

2. PDM

Project Design Matrix (PDM) for the Bach Mai Hospital Project for Functional Enhancement [PDM 3]

Term: January 10, 2000 - January 9, 2005
 Project site: Bach Mai hospital (Hanoi, Vietnam)
 Target group (Beneficiaries): Direct beneficiaries: Patients who receive health service in BMH
 Indirect beneficiaries: Patients who receive health service in provincial hospitals in the North of Vietnam
 Organization responsible for Project implementation: Bach Mai hospital

Date of issue: December 15, 2003

NARRATIVE SUMMARY	OBJECTIVELY VERIFIABLE INDICATORS	MEANS OF VERIFICATIONS	IMPORTANT ASSUMPTIONS
OVERALL GOAL Medical services in the Northern Vietnam are upgraded			
PROJECT PURPOSE The quality of medical services is improved in Bach Mai hospital by focusing on Total Care activities.	Cf. Attached document	Annual report of DOHA, Data of general planning dept. Patients' satisfaction study	*Government policy on the health will not change
OUTPUTS <i>1. Hospital management</i> 1-1 General hospital management in BMH is improved by the end of 2004	1-1 * BMH general information (Average length of stay, etc.) * No. of people accessed to the library * Rate of nosocomial infection * No of IEC products by BMH staff * No. of people accessed to the medical record storage *No. of medical record is still kept by Institutes/ departments	Record of general planning dept. and other administrative depts.	*BMH have financial sustainability *Master plan of the improvement of BMH by MOH is implemented as scheduled
1-2 Hospital information system is improved in target departments	1-2 *No. of computer operators trained, * No. of department applied computer system *Patients' waiting time at OPD * HIS unit is settled in BMH		* Trained counterparts continue working in BMH

NARRATIVE SUMMARY	OBJECTIVELY VERIFIABLE INDICATORS	MEANS OF VERIFICATIONS	IMPORTANT ASSUMPTIONS
1-3 Training system in target departments is improved	1-3 * No. of developed curriculum * No. of clinical guideline * No. of training course collaborated by several departments * No. of counterpart department participating in writing training curriculum * No. of specialized workshop		* Grant-aid project for the improvement of BMH by JICA is implemented as scheduled
1-4 Management of medical materials & equipment is improved by utilizing central system.	1-4 * Operation ratio of ME * Rate of good operation * No. of inspected & checked ME * No. of equipment under regular maintenance * No. of request for repairment * No. of medical equipment under the central management system	Record of Medical Equipment department	
1-5 Financial and accounting management is improved	1-5 * Average annual income per bed (per staff), * Amount of uncollected hospital fee	Record of Finance and Account department	
1-6 Delivery system of medicine is improved in target departments	1-6 * Amount of expired drugs * No. of time Pharmacist providing drug information to doctors * No. of departments applied new system for drug delivery	Record of Pharmacy department	
2. <i>Clinical medicine</i>			
2-1 Clinical activities are upgraded in target departments	2-1 *Mortality rate * No. of standard handbooks for basic clinical training *No. of doctors conducting new diagnostic procedures *Percentage of the patients with correct diagnosis *No. of referred cases from other hospitals *No. of scientific papers * No. of clinical courses *No. of journal club	Record of each clinical dept. Record of general planning dept.	
COOPERATION IN THE FIELD OF CLINICAL MEDICIN Grade 1: Gastroenterology, Emergency medicine/ICU, Ped Grade 2: Surgery, Nephrology, Pulmonology Grade 3: Infectious & tropical medicine, Cardiology, Neuro Diabetes			

NARRATIVE SUMMARY	OBJECTIVELY VERIFIABLE INDICATORS	MEANS OF VERIFICATIONS	IMPORTANT ASSUMPTIONS
<p>Pilot Department for Total Care Gastroenterology, Endocrinology and Diabetes (Highest priority is given to Grade I and Pilot dep.) 3. <i>Nursing Management</i> 3-1 Nursing management and nursing care are improved</p> <p>3-2 Training function in collaboration with nursing school is improved</p> <p>4. <i>Clinical laboratory</i> 4-1 Quality of examination is improved in clinical laboratory Biochemistry Functional examination Radiography</p> <p>5. <i>DOHA</i> 5-1 Provincial hospital supporting function of DOHA is improved.</p>	<p>* No. of departments applied Total Care activities * No. of new techniques are applied</p> <p>3-1 * Score of nursing care test * Result of patient's satisfaction survey * No of trainer * No of nursing research</p> <p>3-2 * No. of re-training courses for nurses</p> <p>4-1 * No. of examination request from outside institutions. *Total No. of laboratory examinations, * Rate of re-examination, * Results of quality control * No. of functional examination * No. of X ray examination</p> <p>5-1 * No of reply to referral cases * No of training courses * No of trainees * No of trainers dispatched from BMH to provincial and lower level institutes * No of medical staff in provincial and lower level institutions applying the techniques and skill transferred by BMH</p>	<p>Nursing care test (1/year) Evaluation on patient's satisfaction survey Record of Nursing department Evaluation on headnurses as the lecturers</p> <p>DOHA annual report Record of General Planning department</p>	<p>*Trained counterparts continue working in BMH * Grant-aid project for the improvement of BMH by JICA is implemented as scheduled</p>

Abbreviations:

MOH: Ministry of Health/Vietnam, BMH: Bach Mai Hospital, JICA: Japan International Cooperation Agency
DOHA: Direction office of healthcare activities at provincial and lower levels, HIS: Hospital Information System
ME: Medical equipment, ICU: Intensive care unit, ERCP: Endoscopic retrograde cholangio-pancreatography
CT: Computerized tomography, EMG: Electromyogram
EEG: Electroencephalogram
IEC: Information, Education and Communication

ACTIVITIES	ACTIVITIES	IMPORTANT ASSUMPTIONS
1-1-1	Improve the function of medical library	
1-1-2	Provide consultation on management of personnel affairs	
1-1-3	Make out a manual for nosocomial infection control	
1-1-4	Set up nosocomial infection control committee	
1-1-5	Operate the project coordinating committee properly	
1-1-6	Annual plan of project activities is made for relevant departments	
1-1-7	Train IEC staff	
1-1-8	Produce teaching materials and promote to use	
1-1-9	HIS unit is settled in BMH for network management	
1-1-10	Hospital management software is developed	
1-1-11	Staff training for facilitation and communications skill	
1-2-1	Patients ID is unified in BMH	
1-2-2	Creation of outpatient medical file	
1-2-3	Improve the medical record forms	
1-2-4	Prepare appropriate data-base for hospital function	
1-2-5	Establishment of HIS in pilot department	
1-2-6	Provide guidance in the techniques of data base management	
1-3-1	Improve training curriculum	
1-3-2	Coordination of relevant department for training	
1-3-3	Annual plan of training	
1-3-4	Trainers' training is finished for facilitating skill and communication skill	
1-3-5	Training facility is build in BMH.	<ul style="list-style-type: none"> • Counterparts show great zeal for the project • BMH staff members understand the aim and main points of the project well
1-3-6	Training department is organized.	<ul style="list-style-type: none"> • BMH do its assignment in the project
1-4-1	Set up proper provision route of spare parts	<ul style="list-style-type: none"> • Provincial and lower level institutions understand the aim and main point of the project well
1-4-2	Train staff concerned with the maintenance and management of the equipment	<ul style="list-style-type: none"> • Provision, custom clearance and transportation of the equipment are not delayed
1-4-3	Enhance computer system on material and equipment management	
1-4-4	Promote centralization and common use of equipment	
1-4-5	Provide up-to-date information and useful data on materials and equipment	
1-4-6	Give advice on the future plan of material and equipment purchase	
1-5-1	Train staff on planning, monitoring, analysis and computer use	
1-6-1	Experts provide guidance in appropriate monitoring method for purchase, preservation and usage of drugs	
2-1-1	Strengthen basic techniques in each of target departments	
2-1-2	Experts transfer clinical techniques to counterparts	
2-1-3	Substantiate the content of clinical conferences, journal club, etc.	
2-1-4	Draw up an appropriate training curriculum for BMH and provincial Hospital staff member	
2-1-5	Hold training course for provincial and lower level institution staff members	

ACTIVITIES		ACTIVITIES		INPUT	IMPORTANT ASSUMPTIONS
2-1-6	Make out a manual/textbook for target departments	4-1-1	Reform the administrative structure and distribution of equipment	[JAPANESE SIDE] 1) Dispatch experts a Long term experts • Chief advisor • Coordinator • Nursing management • Medical equipment • Community medicine b Short term experts • Medical information management • IEC • Medical record management • Financial management • Pharmaceutical management • Gastroenterology • Pediatrics • Emergency/ICU • Surgery (abdominal) • Pulmonology • Neurology • Infectious & tropical diseases • Cardiology (internal) • Nephrology • Diabetes • Nursing management • Laboratory management • Radiology	<ul style="list-style-type: none"> • Counterparts show great zeal for the project • BMH staff members understand the aim and main point of the project well • BMH do its assignment in the project • English ability of BMH staff members are improved • Provincial and lower level institutions understand the aim and main point of the project • Provision, custom clearance and transportation of the equipment are not delayed
2-1-7	Substantiate clinical research activities	4-1-2	Improve the recording and reporting system		
2-1-8	Hold a seminar on topics of each target departments	4-1-3	Upgrade the techniques in laboratory examination (esp. biochemistry)		
2-1-9	Improve patient ward administration	4-1-4	Make out a manual for laboratory examination		
2-1-10	Start Total Care activities in target departments	4-1-5	Improvement of System for angiography		
2-1-11	Nosocomial infection control activities are implemented in target departments	5-1-1	Train the DOHA staff to improve capacity in training management		
2-1-12	Medical recording method is improved. (SOAP method applied)	5-1-2	Improve a coordination system with relevant departments/ institutes in Bach Mai hospital and pilot provincial hospitals for DOHA activities		
2-1-13	Small teaching group method is applied for staff training.	5-1-3	Develop a system for gathering information of catchment for training needs assessment		
3-1-1	Make out manual for specialized nursing care	5-1-4	Plan and organize training at BMH and priority provinces		
3-1-2	Develop human resources for the retraining program	5-1-5	Evaluate effectiveness of DOHA training		
3-1-3	Strengthen basic techniques and skill in nursing care	5-1-6	Hold seminar on hospitals role in community medicine		
3-1-4	Make out handbook for total care implementation in the pilot wards.	5-1-7	Establish and develop an information system for acceptance of referral cases and reporting the result of medical care in BMH		
3-1-5	Promote total care in 3 target wards in addition to 2 pilot wards	5-1-8	Summarize the result of DOHA activities periodically		
3-1-6	Improve and evaluate nursing recording system			2) Counterpart training in Japan 3) Provide equipment 4) Cost sharing for local	
3-1-7	Implement scientific research on nursing care field			[VIETNAMESE SIDE] 1) Provision of Vietnamese counterparts 2) Provision of office accommodation 3) Bearing running expenses 4) Maintenance of equipment 5) Measures for tax exemption	
3-1-8	Review and improve the distribution and rotation of nurses within hospital				PRECONDITION • MOH supports the project
3-2-1	Improve the retraining program cooperation with nursing school				
3-2-2	Improve the training materials				

