



# Research Journal of Pharmaceutical, Biological and Chemical Sciences

## Determination of the Social Effectiveness of Ambulatory Surgery Center of Aktobe City.

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### ABSTRACT

Thus, the obtained and generalized results of anonymous survey of the respondents with regard to their awareness, satisfaction with the quality of treatment in an outpatient surgery center allows to make the positive results in the determination of social efficiency of an outpatient surgery center.

**Keywords:** ambulatory surgery center, patients, social efficiency, satisfaction.

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## INTRODUCTION

Hospital replacing medical care provides not only the economic benefits, but also primarily expressed medical and social effects, as it is possible to overcome the negative effects of hospitalization - emotional isolation, limited social contacts, the weakening of family and kinship relations.

Various issues of organization of the modern structures of ambulatory surgery centers, peculiarities of surgical interventions in these conditions, the management of patients in the aftercare period and medical-social importance of improving inpatient care in general are relevant to domestic medicine and practical health care. Ensuring the availability of inpatient care for all in need, by effectively and rationally using of available resources is an actual problem of modern medicine [1,2,3,4,5].

### Purpose of work

To examine the state and determine the effectiveness of social Ambulatory Surgery Center of Aktobe.

## THE METHODS OF RESEARCH

Interviewing the respondents by the questionnaire of N.V. Gapienko was applied in order to collect primary information. This method is evaluated as the most reliable source of information in determining social efficiency.

Designed questionnaire includes 14 questions. The first 4 questions are focused on the passport data, the remaining 10 questions are devoted to the special part, which studies the awareness, satisfaction, accessibility and outcome of treatment in an outpatient surgery center. The survey was conducted at the time of waiting of the respondent for his turn in the clinic. It was covered 200 respondents of outpatient profile, including 149 men and 51 women.

## RESULTS AND DISCUSSIONS

Social efficiency of a particular method is determined by attitude of patients to the object of study. For analysis of this problem, the questionnaire was used, according to which the attitude of patients who passed through ASC to the ambulatory surgery center were studied.

The survey covered 200 respondents, 61.9% of whom are men and 38.1% are women.

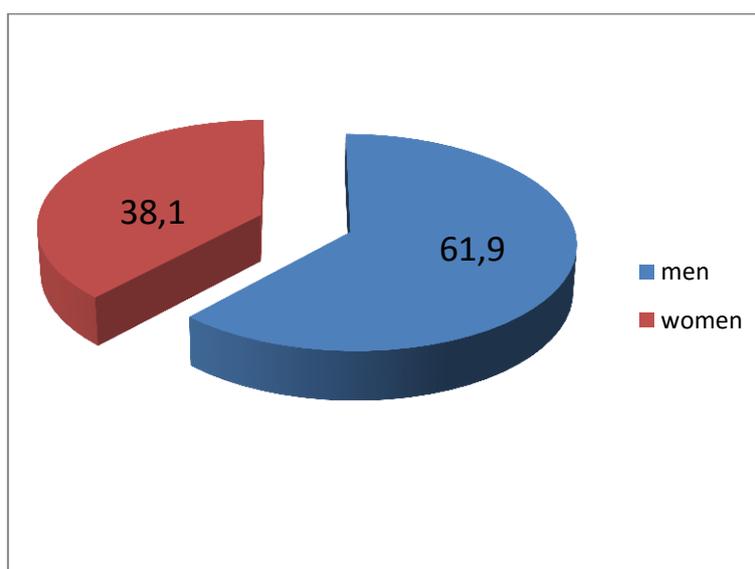


Figure 1. – Gender distribution

The analysis of respondents showed that 27.6% of them were between 15-24 years, 4.4% - 25 - 34 years old, 25.4% - 35 - 44 years old, 20.9% - 45-54 years old, 12.7% - 55-64 years, 9.0% - 65 - 74 years.

