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

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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			