

원 저

A Study on Anticipating Factors and Satisfaction of Local Clinics to 2nd Referral Hospitals based on Collaboration Hospital System

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Abstract

Background: This research, as a part of improving management process of college hospital in this rapidly changing circumstances, is searching for the actual state of private clinics referring patients to referral center including college

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hospitals.

Methods: This research examined the sense of satisfaction and requesting degree in using referral center and by analyzing the correlation and differences among factors such as primary factors regarded as selecting ones in referring patients to a referral center in college hospital and expecting factors expected to be supported to patients and cooperative hospitals.

Results: The main researched results are as follows.

First, as for the primary factors, the differences between cooperative and uncooperative hospitals revealed the fact that choosing target hospital in accordance with cooperative relation and convenient process in referring patients are important.

Second, satisfaction rates, analyzed from the paired t - test revealed kindness and convenience as the top priorities, while sending patients back again and benefit of supporting such as the use of facilities were revealed as the least satisfactory aspects, despite the fact that they should be fulfilled through actual service.

Conclusion: The recognition of the practitioner is examined and analyzed in this research by examining primary factors in selecting college hospitals, expecting factors expected to be supported to patients and satisfaction degree, which are expected to be used as basic materials for the development of referral center of college hospitals.

Key Words: Satisfaction, Referral center

(1). 1990 (4) (1)가

(2). 가

1980

가

1.

(1999)

(4)

(3).

가

(patient referral)

가

30

(4)

(5).

(Likert scale)

5

' 5 , ' 4 , ' 3 , ' 2 , ' 1

(referral center)

11, 8, K
9, 227, 73
(1). 1
(1) Chronbach
2002 1 28 2002 4 13 76
0.50 가 (' ')
(6). 1, ,

2. (2).
PC-SAS

. 1
(') 121
55 . 2
1.

			(Alpha)
3	11		0.6666
	8		0.7594
	9		0.7837
	27		

2.

			(%)
	121	55	45.5
	227	72	31.7
	348	127	36.5

가 96.3%, 가 3.7% 2.
 가 80.3%, 가 19.7%
 (3). 가
 45-55 가 40.0% , 가
 35-45 가 48.6% . 가 (5)
 1990 2000 가
 38.2%, 56.9% (3).
 (p=0.0039) ‘
 (4), (p=0.0149) ‘
 가
 (p=0.016).
 55 (p=0.0587).
 1 2 가 3.
 83.3%
 (4). 가

3.

		N(%)	N(%)
(n=125)		52(96.3)	57(80.3)
		2 (3.7)	14(19.7)
(n=127)	< 35	3 (5.5)	1(1.4)
	35 45	11(20.0)	35(48.6)
	45 55	22(40.0)	27(37.5)
	55 65	17(30.9)	9(12.5)
	65	2 (3.6)	-
(n=127)	1970	6(10.9)	-
	1970 1980	8(14.6)	4(5.6)
	1980 1990	15(27.3)	23(31.9)
	1990 2000	21(38.2)	41(56.9)
	2000	5 (9.1)	4(5.6)
(n=125)		32(60.4)	59(81.9)
		7 (13.2)	1 (1.4)
		14(26.4)	12(16.7)

4.

		N(%)	N(%)	p-value*
(n=127)	< 5	21(38.2)	45(62.5)	0.016
	5 10	18(32.7)	12(16.7)	
	10 15	10(18.2)	8(11.1)	
	15 20	-	4(5.6)	
	20 25	4(7.3)	1(1.4)	
	25	2(3.6)	2(2.8)	
(n=54)	1	24(44.4)	-	-
	2	21(38.9)	-	
	3	5(9.4)	-	
	4	2(3.7)	-	
	5	2(3.7)	-	

* 2_

5.

	(n=55)	(n=72)	p-value*
	()	()	
	4.41(0.56)	4.46(0.58)	0.6528
	4.25(0.51)	4.23(0.83)	0.8783
	4.14(0.59)	3.98(0.85)	0.2180
	3.88(0.69)	4.08(0.73)	0.1325
	4.16(0.63)	3.82(0.88)	0.0149**
	3.87(0.69)	3.91(0.76)	0.7392
	4.03(0.76)	3.58(0.90)	0.0039**
	3.70(0.65)	3.49(0.91)	0.1293
가 3	3.18(0.82)	2.95(1.00)	0.1791
	3.07(0.72)	2.86(1.07)	0.2057
	3.07(0.90)	2.75(0.92)	0.0587

* t- ** p<0.05

가

가

(6)

가 3

6.

	(n=55)	(n=72)	p-value*
	()	()	
/	4.38(0.68)	4.41(0.62)	0.7644
	4.27(0.73)	4.12(0.79)	0.2909
	3.83(0.50)	3.54(0.80)	0.0140**
	3.69(0.69)	3.62(0.70)	0.5642
	3.72(0.73)	3.30(0.85)	0.0046**
	3.57(0.63)	3.37(0.83)	0.1273
	3.78(0.91)	3.05(1.06)	0.0001**
	3.38(0.65)	3.21(0.88)	0.2090

* t- , ** P<0.05

4.

가 (7)
가
가

7.

	(n=55)	(n=72)	p-value*
	()	()	
	3.31(0.63)	3.34(0.59)	0.8001
/ ()	3.09(0.88)	3.31(0.86)	0.1524
	3.25(0.86)	3.12(0.93)	0.4402
	3.00(0.47)	3.04(0.47)	0.6066
	2.98(0.59)	3.06(0.60)	0.4751
	2.81(0.51)	2.89(0.46)	0.3683
	2.75(0.47)	2.89(0.50)	0.1513
(, ,)	2.77(0.66)	2.81(0.65)	0.7386
	2.58(0.89)	2.82(0.88)	0.1263

* t-

5 3.0 (')

5.

가
4
(8) . , 가
가
30%
(hospital alliance)
(7).
t-test
가 가 ,
가 (8).

8.

()	()	p-value*	()	()	p-value*
4.03(0.76)	3.09(0.88)	0.0001	3.58(0.90)	3.31(0.86)	0.0897
3.07(0.90)	3.00(0.47)	0.9081	2.75(0.92)	3.04(0.47)	0.2461
4.14(0.59)	2.77(0.66)	0.0001	3.98(0.85)	2.81(0.65)	0.0001
3.88(0.69)	3.31(0.63)	0.0001	4.08(0.73)	3.34(0.59)	0.0001

* paired t-

6 (=4.12) ,

11 (=2.07)

(4) 가

(Likert) 7 (Likert)

5 가

(6) ‘ (p=

0.0046)’ ‘

(p=0.0140)’ ‘

(p=0.0001)’ 가

(9)

(10)

가

가

(5), ‘ 가 (7).

(p<0.01)’ ‘ (p<0.05)’ 가

(4) 1 ‘ t- (8).

(=5.14)’ 2 ‘ ‘ ‘ ‘ ‘

(=4.93)’ 3 ‘ ‘ ‘ ‘ ‘

(=4.63)’ 1

(=4.44)’ 2

(=4.25)’ 3 ‘ ‘ ‘ ‘ ‘ 가

(=4.14)’ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘

1 , 2 3 ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘ ‘

가

가

가

(4) 8 (‘ ’) 가

(' ')
가 . ,

가

(4) 가 (p<0.05)' (p<0.01)'

가

가 가

가

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1997: 21-22.
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1994.
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10.