< Attachment >

Objectively verifiable indicators (Indicators of Achievement) for Project Purpose

- I. Appropriate evaluation of the quality of medical care services in BMH is to be conducted considering the following 8 elements:
 1. Patient's satisfaction
 2. Hospital environment
 3. Quality of clinical examinations
 4. Technical skills of the hospital staff
 5. Maintenance of the equipment
 6. Desire for learning of the staff
 7. Reliability of the inhabitants
 8. Linkage with catchment areas

- II. Possible indicators to evaluate the above described elements are listed below:
 - (1) Patient's satisfaction test
 - (2) Number of nosocomial infection cases (rate)
 - (3) Results of quality control
 - (4) Nursing care test, number of computer operators trained,
 - (5) Operation rate of medical equipment
 - (6) Number of times the library service are accessed, number of journal clubs and clinical reports
 - (7) Questionnaire to outpatients asking impression of BMH
 - (8) Number of referral cases, number of medical staff trained in BMH

- III. Quality of medical care should be evaluated by comprehensive approach putting the above described indicators together. In addition to the above indicators, indicators showing hospital activities (number of patients, number of examinations, average length of stay, average annual income per bed, mortality rate, etc.) should be monitored as referential data. Preferably, the above indicators along with the indicators in each department/institute listed in PDM are to be quantified employing some methods, i.e. setting up scores for each item.

3. List of major interviewees for the final evaluation

INTERVIEWEES FROM THE EMERGENCY TRAINING COURSE IN BACH MAI HOSPITAL (MAY 19 – JULY 20)

- Time: 15:00 July 14, 2004

- Venue: Lecture room n°3

N°	Full name	Workplace
1	Dao Ngoc Viet	Tuyen Quang Provincial general hospital
2	Pham Minh Duc	Bac Ninh Provincial general hospital
3	Nguyen Duc Uyen	Ha Nam Provincial general hospital
4	Nguyen Dinh Bach	Bac Kan Provincial general hospital
5	Khong Tien Dat	Dien Bien Provincial general hospital
6	Dinh Thi Dung	Bac Giang Provincial general hospital
7	Vuong Cong Hai	Vietnam-Cuba Dong Hoi Hospital
8	Thieu Thi Thanh Thuy	Phu Tho Provincial general hospital
9	Truong Xuan Thanh	Vinh Phuc Provincial general hospital
10	Tran Quang Dinh	Quang Ninh Provincial general hospital
11	Dinh Thi Thu Huong	Thanh Nhan hospital

List of Interviewees
Vinh Phuc Provincial Hospital, July 15, 2004

No	Name of the training course	Date	Place	Name of trainee	Qualification	Hospital
1	Retraining course on Pediatrics	Dec.5, 2000 -Jan.5, 2001	BMH	Nguyễn Thanh Tùng	Doctor	Vinh Phuc Prov.Hosp.
2	Training course on Infectious diseases	Feb.21-Mar.21, 2001	BMH	Hoàng Hữu Việt	Doctor	Vinh Phuc Prov.Hosp.
3	Training course on Nosocomial Infection control	Dec.3-21, 2001	BMH	Phùng Gia Đoàn*	Doctor	Vinh Phuc Prov.Hosp.
4	Training course on clinical biochemistry	Jan.14-31, 2002	BMH	Nguyễn Đức Quang	Doctor	Vinh Phuc Prov.Hosp.
5	Training course on Imaging Diagnosis (CT scanner)	Sep.3-Oct.3, 2002	BMH	Phan Bá Quang	Doctor	Vinh Phuc Prov.Hosp.
6	Training course on Nursing Emergency	Feb.18-Mar.20, 2003	BMH	Trần Thị Huệ	Nurse	Vinh Phuc Prov.Hosp.
7	ICU for nurses	Jul.22 - Sep.23, 2003	BMH	Nguyễn Đình Khang	Nurse	Vinh Phuc Prov.Hosp.
8	Training course for Endoscopy technician	Mar.8-31, 2004	BMH	Nguyễn Tuấn Anh	Nurse	Vinh Phuc Prov.Hosp.
9	Training course on nosocomial Infection Control	Mar. 8-30, 2004	BMH	Phùng Gia Đoàn*	Doctor	Vinh Phuc Prov.Hosp.
10	Training course for doctors on Endocrinology	Sep. 24-28, 2001	Vinh Phuc	Ha Kim Ninh	Docor	Hospital of Nursing care and Rehabilitation
11			Vinh Phuc	Le Thi Le	Docor	Vinh Phuc Prov.Hosp.
12			Vinh Phuc	Dinh Xuan Thai	Docor	Vinh Phuc Prov.Hosp.
13	Training course for doctors on Emergency	Aug. 25-29, 2003	Vinh Phuc	Lê Huy Nguyên	Docor	Centre of social evil prevention / TT Phòng chống các bệnh Xã hội
14			Vinh Phuc	Bùi Ngọc Đạo	Docor	Medical Centre (Districtg Hospital) of Binh Xuyen
15			Vinh Phuc	Nguyễn Ngọc Long	Docor	Medical Center (Districtg Hospital) of Lap Thach
16			Vinh Phuc	Ngô Thị Hằng	Docor	Medical Centre(District Hospital) of Yen Lac
17			Vinh Phuc	Tô Quang Hưng	Docor	Vinh Phuc Prov.Hosp.
18			Vinh Phuc	Nguyễn Kiến Dự	Docor	Vinh Phuc Prov.Hosp.
19			Vinh Phuc	Nguyễn Tuấn Minh	Docor	Vinh Phuc Prov.Hosp.

List of Participants of Workshop
July 21-22, 2004

No.	Name	Title	Department	Workshop 2-1 (a.m.) Jul.21, '04	Workshop 2-1 (p.m.) Jul.21, '04	Workshop 2-2 Jul.22, '04
1	Tran Quy	General Director			X	X
2	Nguyen Chi Phi	Head (Ex-Vice Director of	Biochemistry		X	
3	Nguyen Thuy Hanh	Vice Director		X	X	X
4	Do Doan Loi	Vice Director		X	X	X
5	Nguyen Quoc Tuan	Head	GPD	X	X	X
6	Nguyen Ngoc Hien	Head	Finance & Accounting	X		
7	Bui Xuan Vinh	Head	Medical Equipment			X
8	Nguyen Thi Nga	Head	DOHA	X	X	X
9	Ngo Thi Ngoan	Head	NSD	X	X	X
10	Nguyen Quoc Anh	Head	Anesthesia			X
11	Nguyen Dat Anh	Head	Emergency			X
12	Nguyen Thi Hong Hoa	Head	Endocrinology & Diabetes	X	X	
13	Pham Thi Binh	Head	Functional Examination			X
14	Nguyen Gia Binh	Head	ICU	X		X
15	Nguyen Van Hung	Head	Infection Control		X	X
16	Dinh Thi Kim Dung	Head	Nephro-urology		X	X
17	Ngo Quy Chau	Head	Pulmonology	X	X	
18	Vu Xuan Buong	Vice Head	GPD	X	X	
19	Nguyen Tuan Duong	Vice Head	DOHA	X		X
20	Nguyen Kim Loan	Vice Head	NSD	X	X	X
21	Nguyen Thi Huong	Vice Head	Biochemistry	X		
22	Nguyen Van Chi	Vice Head	Emergency	X	X	X
23	Nguyen Quang Cuong	Vice Head	Neurology	X		X
24	Nguyen Tien Dung	Vice Head	Pediatrics	X	X	
25	Vu Truong Khanh	Staff doctor	Gastroenterology	X	X	
26	Phan Hong Minh	Staff doctor	Neurology	X	X	
27	Le Thi Thanh Ha	Staff doctor	Pediatrics	X	X	X
28	Tran Long	Staff	GPD - HIS Unit	X	X	X
29	Nguyen Huong Giang	Staff	GPD - Medical Record Unit	X	X	X
30	Dang Hoang Anh	Staff	GPD - IEC Unit	X	X	
31	Nguyen Thi Huong	Secretary	GPD - Secretary's office	X	X	
32	Vu Tri Tien	Staff	DOHA	X	X	X
33	Do Van Thanh	Staff	DOHA	X	X	X
34	Nguyen Kim Anh	Block head nurse	NSD	X	X	X
35	Do Xuan Quang	Block head nurse	NSD			X
36	Luong Thi Trang	Head nurse	Gastroenterology	X		
37	Pham Thi Phuong	Staff nurse	Pediatrics	X	X	X
38	Vu Thi Vinh	Lecturer	Nursing School	X		X
Total				29	26	26