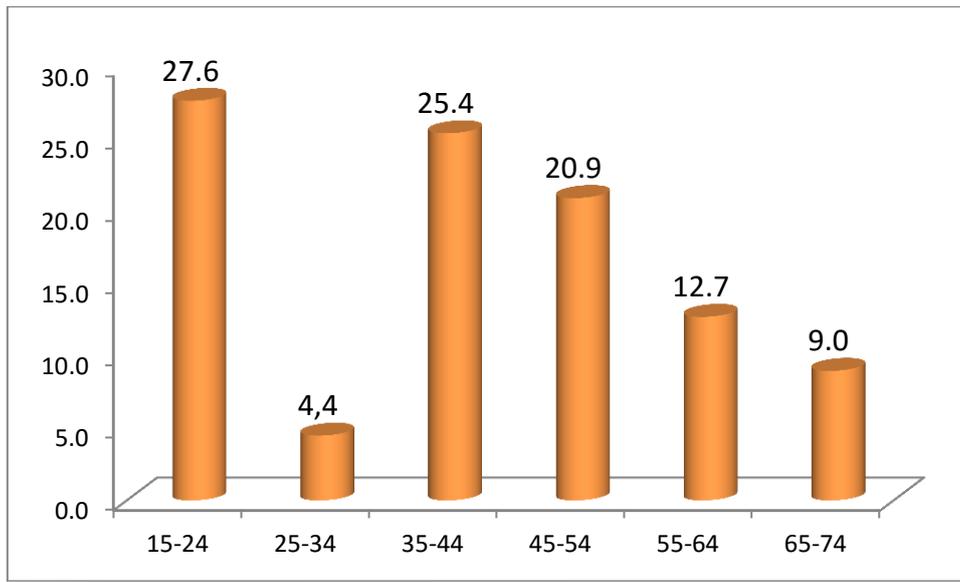


Figure 2 – Age groups

According to the social status, the respondents were distributed as follows: 27.6% - the student / learner, 5.2% - employee, 20.1% - working stuff, 9.0% - retired, 11.9% - an entrepreneur, 22.4% - unemployed, 3.7% - disabled.

In a survey concerning to the advantages of ASC: 30.7% - a convenient schedule, 22.7% - more free time, 45.3% - does not separate from family life, 1.3% - no difference.

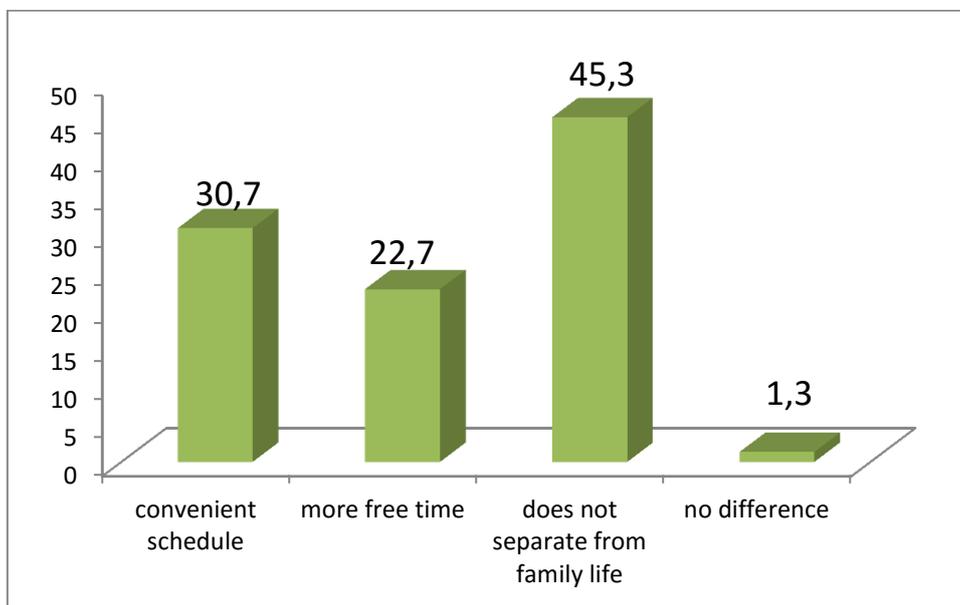


Figure 3 – The advantages of ASC (Ambulatory surgery centers)

In a survey on satisfaction of respondents with the work of ASC, 70.7% of them - completely satisfied, 2.7% - not satisfied, 22.6% - partially satisfied, 4.0% - undecided.

