

SYNOPSIS

Introduction: History of conducting Outreach clinics in Base Hospital(BH) Horana dated back to more than ten years. They are well established, and lot of rural elderly patients are benefited by these clinics. Elder's societies paly major role in organizing and supporting in ORMC.

Objective: This study was done to compare services provided by In-Hospital and Outreach Medical Clinics conducted by BH Horana and to compare Out of the Pocket Expenditure for the patients attending to both types of clinics.

Methodology: Descriptive comparative study was carried out in four randomly selected Out Reach Medical Clinics (ORMCs) and In four randomly selected In-Hospital Medical Clinics (IHMCs) conducted by BH Horana. Two Interviewer Administered Questionnaires were used to gather data on socio demographic characteristics and patient satisfaction. Staff composition and availability, and availability of Essential drugs were assessed by using check lists. One hundred and eighty four patients were selected from IHMC and ORMC by systematic random sampling and interviewed and data were collected by six interviewers. Collected data were compared between two types of clinics.

Results and Discussion: Patient populations attending two types of clinics are socio-demographically different in that patients attending to ORMC are Elderly ,Widowed, Divorced or Separated Females with majority with less than GCE Advanced Level

education and with lower economic support (monthly income less than Rs. 25,00.00). Distance from home to clinic most of them attend is less than 2.5 Kilometers. Majority of them walk to the clinic or used rented vehicle to reach the clinic.

IHMC patients are younger than ORMC patients and majority of them are Married Males with education GCE Advance level or above. Average monthly family income was more than Rs. 25,000 and they travel more than 6.5 Kilometers to attend the IHMC and majority travel by Public transport.

Majority of IHMC patients buy drugs frequently while majority of ORMC patients buy drugs occasionally. ORMC patients were support by suppling out of stock drugs by Elder's societies of the area. Majority of ORMC patients use the Laboratory service of the clinic to fulfil their investigation needs than IHMC patients. Except for cost for consultation, cost of all other categories are higher in IHMC.

Seven satisfaction domains out of eight domains studied show that ORMC patients are more satisfied . ORMC patients ae less satisfied on Technical aspects of the clinic compared to IHMC patients. Overall mean satisfaction score is more than 3.5 for ORHC and IHMC. Patients attending both clinics were less satisfied on expenditure to obtain services.

Conclusions and Recommendation:

Mean satisfaction score of Overall satisfaction is higher among ORMC patients for seven satisfaction domains.

Socio-demographic characteristics of patients attending to ORMC show that they are more elderly (Mean age= 75 ± 6.752 years) females with Average monthly family

income of them is less than 25,000 Rupees. They are residing close to the ORMC. Their mode of transport is either Walking or travelling using Rented vehicle.

Mean age of the IHMC patients are lower than ORMC patients (Mean age 67.9 ± 4.972 years). Majority are males with more than 25,000 Rupees of average monthly family income. They are travelling from more than 6.5 Kilometers away from the clinic. Overall Mean satisfaction score in seven domains are high compared to IHMC patients. Satisfaction on Technical aspects of the clinic is higher among IHMC patients.

Key Words. Satisfaction, Out of Pocket Expenditure, Out Reach Medical Clinic, Supportive services.