4. 調査結果（アンケート結果取りまとめ）

Questionnaire Results (Counterparts)

Collection rate: 80% (Distributed:40 Returned:32)
as of July 16, 2004

Q. No.	Questionnaire	Answers	Number of Vote	%	(%)
1	Project Purpose	a. Achieved Completely	4	12.50%	
		b. Achieved, but need some works to be completed	27	84.38%	
		c. Achieved, and need more works to be achieved	1	3.13%	
		no answer	0	0.00%	
			32	100.00%	
3	Transferred Techniques	a. Very satisfactory level	6	18.75%	
		b. Satisfactory level, but need to be improved more	23	71.88%	
		c. Unsatisfactory level, and need more efforts to be improved	2	6.25%	
		no answer	1	3.13%	
			32	100.00%	
4	Continue to develop techniques by yourselves	yes.	30	93.75%	
		no.	1	3.13%	
		no answer	1	3.13%	
			32	100.00%	
5-1.	Achievement Output 1-1. (General Hospital Management)	a. Achieved Completely	5	15.63%	20%
		b. Achieved, but need to strengthened more	20	62.50%	80%
		c. Not achieved	0	0.00%	0%
		d. I am not sure because we have not been involved	7	21.88%	
		no answer	0	0.00%	
	32	100.00%			
6-1.	Achievement Output 1-2. (HIS)	a. Achieved completely	0	0.00%	0%
		b. Achieved, but need to strengthened more	20	62.50%	83%
		c. Not achieved	4	12.50%	17%
		d. I am not sure because we have not been involved	6	18.75%	
		no answer	2	6.25%	
	32	100.00%			
7-1.	Achievement Output 1-3. (Training system)	a. Achieved completely	5	15.63%	19%
		b. Achieved, but need to strengthened more	21	65.63%	81%
		c. Not achieved	0	0.00%	0%
		d. I am not sure because we have not been involved	6	18.75%	
		no answer	0	0.00%	
	32	100.00%			
8-1.	Achievement Output 1-4. (Equipment Management)	a. Achieved completely	3	9.38%	12%
		b. Achieved, but need to strengthened more	18	56.25%	72%
		c. Not achieved	4	12.50%	16%
		d. I am not sure because we have not been involved	7	21.88%	
		no answer	0	0.00%	
	32	100.00%			

Q. No.	Questionnaire	Answers	Number of Vote	%	(%)
9-1.	Achievement Output 1-5. (Finance & Acctg. Management)	a. Achieved completely	7	21.88%	30%
		b. Achieved, but need to strengthened more	13	40.63%	57%
		c. Not achieved	3	9.38%	13%
		d. I am not sure because we have not been involved	9	28.13%	
		no answer	0	0.00%	
			32	100.00%	
10-1.	Achievement Output 1-6. (Medicine delivery system)	a. Achieved completely	5	15.63%	22%
		b. Achieved, but need to strengthened more	14	43.75%	61%
		c. Not achieved	4	12.50%	17%
		d. I am not sure because we have not been involved	9	28.13%	
		no answer	0	0.00%	
			32	100.00%	
11-1.	Achievement Output 2-1. (Clinical Medicine)	a. Achieved completely	9	28.13%	35%
		b. Achieved, but need to strengthened more	17	53.13%	65%
		c. Not achieved	0	0.00%	0%
		d. I am not sure because we have not been involved	6	18.75%	
		no answer	0	0.00%	
			32	100.00%	
12-1.	Achievement Output 3-1. (Nursing Management and care)	a. Achieved completely	0	0.00%	0%
		b. Achieved, but need to strengthened more	26	81.25%	100%
		c. Not achieved	0	0.00%	0%
		d. I am not sure because we have not been involved	6	18.75%	
		no answer	0	0.00%	
			32	100.00%	
14-1.	Achievement Output 3-2. (Training collaboration w/nursing school)	a. Achieved completely	6	18.75%	35%
		b. Achieved, but need to strengthened more	10	31.25%	59%
		c. Not achieved	1	3.13%	6%
		d. I am not sure because we have not been involved	15	46.88%	
		no answer	0	0.00%	
			32	100.00%	
15-1.	Achievement Output 4-1. (Clinical Lab)	a. Achieved completely	7	21.88%	27%
		b. Achieved, but need to strengthened more	18	56.25%	69%
		c. Not achieved	1	3.13%	4%
		d. I am not sure because we have not been involved	6	18.75%	
		no answer	0	0.00%	
			32	100.00%	

Q. No.	Questionnaire	Answers	Number of Vote	%	(%)
16-1.	Achievement Output 5-1. (DOHA)	a. Achieved completely	7	21.88%	27%
		b. Achieved, but need to strengthened more	19	59.38%	73%
		c. Not achieved	0	0.00%	0%
		d. I am not sure because we have not been involved	6	18.75%	
		no answer	0	0.00%	
			32	100.00%	
17-1.	Inputs which not appropriate	a. Japanese expert dispatched (long/short term)	0	0.00%	
		b. Counterpart personnel assignment	0	0.00%	
		c. Counterpart training in Japan	0	0.00%	
		d. Provision equipments	10	31.25%	
		e. Project cost by the Vietnamese side	1	3.13%	
		f. Local cost supported by Japanese side	1	3.13%	
		no answer	22	68.75%	
		(Multi-answer)	34		
18-1.	Inputs which not adequately utilized	a. Japanese expert dispatched (long/short term)	0	0.00%	
		b. Counterpart personnel assignment	0	0.00%	
		c. Counterpart training in Japan	0	0.00%	
		d. Provision equipments	3	9.38%	
		e. Project cost by the Vietnamese side	0	0.00%	
		f. Local cost supported by Japanese side	0	0.00%	
		no answer	29	90.63%	
			32		
19-1.	Sustainability to achieve Overall goal	Yes.	31	96.88%	
		No.	0	0.00%	
		no answer	1	3.13%	
			32		

5. Dispatch of Japanese Experts

Dispatch of Japanese Expert										
<Long Term>										
No	Name	Expertise	Period of Assignment	Remarks	1999	2000	2001	2002	2003	2004
1	Dr. Hiroshi Ohara	Chief Advisor	Jan 10, 2000 to Jul 09, 2002			←		→		
2	Mr. Kenji Ikari	Project Coordination	Jan 10, 2000 to Sep 09, 2002			←		→		
3	Ms. Noriko Kato	Nursing Management	Jan 10, 2000 to Jan 09, 2002			←		→		
4	Mr. Kazuyuki Kobayashi	Equipment Management	Jan 10, 2000 to Jan 09, 2002			←		→		
5	Mr. Kazuaki Sumida	IEC	May 07, 2001 to May 06, 2003				←	→		
6	Ms. Sachiko Miyoshi	Nursing Management	Apr 06, 2002 to Jan 09, 2005				←	→		
7	Ms. Keiko Kawamura	Project Coordination	Aug 30, 2002 to Aug 29, 2004				←	→		
8	Dr. Shuzo Kanagawa	Chief Advisor	Sep 9, 2002 to Jan 09, 2005				←	→		
9	Ms. Masako Tanaka	Public Health	Sep 9, 2002 to Sep 08, 2004				←	→		
10	Mr. Yoshinori Yamashiro	IEC	Dec 13, 2003 to Jan 09, 2005				←	→		
<Short Term>										
<1999>										
1	Dr. Akira Muraoka	Hospital Management Medical Record	Feb 20, 2000 to Mar 11, 2000		←					
2	Dr. Akio Kimura	Emergency Medicine	Mar.06, 2000 to Mar.18, 2000		←					
3	Dr. Daisuke Koide	Hospital Management Information	Mar.16, 2000 to Mar. 29, 2000		←					
4	Dr. Tadatoshi Kuratsuji	Pediatrics	Apr.05, 2000 to Apr.18, 2000		←					
5	Dr. Hisashi Kawahata	Laboratory Management	Apr.05, 2000 to May 02, 2000		←					
6	Ms. Yukari Fukuhara	IEC	Apr.09, 2000 to Jun. 09, 2000		←					
<2000>										
1	Ms. Sachiko Miyoshi	Nursing Management	May 10, 2000 to Aug 05, 2000			←				
2	Mr. Takao Sugimoto	Hospital Management Finance	Jun 12, 2000 to Jul 07, 2000			←				
3	Dr. Shigeki Hayashi	Infectious Diseases	Jun 25, 2000 to Jul 02, 2000			←				
4	Dr. Kei Matsueda	Gastroenterology	Jul 08, 2000 to Jul 22, 2000			←				
5	Mr. Toshimi Konosaki	Laboratory Management	Sep 25, 2000 to Nov 04, 2000			←				
6	Dr. Takeji Matsushita	Pediatrics	Sep 25, 2000 to Nov 24, 2000			←				
7	Mr. Kazuaki Sumida	IEC	Oct 03, 2000 to Jan 27, 2001			←				
8	Dr. Akio Kimura	Emergency Medicine	Dec 10, 2000 to Dec 23, 2000			←				
9	Ms. Toshiko Suzuki	Nursing Management	Feb 04, 2001 to Feb 11, 2001			←				

