO Associated Repository of Academic resources (KOARA) belong to the respective authors, academic societies, or publishers/issuers, and these rights are protected by the Japanese Copyright Act. When quoting the content, please follow the Japanese copyright act.

# Medical Doctors' Needs Analysis and New Hospital Management System Proposal to Improve the Satisfaction

Hiroshi Kawamura (Hung Hsu)

( Student ID Number : 81234565 )

Supervisor Professor Takashi Maeno

September 2014

Graduate School of System Design and Management,

Keio University

Major in System Design and Management

## SUMMARY OF MASTER'S DISSERTATION

Student Identification Number	81234565	Name	Hiroshi Kawamura
Title Medical Doctors' Needs Analysis and New Hospital Management System Proposal to Improve the Satisfaction			
Abstract <p>Recent reports and national labour statistics in Taiwan have indicated that certain important departments in hospitals such as emergency service (ER) and general clinics (GC). Further research had demonstrated many medical staff had decided to leave the ER and join the orthopaedics. Interviews had revealed the connection between the satisfaction and leaving ER.</p> <p>This research had study other highly rated hospitals by the medical staff and review current hospital management system. Historical evolution of National Health Insurance (NHI) and hospital management system had been reviewed. The adaptation of hospital management system was strongly related to NHI, with limited funds, the hospital decided to restrict medical staffs' salary and increased work hours. Besides, patients behaviours such as over-crowded ER and hospital violence.</p> <p>Further interviews and literature reviews had showed if the satisfaction of the medical doctor can be improved, there is high chance that highly skill medical staff will choose to stay in ER and GCs. To improve the satisfaction, the collaboration between the departments can be the key of improvement.</p> <p>Surveys were designed and distributed to hospital staffs, the results had indicated majority staffs are unwilling to participate. However some participant had shown high interest about the collaboration. About 50% of the participant were willing to help educated patients to ease the population of over populated ER</p>			
Key Word(5 words) Medical Doctor, Hospital Management, Satisfaction, National Health Insurance, Collaboration			