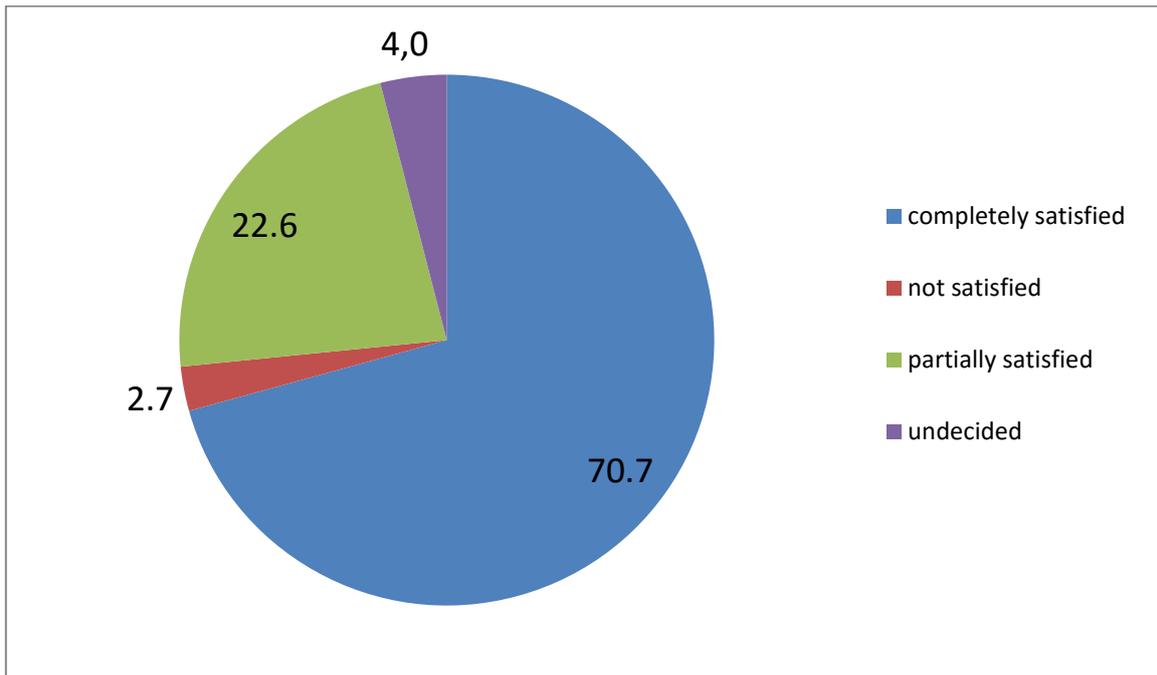


Figure 4 – Satisfaction with the work of ASC

Among the interviewed respondents 50.7% prefer the first half of the day, 28.0% - the second half of the day, 18.6% - does not matter, 2.7% - undecided.