No	Name	Expertise	Period of Assignment										
			Duration	Remarks	1999	2000	2001	2002	2003	2004			
10	Dr. Daisuke Koide	Hospital Management Information	Feb 07, 2001 to Feb 20, 2001					-					
11	Dr. Yoshihiro Yagishita	ICU	Feb 12, 2001 to Feb 24, 2001					-					
12	Dr. Akira Muraoka	Hospital Management Medical Record	Feb 25, 2001 to Mar 17, 2001					-					
13	Mr. Michifumi Miyajima	Hospital Management General planning	Mar 04, 2001 to Mar 10, 2001					-					
14	Dr. Kunihiro Hirabayashi	Hospital Management Community Health	Mar 04, 2001 to Mar 17, 2001					-					
15	Mr. Shuzo Ishikawa	Hospital Facility Management	Mar 12, 2001 to Apr 17, 2001					-					
16	Dr. Shigeki Saima	Nephrology	Apr 08, 2001 to Apr 17, 2001					-					
<2001>													
1	Mr. Motohiro Okada	Hospital Facility Management	Jun 03, 2001 to Jun 30, 2001					-					
2	Mr. Takahisa Aoyama	Hospital Information System	Jul 02, 2001 to Sep 28, 2001					-					
3	Dr. Daisuke Koide	Hospital Management Information	Aug 01, 2001 to Aug 14, 2001					-					
4	Ms. Sachiko Miyoshi	Nursing Management	Aug 06, 2001 to Oct 05, 2001					-					
5	Ms. Yuiko Sasaki	Nursing Management	Sep 04, 2001 to Sep 28, 2001					-					
6	Ms. Maki Shiomi	Nursing Management	Sep 04, 2001 to Sep 28, 2001					-					
7	Dr. Shigeki Hayashi	Infectious Diseases	Sep 19, 2001 to Sep 29, 2001					-					
8	Dr. Hirofumi Miyazawa	Pediatrics	Oct 01, 2001 to Oct 27, 2001					-					
9	Mr. Hiroaki Kainuma	Laboratory Management	Oct 01, 2001 to Oct 31, 2001					-					
10	Dr. Ryuichi Iwakiri	Gastroenterology	Nov 05, 2001 to Dec 01, 2001					-					
11	Dr. Akio Kimura	Emergency Medicine	Nov 12, 2001 to Nov 29, 2001					-					
12	Dr. Yoshihiro Yagishita	ICU	Nov 18, 2001 to Dec 01, 2001					-					
13	Mr. Takao Sugimoto	Hospital Management Finance	Dec 16, 2001 to Dec 29, 2001					-					
14	Dr. Kanahiro Hasuo	Angiography	Jan 22, 2002 to Feb 07, 2002					-					
15	Dr. Koichiro Kudo	Pulmonology	Feb 25, 2002 to Mar 02, 2002					-					
16	Dr. Akira Muraoka	Hospital Management Medical Record	Feb 25, 2002 to Mar 16, 2002					-					
17	Dr. Shigeki Saima	Nephrology	Mar 17, 2002 to Apr 04, 2002					-					
18	Mr. Takashi Yoza	Equipment Management	Mar 21, 2002 to Apr 03, 2002					-					
19	Dr. Noriko Sekiguchi	Pediatrics	Apr 01, 2002 to Apr 26, 2002					-					
<2002>													
1	Dr. Shuzo Kanagawa	Hospital Management Finance, General Planning	Jun 24, 2002 to Aug 03, 2002					-					
2	Dr. Yoshihiro Yagishita	ICU, Anesthesiology	Jun 30, 2002 to Jul 13, 2002					-					
3	Dr. Daisuke Koide	Hospital Management Information	Aug 01, 2002 to Aug 14, 2002					-					

No	Name	Expertise	Period of Assignment									
			Duration	Remarks	1999	2000	2001	2002	2003	2004		
4	Ms. Mika Fujita	Nursing Management	Aug 01, 2002 to Oct 04, 2002									
5	Dr. Hiroshi Ohara	Emergency Medicine	Aug 04, 2002 to Sep 27, 2002									
6	Mr. Kenji Iijima	Laboratory Management	Sep 01, 2002 to Sep 28, 2002									
7	Dr. Shigeki Hayashi	Infectious Diseases/Gastroenterology	Sep 09, 2002 to Sep 21, 2002									
8	Ms. Mizuyo Ookura	Nursing Management/Surgery 1	Oct 01, 2002 to Oct 26, 2002									
9	Mr. Kunitaka Shirahama	Hospital Management/ Information	Oct 13, 2002 to Jan 12, 2003									
10	Dr. Kanahiro Hasuo	Angiography	Oct 29, 2002 to Nov 12, 2002									
11	Dr. Akira Muraoka	Hospital Management/ Medical Record	Nov 30, 2002 to Dec 14, 2002									
12	Dr. Ryuichi Iwakiri	Gastroenterology	Dec 02, 2002 to Dec 21, 2002									
13	Dr. Akio Kimura	Emergency Medicine	Dec 14, 2002 to Jan 02, 2003									
14	Dr. Hirofumi Miyazawa	Pediatrics	Jan 05, 2003 to Jan 25, 2003									
15	Dr. Masahiko Mishima	Pharmacy Management	Jan 12, 2003 to Jan 25, 2003									
16	Dr. Tadatoshi Kuratsuji	Infectious Diseases	Feb 28, 2003 to Mar 09, 2003									
<2003>												
1	Mr. Takashi Yoza	Medical Equipment	May 25, 2003 to Jun 14, 2003									
2	Dr. Shigeki Saima	Nephrology	Jun 19, 2003 to Jul 02, 2003									
3	Mr. Kunitaka Shirahama	Hospital Management Information	Jul 01, 2003 to Sep 28, 2003									
4	Mr. Akira Hirai	IEC	Jul 27, 2003 to Sep 27, 2003									
5	Ms. Satsuki Honda	Nursing Management	Aug 01, 2003 to Aug 28, 2003									
6	Ms. Yukie Tanaka	Nursing Management	Sep 01, 2003 to Oct 31, 2003									
7	Dr. Hideto Okuwaki	Pulmonology	Sep 08, 2003 to Sep 26, 2003									
8	Dr. Akio Kimura	Emergency Medicine	Sep 09, 2003 to Sep 23, 2003									
9	Dr. Shigeki Hayashi	Infectious Diseases	Sep 28, 2003 to Oct 12, 2003									
10	Mr. Shoji Kurashima	Imaging Diagnostic Management	Oct 13, 2003 to Nov 17, 2003									
11	Dr. Kanahiro Hasuo	Angiography	Nov 5, 2003 to Nov 17, 2003									
12	Ms. Hiroe Kimura	Nursing Management	Nov 9, 2003 to Nov 21, 2003									
13	Dr. Ryuichi Iwakiri	Gastroenterology	Nov 10, 2003 to Nov 27, 2003									
14	Mr. Takashi Yoza	Medical Equipment	Nov 23, 2003 to Jan 17, 2004									
15	Mr. Atsushi Kubota	Pharmacy Management	Nov 24, 2003 to Jan 17, 2004									
16	Dr. Shigeki Saima	Nephrology	Dec 14, 2003 to Jan 02, 2004									
17	Dr. Akira Muraoka	Hospital Management/Medical Record	Jan 25, 2004 to Feb 08, 2004									
18	Dr. Mitsuhiro Kamimura	Pulmonology	Feb 22, 2004 to Mar 6, 2004									

No	Name	Expertise	Period of Assignment								
			Duration	Remarks	1999	2000	2001	2002	2003	2004	
19	Dr. Tetsuya Kunikata	Pediatrics	Mar. 08, 2004 to Mar. 20, 2004								
20	Dr. Nobuaki Kuzuya	Endocrinology	Mar. 11, 2004 to Mar. 21, 2004								
21	Dr. Yoshihiro Yagishita	ICU	Mar. 14, 2004 to Mar. 25, 2004								
22	Dr. Ryosuke Shoda	Hospital Management/Training	Apr.10, 2004 to Apr. 17, 2004								
<2004>											
1	Dr. Shigeaki Saima	Nephrology	Jun 16, 2004 to Jun 30, 2004								
2	Dr. Akio Kimura	Emergency Medicine	Jun 17, 2004 to Jun 30, 2004								
3	Ms. Satsuki Honda	Nursing Management	Jul 16, 2004 to Jan 09, 2005								

Assignment of Counterpart/Training in Japan

Note: In case a counterpart's employment is temporary, enter "*" in Remarks

No.	Name of Counterpart	Field	Present Post	Remarks	Period of Assignment					Training in Japan					
					From	To	2000	2001	2002	2003	2004	2005	Year	Name of Training Course	Duration
20	Dr. Nguyen Dat Anh	Emergency Medicine	Head of Emergency Dept.		Jan. 2000	Jan. 2005									
21	Dr. Nguyen Van Chi	Emergency Medicine	Vice Head of Emergency Dept.		Jan. 2000	Jan. 2005							2001	Emergency Medicine	22/01/2002 - 27/04/2002
22	Prof. Pham Gia Khai	Cardiology	Head of Cardiology Dept.		Jan. 2000	Jan. 2005							2004		
23	Dr. Le Van Thinh	Neurology	Head of Neurology Dept.		Oct. 2002	Jan. 2005									
24	Dr. Phan Hong Minh	Neurology	Staff of Neurology Dept.		Jan. 2000	Jan. 2005									
25	Dr. Dinh Kim Dung	Nephro-urology	Head of Nephro-urology Dept.		Nov. 2003	Jan. 2005							2002	Neurology	21/11/2002 - 16/04/2003
26	Prof. Tran Van Chat	Neurology	Staff of Neurology Dept.	Retired on Nov. 2003	Jan. 2000	Nov. 2003							2004		
27	Dr. Pham Hong Hoa	Endocrinology	Head of Endocrinology		Oct. 2002	Jan. 2005							1999	Hospital Management	27/10/1999 - 02/12/1999
28	Dr. Ngo Quy Chau	Pulmonology	Head of Pulmonology		Oct. 2002	Jan. 2005							2003	Endocrinology	15/07/2003 - 12/09/2003
29	Prof. Le Dang Ha	Tropical Medicine	Head of Institute of Tropical Medicine	Retired in Apr. 2004	Jan. 2000	Apr. 2004									
30	Dr. Nguyen Van Hien	Tropical Medicine	Head of Institute of Tropical Medicine		Apr. 2004	Jan. 2005									
31	Dr. Nguyen Tien Dung	Pediatrics	Vice Head of Pediatrics		Jan. 2000	Jan. 2005							2001	Pediatrics	22/01/2002 - 27/04/2002
32	Dr. Vien Van Doan	Out Patient Dept.	Head of OPD		Jan. 2001	Jan. 2005									
33	Dr. Nguyen Chi Phi	Biochemistry	Head of Biochemistry Dept.	Former Vice Director	Jan. 2000	Jan. 2005									
34	Dr. Nguyen Thi Huong	Biochemistry	Staff of Biochemistry Dept.		Jan. 2000	Mar. 2004									
35	Dr. Nguyen Xuan Quang	Microbiology	Head of Microbiology Dept.		Oct. 2002	Jan. 2005							2001	Laboratory Management	25/09/2001 - 24/12/2001
36	Dr. Pham Thi Binh	Functional Examination	Head of Functional Examination		Jan. 2000	Jan. 2005									
37	Dr. Kieu Van Tuan	Functional Examination	Staff of Functional Examination		Mar. 2001	Jan. 2005							2004		
38	Dr. Pham Minh Thong	Imaging Diagnosis	Head of Radiology Dept.		Jan. 2000	Jan. 2005									

