

ABSTRACT

Introduction: Health System responsiveness is a quality indicator introduced by the World Health Organization in the field of health performance evaluation. Knowledge, attitudes and practices of health care workers on the subject of responsiveness affect the level of responsiveness perceived by the patients as customers of the health system.

Objective: To develop, implement and evaluate effectiveness of a training module on improving health system responsiveness for nursing officers of medical wards of DGH Gampola

Methods: The study was carried out at medical wards of District General Hospital-Gampola in year 2016. A validated instrument was developed in order to assess the nursing care responsiveness and a training module was developed to address the gaps in nursing care responsiveness. This study was performed utilizing the domain specific and the overall mean responsiveness score perceived by the patients selected from pre-test and post-test samples of 130 patients who were discharged from the wards at least after 48 hours of care. Domain specific and overall responsiveness scores of the pre-test sample were assessed and training module was conducted as the intervention. Training module consisted of a lecture-discussion, a video presentation and a story telling / case study presentation and it was conducted by two Post graduate trainees in Medical Administration and a Consultant Medical Administrator. The Post-test sample was evaluated and compared with the pre-test sample using independent t- test.

Results: The results showed that the improvement in the domains of 'dignity' ($p = .007$), 'communication' ($p = .016$) and 'basic amenities' ($p = .001$) were statistically significant. The improvement in overall responsiveness was also statistically significant ($p = .003$).

Conclusions: The results show the ability of enhancing responsiveness by the capacity building of health care workers who deal in the health system. The study recommends that the training module for nursing officers on improving health system responsiveness can be implemented in other clinical units of the hospital in order to improve the perception of responsiveness by the patients.

Key words: Health system responsiveness, Nursing care responsiveness, training module, nursing officers