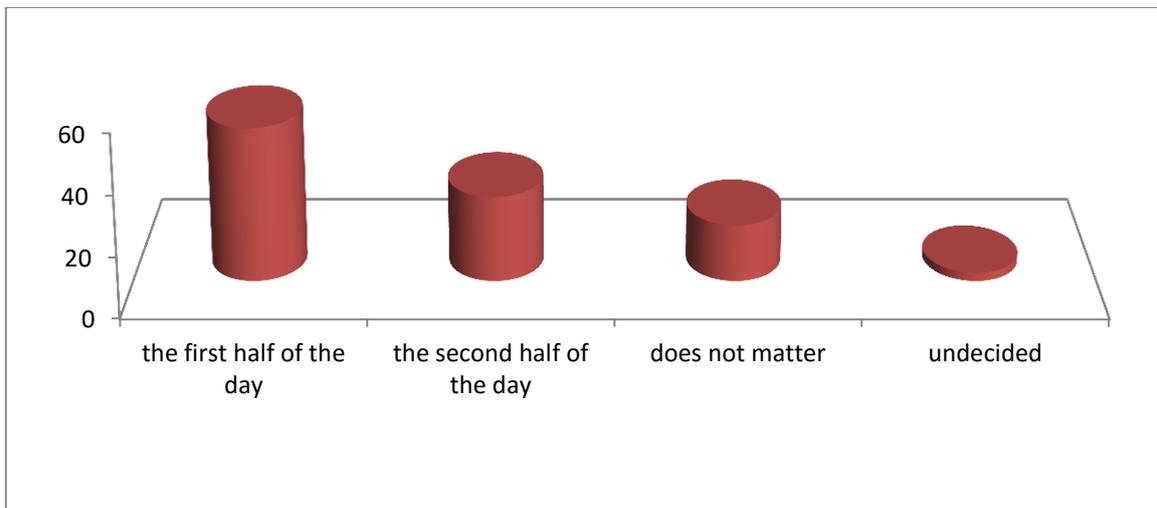


Figure 5 – The preferred time of visit to the ASC

During the survey on satisfaction with the terms of service in ASC 50,7% of treated are completely satisfied, 40,0% - partially satisfied, 6,6% - not satisfied, 2.7% - undecided.

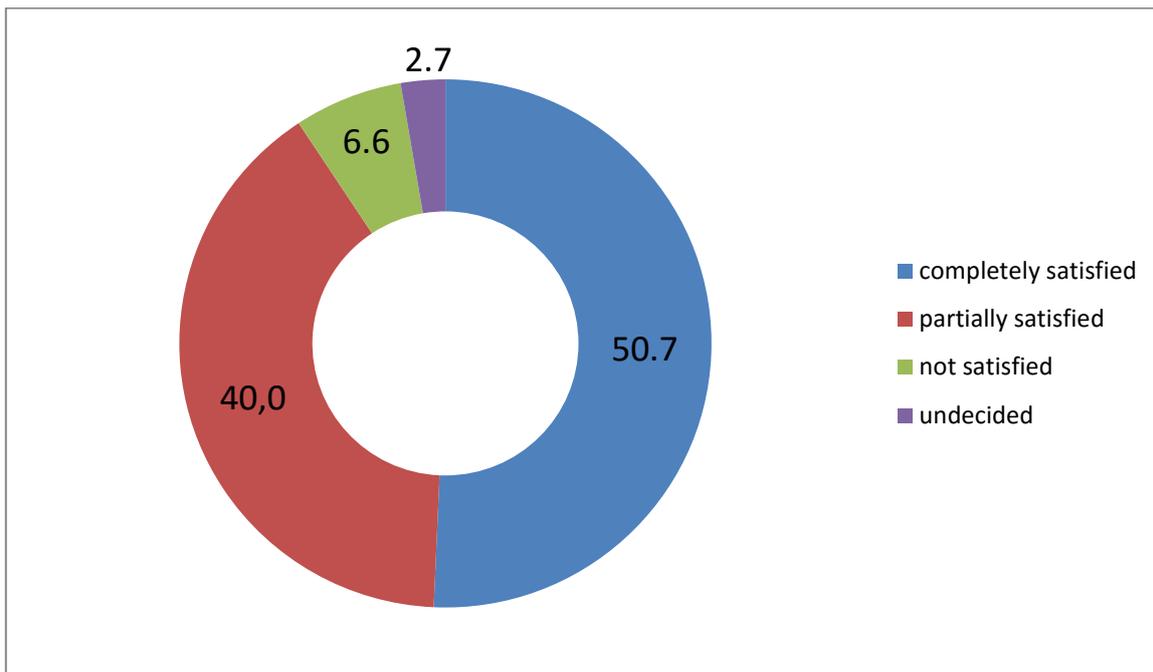


Figure 6 – Satisfaction with the conditions of stay at ASC

The outcome of treatment in ASC, 68.0% - recovery, 26.7% - amelioration, 5.3% - no change, 0 - deterioration.