Assignment of Counterpart/Training in Japan

Note: In case a counterpart's employment is temporary, enter "*" in Remarks

No.	Name of Counterpart	Field	Present Post	Remarks	Period of Assignment					Training in Japan						
					From	To	2000	2001	2002	2003	2004	2005	Year	Name of Training Course	Duration	
58	Ms. Nguyen Thi Bich	Medical Equipment	Post at assignment time Staff of Medical Equipment Dept.		Jan. 2000	Jan. 2005										
59	Ms. Nguyen Thi Kim Hoa	Nursing	Vice Head of Nursing Service Dept.		Jan. 2000	Jan. 2005										
60	Ms. Pham Thi Kim Anh	Nursing	Staff of Nursing Service Dept.	Former Head Nurse of Endo.	Jan. 2004	Jan. 2005										
61	Mr. Bui Van Thang	Nursing	Staff of Nursing Service Dept.		Jan. 2000	Jan. 2004										
62	Ms. Vu Thi Ngan	Nursing	Staff of Nursing Service Dept.		Jan. 2000	Jan. 2005										
63	Mr. Do Xuan Quang	Nursing	Staff of Nursing Service Dept.		Jan. 2000	Jan. 2005										
64	Ms. Hoang Kim Thanh	Nursing	Head Nurse of Endocrinology Dept.	Former Staff of NSD	Jul. 2003	Jan. 2005										
65	Ms. Le Thi Nguyen	Nursing	Head Nurse of Emergency Dept.		Jan. 2000	Jul. 2003										
66	Ms. Luong Thi Trang	Nursing	Head Nurse of Gastroenterology Dept.		Jan. 2004	Jan. 2005										
67	Ms. Le Thi Nguyen	Nursing	Head Nurse of ICU		Jan. 2000	Jan. 2005										
68	Ms. Pham Thi Phuong	Nursing	Staff Nurse of Pediatrics Dept.		Jan. 2000	Jan. 2005										
69	Dr. Pham Tuan Duong	DOHA	Staff of DOHA		Sep. 2002	Jan. 2005										
70	Dr. Vu Tri Tien	DOHA	Staff of DOHA		Jan. 2000	Jan. 2005										
71	Dr. Do Van Thanh	DOHA	Staff of DOHA		Jan. 2000	Jan. 2005										
72	Dr. Pham Thi Bich Man	DOHA	Staff of DOHA		Jan. 2000	Jan. 2005										

7. Machinery and equipment provided by Japan

FY 1999 - 2004

List of machinery and equipment provided by Japan

A:always
B:often
C:sometimes
A:good
B:fair
C:bad

FY	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks
1999	1	Centrifuge	Kubota No.5100	1	5,190.00	5,190.00	Biochemistry-1		A	not registered
	2	Infusion pump Accessories	Terumo	6 1	1,676.19 502.86	10,057.14 502.86	Tropical Institute-1 Immunology-2 Cardiology-1 Pediatrics-2	A	A	not registered
3	3	Bedside monitor Accessories Accessories	NPB-4000PA	6	5,538.00	33,228.00	OPD-2,Immuno-2	A	A	
				1	664.56	664.56	Pediatrics-2			
				1	1,661.40	1,661.40				
4	4	Patient care simulator Accessories Accessories	1000&1001	2	4,345.00	8,690.00	Nursing School-2	A	A	
				1	332.00	332.00				
				1	434.00	434.00				
5	5	Computer	Fujitsu D5000	7	1,239.00	8,673.00	GPD-5, DOHA-1, Pediatrics-1	A	A	
				7	143.00	1,001.00	GPD-5, DOHA-1, Pediatrics-1	A	A	
6	6	UPS	UP select, 1000VA	7	143.00	1,001.00	GPD-5, DOHA-1, Pediatrics-1	A	A	
				10	445.50	4,455.00	GPD-3, ME-1, ND-1 DOHA-1, Pediatrics-1, JP-3	A	A	
8	8	Computer (Note type)	Fujitsu C6530	6	3,097.50	18,585.00	JP-4, GPD-1, ME-1	A	B	GPD: not found
				4	330.00	1,320.00	JP-4	A	A	
9	9	Computer Soft. Windows	Windows 98	4	737.00	2,948.00	JP-4	A	A	
				4	737.00	2,948.00	JP-4	A	A	
10	10	Computer Soft Office	PCMCIA for C6530	6	159.50	957.00	JP-4, GPD-1, ME-1	A	B	GPD: not found
				2	473.00	946.00	GPD-1, ME-1	A	B	GPD: not found
11	11	Printer	Canon BJC-50	2	473.00	946.00	GPD-1, ME-1	A	B	GPD: not found
				1	13,965.00	13,965.00	OPD-1	A	A	
12	12	Server for HIS	Fujitsu G880i	1	935.00	935.00	OPD-1	A	A	
				1	935.00	935.00	OPD-1	A	A	
13	13	UPS for HIS Server	APC	1	935.00	935.00	OPD-1	A	A	
				1	935.00	935.00	OPD-1	A	A	
14	14	Computer	Fujitsu D5000	21	1,239.00	26,019.00	OPD-21	A	A	
				21	143.00	3,003.00	OPD-21	A	A	
15	15	UPS for HIS	UP select 1000VA	21	143.00	3,003.00	OPD-21	A	A	
				21	143.00	3,003.00	OPD-21	A	A	
16	16	Printer for HIS	HP-1100	7	445.50	3,118.50	OPD-7	A	A	
				7	445.50	3,118.50	OPD-7	A	A	
17	17	Printer for HIS	Epson LQ-2180	4	654.50	2,618.00	OPD-4	A	A	
				4	654.50	2,618.00	OPD-4	A	A	
18	18	Printer for HIS	24 ports, 10 base-T	3	407.00	1,221.00	OPD-3	A	A	
				3	407.00	1,221.00	OPD-3	A	A	
19	19	Hub 16 outlets for HIS	9.1 HDD	1	660.00	660.00	OPD-1	A	A	
				1	660.00	660.00	OPD-1	A	A	
20	20	D-LINK 24 Port	24 Port	1	1,265.00	1,265.00	OPD-1	A	A	
				1	1,430.00	1,430.00	OPD-1	A	A	
21	21	Accessories for HIS	-	3	836.50	2,509.50	ME-1, Admin-1, JP-1	B	A	
				3	836.50	2,509.50	ME-1, Admin-1, JP-1	B	A	
22	22	Digital Camera	kodak, DC215	5	650.00	3,250.00	ME-1, DOHA-1, ND-1, GPD-1, JP-1	B	A	
				5	650.00	3,250.00	ME-1, DOHA-1, ND-1, GPD-1, JP-1	B	A	
23	23	Over Head Projector	3M-2770	5	849.20	4,246.00	ME-1, DOHA-1, ND-1, GPD-1, JP-1	B	A	
				5	849.20	4,246.00	ME-1, DOHA-1, ND-1, GPD-1, JP-1	B	A	
24	24	Slide Projector	3M-5020	5	849.20	4,246.00	ME-1, DOHA-1, ND-1, GPD-1, JP-1	B	A	
				5	849.20	4,246.00	ME-1, DOHA-1, ND-1, GPD-1, JP-1	B	A	
25	25	Screen	96x96	5	286.00	1,430.00	Admin-4, JP-1	B	B	Admin: not found
				5	286.00	1,430.00	Admin-4, JP-1	B	B	Admin: not found
26	26	Scanner	Fujitsu 6300C	2	517.00	1,034.00	GPD-1, JP-1	B	A	
				2	517.00	1,034.00	GPD-1, JP-1	B	A	
27	27	Video Projector	Fujitsu LPP6200	2	9,394.00	18,788.00	ME-1, JP-1	A	A	
				2	9,394.00	18,788.00	ME-1, JP-1	A	A	

List of machinery and equipment provided by Japan

FY 1999 - 2004

A:always
B:often
C:sometimes

A:good
B:fair
C:bad

FY	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks
1999	29	Photocopy Machine	Ricoh FT-5632	5	3,278.00	16,390.00	ME-1, Personnel-1,	A	A	
		Accessories	Ricoh DF-64	5	1,485.00	7,425.00	ND-1, GPD-1, JP-1			
		Accessories	Steel Stand	5	154.00	770.00				
		Accessories		50	36.30	1,815.00				
		FAX machine	Toshiba TF-428	2	640.00	1,280.00	GPD-1, JP-1	A	A	
2000	31	Vehicle (4WD)	Mitsubishi Pajero	2	47,000.00	94,000.00	Admin-1, JP-1	A	A	
		Total				306,816.96		A	A	
	1	Hematology Analyzer	Symex SF-3000	1	\$30,034.00	\$30,034.00	Hematology-1	A	A	
	2	Syringe Pump	Termo TE-311	6	\$1,080.00	\$6,480.00	Cardiology-4, Tropical Inst.-1,	A	A	
	3	Infusion Pump	Termo TE-112	2	\$1,660.00	\$3,320.00	Cardiology-2,	A	A	
	4	Life Scope	Nihon Kohden WEP-4204K	2	\$29,148.54	\$58,297.08	Tropical Med.-2	A	A	
	5	Oxygen Outlet	-	6	\$50.00	\$300.00	Patient Ward-6	A	A	
	6	Tool Kit	Hoza S-79-230	1	\$7,007.20	\$7,007.20	ME-1	A	A	
	7	Gastrointestinal Fiberscope set	Olympus GIF-IT30	1	\$28,636.20	\$28,636.20	Functional Examination-1	A	A	
	8	Bronchofiberscope set	Olympus BF-IT40	1	\$14,739.83	\$14,739.83	Functional Examination-1	A	A	
	9	Medical Books (English)	-	1	\$15,321.02	\$15,321.02	GPD/Library-1	A	A	
	10	Practical Training Model	Adam AN-3111	1	\$6,638.13	\$6,638.13	Nursing School-1	A	A	
11	Practical Training Model	Adam AR-1000	1	\$4,490.00	\$4,490.00	Nursing School-1	A	A		
12	Stretcher	Paramount KK-715	11	\$3,420.00	\$37,620.00	Patient Ward-5, Emergency-2 OPD-2, Tropical Med.-1, Cardiology-1	A	A		
13	Wheel chair	Paramount KK-331	11	\$720.00	\$7,920.00	Patient Ward-5, Pediatrics-1 OPD-2, Cardiology-1 Gastroenterology-1 Nephrology-1	A	A		
14	ECC	Nihon Kohden, ECG-6851K	1	\$1,114.00	\$1,114.00	Cardiology-1	A	A		
15	Fetal Heart Detector	Oxford, Sonicaid-121	3	\$500.00	\$1,500.00	Gynecology-3	A	A		
16	Multiparameter Simulator	Bio-Te, LH-3	1	\$3,273.00	\$3,273.00	ME-1	A	A		
17	Medelec Synergy EMG System	Oxford Synergy S-11	1	\$31,333.33	\$31,333.33	Functional Examination-1	B	A		
18	Photocopy Machine	Ricoh FT-5632	4	\$4,917.00	\$19,668.00	GPD/Int'l Coop-1, DOHA-1 Nursing School-1 GPD/Library-1	A	A		
19	Vehicle	Mitsubishi L-300XL	1	\$23,000.00	\$23,000.00	JP-1	A	A		
20	PA System (Speaker) (Amplifier)	TOA TZ-205 A-1121	1	\$1,334.85	\$1,334.85	OPD-1	B	A		
21	TV Monitor (29 inch)	Panasonic29-S99	2	\$731.50	\$1,463.00	OPD-2	A	A		
22	TV Monitor (21 inch)	Sony KV-XF-21M483	1	\$473.00	\$473.00	OPD-1	A	A		
23	Video Deck Cassette Player	Sony KF-297-MK2PS	1	\$231.00	\$231.00	OPD-1	B	A		
24	VHS Cassette Tape	Kenwood 8080	1	\$308.00	\$308.00	OPD-1	B	A		
25	Video Camera	Sony DCR-TRV900E	2	\$2,860.00	\$5,720.00	GPD/IEC-1, JP-1	B	A		

List of machinery and equipment provided by Japan

FY 1999 - 2004

A:always
B:often
C:sometimes
A:good
B:fair
C:bad

F/Y	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks	
2000	26	Computer (note type)	Fujitsu, Lifebook C-6530	2	\$3,097.50	\$6,195.00	GPD/Int'l Coop-1, DOHA-1	A	A		
	27	Printer	Canon BJC-50	2	\$471.90	\$943.80	GPD/Int'l Coop-1, DOHA-1	A	A		
	28	Server for HIS	Fujitsu Primergy MS-380	1	\$5,114.55	\$5,114.55	Finance-1	A	A		
	29	Hard Disk Drive	9-1 HDD	1	\$1,449.00	\$1,449.00	Finance-1	A	B	not found	
	30	Raid Card	Ultra widw 2	1	\$1,575.00	\$1,575.00	Finance-1	A	B	not found	
	31	DAT unit	12/24 GB	1	\$892.50	\$892.50	Finance-1	A	B	not found	
	32	Computer Soft	Windows 2000	1	\$1,144.00	\$1,144.00	Finance-1	A	B	not found	
	33	UPS for Server	APC 1400VA	1	\$935.00	\$935.00	Finance-1	A	A		
	34	UPS for HIS	UP select 1000VA	10	\$143.00	\$1,430.00	Finance-10	A	A		
	35	D-Link Hub	24 ports RJ45	1	\$1,265.00	\$1,265.00	Finance-1	A	A		
	36	Computer (desk top type)	Fujitsu D5000	10	\$1,155.00	\$11,550.00	Finance-10 (BOD-1, DOHA-1)	A	A		
	37	Accessories for HIS		1	\$935.00	\$935.00	Finance-1	A	A		
	38	Printer	HP-1100	4	\$445.50	\$1,782.00	Finance-2	A	A		
	39	Server for HIS	Fujitsu Primergy ES-320	3	\$6,851.00	\$20,553.00	Finance-2, GPD-1	A	A		
	40	UPS for Server	APC 1400VA	3	\$850.00	\$2,550.00	Finance-2	A	A		
	41	Back up Tape	-	1	\$1,750.00	\$1,750.00	Finance-1, GPD-1	A	B	not found	
	42	Cartridge	-	10	\$45.00	\$450.00	Finance-10	A	B	not found	
	43	Computer (desk top type)	Fujitsu D5000	17	\$1,080.00	\$18,360.00	Finance-7, GPD-5, JP-3	A	A		
	44	UPS for HIS	UP select 1000VA	17	\$130.00	\$2,210.00	ME-1, BOD-1	A	A		
	45	Printer	HP-1100	2	\$2,450.00	\$4,900.00	ME-1, BOD-1	A	A		
	46	D-Link Hub	24 ports, RJ45	1	\$1,150.00	\$1,150.00	GPD-1, ME-1	A	A		
	47	D-Link 16 Port	16 Port UTP	1	\$4,835.00	\$4,835.00	Finance-1	A	B	not found	
	48	Accessories for HIS (LAN system)	-	1	-	\$10,150.00	OPD & Finance	A	A		
	49	Video Projector	Fujitsu LPE-4200	1	\$5,300.00	\$5,300.00	GPD/IEC-1	A	A		
	50	Computer (note type)	Fujitsu Lifebook C-6572	2	\$2,750.00	\$5,500.00	GPD/IEC-1, JP-1	A	A		
	51	Over Head Projector	3M-2770	3	\$661.10	\$1,983.30	GPD/Library-1, ICD-1, Admi-1	A	A		
	52	Slide Projector	Kodak-5020,	1	\$844.80	\$844.80	GPD/Library-1	A	A		
	53	Screen	70"x70"	2	\$162.80	\$325.60	GPD/Library-1	A	B	GPD,not found	
			TOTAL			\$426,294.19	ICD-1, Admi-1				
	2001	1	Patient Monitor	Kohden BSM-410IK	10	\$7,886.00	\$78,860.00	ME-2, OP-3, Caritology-5	A	A	
		2	Patient Monitor	Kohden BSM-230IK	6	\$6,710.00	\$40,260.00	ER-1, ICU-3,FE-1, Cardio-1	A	A	
		3	Suction unit	Atomis ZV-2	5	\$1,080.00	\$5,400.00	ME-5	A	A	
		5	Syringe Pump	Terumo TE-311	21	\$1,075.00	\$22,575.00	Cardio-8, OP-9, Pulmo-2, Immun-2	A	A	
		6	Solution admin set	Terumo TS-PA200L	100	\$1.10	\$110.00	ME/PQ Building	A	consumed	
		7	Infusion Pump	Terumo TE-112	15	\$1,650.00	\$24,750.00	Cardo-7, ER-2, Poinson-2, Pediatr-3,	A	A	