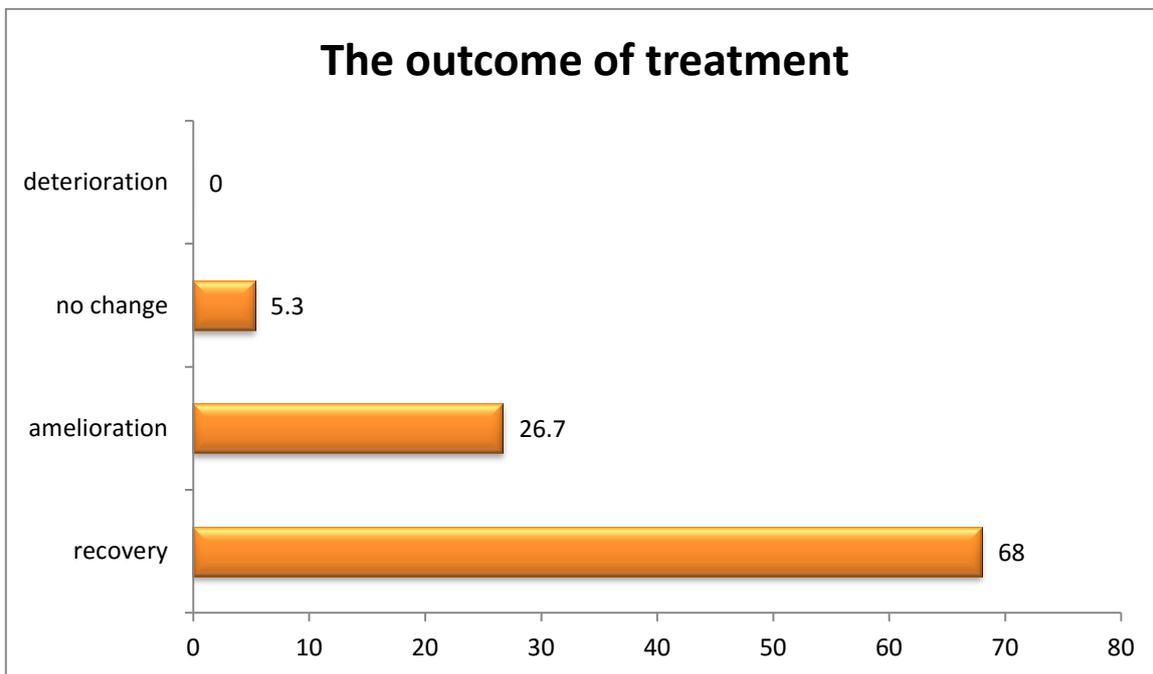


Figure 8 – The outcome of treatment

**FINDINGS**

Thus, the obtained and generalized results of anonymous survey of the respondents with regard to their awareness, satisfaction with the quality of treatment in an outpatient surgery center allows to make the positive results:

- According to the respondents, treatment in an outpatient surgery center has the following advantages: convenient working hours - 30.7%, 22.7% - more free time, 45.3% - does not separate from family life;
- 70,7% of respondents satisfied with the organization of the work of the center of ambulatory surgery, 50,7% are fully satisfied with the conditions of stay in ASC;
- The majority of respondents positively assessed this form of medical support in the clinic, and the data from questionnaires showed that it happened because of the condition of health has improved more than 26,7%, and recovered 68,0%;
- From the foregoing data it can be concluded that there is the reason to the expansion of ambulatory surgery centers, as patients, who passed ASC generally satisfied with the conditions and time of work and the quality of services of this institution.

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