List of machinery and equipment provided by Japan

FY 1999 - 2004

A:always
B:often
C:sometimes
A:good
B:fair
C:bad

FY	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks
2001	4	Ventilator	Event Medical E-Med	2	\$17,800.00	\$35,600.00	Pediatrics	B	A	
	8	Spirometer for children	Cosmed Quark PFT-1	1	\$6,960.00	\$6,960.00	Pediatrics	B	A	
	9	Infant Incubator	Atom V-85	1	\$7,300.00	\$7,300.00	Pediatrics	A	A	
	10	Color Doppler Ultrasound	GFE-Medical Logiq 500	1	\$117,910.00	\$117,910.00	FEID	A	A	
	11	Endoscope Accessories	Fujinon EG-200FP	1	\$17,908.00	\$17,908.00	FEID	A	A	
	12	Colonovideoscope	Olympus CF-Q160AI	1	\$41,247.50	\$41,247.50	FEID	A	A	
	13	Mobile X ray unit	Shimazu MUX-10	1	\$20,000.00	\$20,000.00	Emergency	A	A	
	14	ICU Bed	Hill-Rom Dinamis bed 150	10	\$4,002.00	\$40,020.00	Emergency	A	A	not registered
	15	Ultrasound(abdomen)	Aloka SSD-1400	1	\$33,920.00	\$33,920.00	Emergency	A	A	
	16	Stretcher	Paramount KK-715E	15	\$3,150.00	\$47,250.00	ME/PQ Building-8	A	A	
							Emergency-2, Anesthesia -1			
							Endocrinology-1			
							Gastro-entology-1			
							OBGYN-1, X ray-1			
	17	Wheel chair	Paramount KK-331	15	\$580.00	\$8,700.00	ME/PQ Building-9	A	A	
							Endocrinology-1			
						Gastro-entology -2				
						Immunology-1				
						Tropical Institute-1				
						Gerontology-1				
18	Gas Flow Analyzer	Gas Flow Analyzer	1	\$10,530.00	\$10,530.00	ME	A	A		
19	Pressure Meter	Pressure Meter	1	\$1,290.00	\$1,290.00	ME	A	A		
20	Oxygen Monitor	Oxygen Monitor	1	\$1,290.00	\$1,290.00	ME	A	A		
21	Digital Tachnometer	Digital Tachnometer	1	\$807.00	\$807.00	ME	A	A		
22	Urine Analyzer	Chiron M-644	1	\$6,800.00	\$6,800.00	Biochemistry	A	A		
23	Blood Gas Analyzer	Radiometer ABL-77	1	\$12,525.00	\$12,525.00	Biochemistry	A	A		
24	Respirator	Siemens Servo-300A	1	\$26,790.00	\$26,790.00	Anesthesia	A	A		
26	Surgical Instrument Set B	Braun	5	\$2,649.57	\$13,247.85	Anesthesia	A	A	not registered	
27	Anesthetic Machine	Heyer, Narkomat	1	\$36,592.00	\$36,592.00	Anesthesia	A	A		
28	Electrode handle with accesory	ERBE/Electrode handle ERBE/Connecting cable	10	\$206.01	\$2,060.10	Anesthesia	A	A		
29	Cystoscope	Richard Wolf	1	\$23,059.00	\$23,059.00	Functional Examination-1	B	A		
30	Electrosurgical Knife	ERBE	1	\$12,907.00	\$12,907.00	OP-1	A	A		
31	Digital Interface	Digital Interface for KE-190	1	\$6,615.00	\$6,615.00	Imaging Diagnosis	A	A		
32	Nursing Care Kit	Chiron/M-644	25	\$661.45	\$16,536.25	Endocrin. ward, Gastro ward	A	A		
33	Defibrillator	Kohden TEC-7531K	1	\$7,160.00	\$7,160.00	ICU	C	A		
34	Medical Books	English version	1	\$6,083.86	\$6,083.86	GPD /Library	A	A		
35	Desk Top type Computer	Fujitsu D-5000	23	\$950.00	\$21,850.00	FAD	A	A		
36	UPS for computer	Upselec 1000VA	23	\$130.00	\$2,990.00	FAD	A	A		

List of machinery and equipment provided by Japan

FY 1999 - 2004

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B:fair
C:bad

FY	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks
2001	37	HIS Printer with card	HP Lazer Jet-5000	5	\$2,450.00	\$12,250.00	FAD	A	A	
	38	HIS Printer	HP Lazer Jet-5000	1	\$1,850.00	\$1,850.00	FAD	A	A	
	39	Back-up Device Driver	HP Tanberg NS-20	1	\$1,650.00	\$1,650.00	FAD	A	A	
	40	Desk Top type Computer	Fujitsu Deskpower 5000	20	\$1,100.00	\$22,000.00	OPD	A	A	not found
	41	UPS for computer	Upselec 1000VA	20	\$130.00	\$2,600.00	OPD	A	A	
	42	Computer Server	Fujitsu Primergy ES320	1	\$14,100.00	\$14,100.00	OPD	A	A	
	43	Computer Hub	Fujitsu D-LINK 24 PORT	2	\$820.00	\$1,640.00	OPD	A	A	
	44	Hub Switch, Fujitsu	cisco fast ethernet	2	\$1,350.00	\$2,700.00	OPD	A	A	
	45	HIS Printer	Epson Lazer Jet-2010	2	\$2,450.00	\$4,900.00	OPD	A	C	not found
	46	HIS Accessory	Accessory/cable,plate-pipe jack,cord,connector etc.	1	\$7,580.00	\$7,580.00	OPD	A	A	
	47	Desk Top type Computer	Fujitsu D-5000	30	\$1,100.00	\$33,000.00	OPD-18, Emergency-8	A	B	4: not found
	48	UPS for computer	Upselec 1000VA	30	\$130.00	\$3,900.00	OPD-18, Emergency-8	A	B	4: not found
	49	UPS for computer server	APC, 2KVA	2	\$990.00	\$1,980.00	OPD-1, Emergency-1	A	A	
	50	HIS Printer with card	HP Lazer Jet-1100	2	\$2,450.00	\$4,900.00	OPD-1, Emergency-1	A	B	OPD: not found
	51	Surge Protector for LAN	APC, 4-port	2	\$105.00	\$210.00	OPD-1, Emergency-1	A	A	
	52	Fiber switch	Surecom 24 port	2	\$4,035.00	\$8,070.00	OPD-1, Emergency-1	A	A	
	53	HIS Accessory	Accessory/cable,plate-pipe jack,cord,connector etc.	1	\$6,525.00	\$6,525.00	OPD	A	A	
	54	Computer Server	Fujitsu Primergy ES320	1	\$6,800.00	\$6,800.00	Emergency	A	A	
	55	Device Driver	Auto Load back-up 1.2/24gb	1	\$1,650.00	\$1,650.00	Emergency	A	A	
	56	Computer Soft	Windows 2000	1	\$1,050.00	\$1,050.00	Emergency	A	A	
	57	HIS Printer	HP Lazer Jet-1100	6	\$410.00	\$2,460.00	Emergency-4	A	B	2: not found
	58	HIS Accessory	Accessory/cable,plate-pipe jack,cord,connector etc.	1	\$2,025.00	\$2,025.00	Emergency	A	A	
	59	Desk Top type Computer	Fujitsu D-5000	7	\$1,100.00	\$7,700.00	Nutrition-2, ME-2 GPD/Library-1, Pediatrics-1	A	A	
	60	UPS for computer	Upselec 1000VA	7	\$130.00	\$910.00	Nutrition-2, ME-2 GPD/Library-1, Pediatrics-1	A	A	
	61	HIS Printer	HP Lazer Jet-1100	4	\$410.00	\$1,640.00	Nutrition-1, ME-1 GPD/Library-1, BMHP-1	A	A	
	62	Microscanner TM Pro	Lan Tester	1	\$1,950.00	\$1,950.00	GPD	A	A	
63	Reader Memory Card USB	Reader Memory Card USB	1	\$590.00	\$590.00	GPD	A	A		
64	Hard Disk box External	Hard Disk box External	1	\$215.00	\$215.00	GPD	A	A		
65	Printer	HP, Lazer Jet-5000	1	\$2,450.00	\$2,450.00	GPD	A	A		
66		Lazer Jet-5000								

List of machinery and equipment provided by Japan

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F/Y	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks	
2001	67	External CD-R/RW Driver	External CD-R/RW Driver	1	\$550.00	\$550.00	GPD	A	A		
	68	Note type Computer	Fujitsu, C-663 I D	2	\$2,550.00	\$5,100.00	BMHP	A	A		
	69	Photocopy Machine	Ricoh, FT-5632	3	\$4,130.00	\$12,390.00	Nursing School-1, ICD-1 Administration-1	A	A		
	70	DV & VHS Deck	DV & VHS Deck	1	\$2,691.00	\$2,691.00	BMHP/IEC	A	A		
	71	Color Monitor	Color Monitor	1	\$1,115.00	\$1,115.00	BMHP/IEC	A	A		
	72	Cassette Tape Deck	Cassette Tape Deck	1	\$450.00	\$450.00	BMHP/IEC	A	A		
	73	VHS Player	Sony, SLV-KF 297 MK2PS	2	\$246.00	\$492.00	BMHP/IEC	A	A		
	74	LCD Monitor 17"	Sumsong, Monitor 17"	4	\$1,420.00	\$5,680.00	BMHP/IEC	A	A		
	75	VHS Recorder	VHS Recorder	1	\$1,265.00	\$1,265.00	BMHP/IEC	A	A		
	76	Dynamic Microphone	Dynamic Microphone	1	\$170.00	\$170.00	BMHP/IEC	A	A		
	77	Lighting Head	Lighting Head	2	\$130.00	\$260.00	BMHP/IEC	A	A		
	78	Tripod	Tripod	1	\$385.00	\$385.00	BMHP/IEC	A	A		
	79	Video Projector	EPSON	5	\$3,010.00	\$15,050.00	GPD/international -1 NSD-1, DOHA-1 BMHP/IEC-2	A	B	GPD: not found	
			Total			\$963,422.56					
	2002	1	Patient Monitor	Nihon Kohden, BSM-2301K	5	\$7,150.00	\$35,750.00	ER-3, MED-1, OP-1	A	A	
		2	Ventilator	Puritan Bennett NPB760	1	\$25,550.00	\$25,550.00	ER	A	A	
		3	Ultrasound Diagnostic Apparatus	Aloka/SSD-1400	1	\$33,846.00	\$33,846.00	Functional Examination	A	A	
		4	Pacemaker	Medtronic	5	\$2,820.00	\$14,100.00	Cardiology Dept.	B	A	
		5	Centrifuge	Rorofix 32	1	\$3,620.00	\$3,620.00	Microbiology Dept.	A	A	
6		Automatic Incubator	SANYO MIR-553	1	\$6,985.00	\$6,985.00	Microbiology Dept.	A	A		
7		Microscope	OLYMPUS CX31	4	\$2,790.00	\$11,160.00	Microbiology Dept.	A	A		
8		Thracoscope	RICHARD WOLF	1	\$35,619.00	\$35,619.00	Anesthesiology Dept.	B	A		
9		Electro Surgical Knife	ERBOTOM ICC 350	2	\$12,700.00	\$25,400.00	Anesthesiology Dept.	A	A		
10		Anesthetic Machine	ARTEC	1	\$28,991.00	\$28,991.00	Anesthesiology Dept.	A	A		
11		Medical books (English)	Medical Books (26)	1	\$7,341.00	\$7,341.00	Library	A	A		
12		Patient Monitor	Nihon Kohden, BSM-2301K	10	\$7,150.00	\$71,500.00	Emergency-5, Anesthesiology-3, ICU-1,	A	A		
13		Ventilator	Bennett NPB760	1	\$25,550.00	\$25,550.00	ER	A	A		
14		ICU Bed	Paramount KA-5130E	2	\$4,860.00	\$9,720.00	Anesthesiology Dept.	A	A		
15		Bed	Paramount KA-5140E	6	\$3,250.00	\$19,500.00	Anesthesiology Dept.	A	A		
16		Duodenoscope	OLYMPUS, TJF-160R	1	\$29,435.00	\$29,435.00	Functional Examination	B	A	not registered	
17		Thoracic Suction Unit	Central UNI	1	\$1,100.00	\$1,100.00	OP	A	A	not registered	
18		Catalyzer	BIO RAD	1	\$22,000.00	\$22,000.00	Biochemistry Dept.	C	A		
19		Intermittent Suction Unit	ATMOS, Model Record 55	2	\$2,890.00	\$5,780.00	Emergency (ER)	A	A		
20		Continuous Suction Unit	MIZUHO MSP-210	5	\$1,280.00	\$6,400.00	Emergency (ER)-4, ME-1	A	A		
21		Ventilator	Puritan Bennett NPB761	5	\$22,500.00	\$112,500.00	ICU-2, Emergency-1, Poison Center	A	A		

List of machinery and equipment provided by Japan

FY 1999 - 2004

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FY	No	Equipment	Model	Qty	Unit Price (USD)	Total price (USD)	Allocation	Frequency of Use	Condition	Remarks
2002	22	Ventilator	Nova Medical Grap脚	2	\$23,625.00	\$47,250.00	ICU, Emergency	A	A	
		Total				\$531,847.00				
2003	1	Spiroanalyzer	CHESTAC-11	1	\$41,500.00	\$41,500.00	Pulmonology Dept.	B	A	
	2	Electric Scale	SLINGSCALE Model 2002	1	\$7,500.00	\$7,500.00	ICU	A	A	
	3	Central Monitor	CNS-9701K, NIHON KOHDEN	1	\$17,900.00	\$17,900.00	ME	C	A	not registered
	4	Patient Monitor	BSM-2301K, NIHON KOHDEN	8	\$7,250.00	\$58,000.00	ICU	A	A	
	5	Stretcher	KK715E	5	\$3,150.00	\$15,750.00	Emergency Dept.	A	A	
	6	Anesthesia Machine	ARTEC, STEPHAN	1	\$28,550.00	\$28,550.00	Anesthesiology Dept.	A	A	not registered
	7	Low Pressure Suction Pump	MSP-210 MIZUHO	3	\$1,250.00	\$3,750.00	ME	B	A	not registered
	8	Syringe Pump	TE-331, TERUMO	15	\$1,075.00	\$16,125.00	ME-11, ICU-3, Endo.-1	A	A	
	9	Infusion Pump	TE-112, TERUMO	10	\$1,640.00	\$16,400.00	ME-2, OP-1, Cardio-1, Poinson-3, ER-	A	A	
	10	Video Projector	SANYO PLC-XU35	1	\$4,775.00	\$4,775.00	DOHA	B	A	
	11	Fax Machine	Panasonic KFL502	1	\$665.00	\$665.00	DOHA	A	A	
	12	Printer	HP Laser	1	\$410.00	\$410.00	DOHA	A	A	
	13	Overhead Projector	3M-2770	1	\$709.80	\$709.80	DOHA	A	A	
		TOTAL			\$212,034.80					
2004	1	Infant Ventilator		1		\$0.00	Pediatrics Dept.			
	2	Portable X-ray apparatus	SHIMADZU, Mobile Art MUX-100	1		\$0.00	Central Management			
	3	B/W Ultrasound apparatus	ALOKA SSD-1400	2		\$0.00	Tropical Institute Functional Examination			
	4	Elisa System	BIORAD	1		\$0.00	Microbiology Dept.			
	5	Anesthesia Machine	STEPHAN, ARTEC	1		\$0.00	Anesthesiology Dept.			
	6	Anesthesia Monitor	NIHON KOHDEN BSM-4101K	2		\$0.00	Anesthesiology Dept. Anesthesiology Dept.			
	7	Ventilator (Non invasive and invasive mode)	NOVA Medical Graph	5		\$0.00	Central Management			
	8	Electronic Scale	Scale Tronix, Model 2002	2		\$0.00	Emergency Dept.			
	9	Portable Ventilator	IMPACT UNIVENT 754	2		\$0.00	Central Management			
	10	Gastro fiberoptic scope	Smartage, OLYMPUS	1		\$0.00	Gastroenterology Dept.			
		Total			\$342,610.00					
		Total				\$2,783,025.51				

ABBREVIATIONS:

OPD: Out Patient Department
DOHA: Direction Office of Health Care Activities
GPD: General Planning Department
ME: Medical Equipment Department
JP: JICA Project office

8. DOHA training courses

DOHA Training Courses supported by JICA

F/Y2000

No.	Name of training course	Duration	Place	No. Participant
1	Clinical biochemistry (for technician)	Nov 21, 2000 to Mar 23, 2000	BMH	41 (Technician)
2	Gastroenterology	Nov 25, 2000 to Nov 30, 2000	Lai Chau provincial hospital	70
3	Infectious disease	Nov 26, 2000 to Nov 27, 2000	Vinh Phuc provincial hospital	100
4	Holistic care	Nov 27, 2000 to Dec 27, 2000	BMH	37 (Nurse)
5	Pediatrics	Dec 05, 2000 to Jan 05, 2001	BMH	32 (Doctor)
6	Toxicology	Dec 05, 2000 to Jan 05, 2001	BMH	40 (Doctor)
7	Gastroenterology	Dec 05, 2000 to Mar 27, 2001	BMH	39 (Doctor)
8	Cardiology	Feb 21, 2001 to Mar 21, 2001	BMH	43 (Doctor)
9	Infectious disease	Feb 21, 2001 to Mar 21, 2001	BMH	43 (Doctor)
10	Diagnostic ultrasound	Feb 26, 2001 to Mar 23, 2001	Tuyen Quang provincial hospital	61 (Doctor)
11	Cardiology	May 03, 2000 to May 05, 2000	Vinh Phuc provincial hospital	88 (Doctor)
13	Infectious disease	May 30, 2000 to Jun 02, 2000	Ha Tinh provincial hospital	100

F/Y2001

No.	Name of training course	Duration	Place	No. Participant
1	Infectious diseases	Jun 05, 2001 to Jun 06, 2001	Lai Chau provincial hospital	70
2	Endocrinology	Aug 13, 2001 to Aug 16, 2001	Ha Tinh provincial hospital	150
3	Endocrinology	Sep 24, 2001 to Sep 28, 2001	Vinh Phuc provincial hospital	70
4	Emergency	Oct 01, 2001 to Nov 16, 2001	BMH	40
5	Nursing care on emergency	Nov 04, 2001 to Nov 11, 2001	Ha Tinh provincial hospital	100
6	Infectious disease	Nov 05, 2001 to Nov 11, 2001	Bac Ninh provincial hospital	86
7	Internal medicine and infectious disease	Nov 05, 2001 to Nov 09, 2001	Hoa Binh provincial hospital	80
8	Nephro-urology & Pulmonology	Nov 13, 2001 to Jan 15, 2002	BMH	40
9	Nursing care on infectious disease	Nov 21, 2001 to Dec 21, 2001	BMH	41
10	Anesthesia	Nov 21, 2001 to Dec 21, 2001	BMH	40
11	Nosocomial infection control	Dec 03, 2001 to Dec 21, 2001	BMH	66
12	Pediatrics and neurology	Dec 10, 2001 to Dec 16, 2001	Lai Chau provincial hospital	70
13	Biochemistry	Jan 14, 2002 to Jan 31, 2002	BMH	49
14	Endocrinology and infectious disease	Mar 18, 2002 to Mar 22, 2002	Cao Bang provincial hospital	70

F/Y2002

No.	Name of training course	Duration	Place	No. Participant
1	Infectious disease	Jun. 03, 2001 to Jul. 06, 2002	Quang Ninh provincial hospital	60
2	Rheumatology	Jul. 01, 2002 to Aug. 30, 2002	BMH	40
3	Emergency	Jul. 23, 2002 to Jul. 28, 2002	Ha Tinh provincial hospital	106
4	Cardiology	Aug. 19, 2002 to Aug. 23, 2002	Lai Chau provincial hospital	71
5	Emergency	Aug. 26, 2002 to Aug. 30, 2002	Tuyen Quang provincial hospital	104
6	Imaging Diagnosis	Sep. 30, 2002 to Oct. 03, 2002	BMH	40
7	General Internal Medicine	Sep. 23, 2002 to Sep. 28, 2002	Hoa Binh provincial hospital	70
8	Emergency	Oct. 14, 2002 to Oct. 21, 2002	Ha Giang Provincial Hospital	60
9	Emergency	Feb. 18, 2002 to Mar. 18, 2002	BMH	40
10	Pathology	Feb. 18, 2003 to Mar. 18, 2003	BMH	40

F/Y 2003

No.	Name of training course	Duration	Place	No. Participant
1	Use of Ventilators	Jul. 14, 2003 to Jul. 26, 2003	Ha Tinh provincial hospital	60
2	Emergency	Jul. 21, 2003 to Aug. 01, 2003	Tuyen Quang provincial hospital	60
3	ICU Resuscitation and Respirator	Jul. 22, 2003 to Sep. 22, 2003	BMH	17 (Doctors)
4	ICU Resuscitation and Respirator	Jul. 22, 2003 to Sep. 22, 2003	BMH	17 (Nurses)
5	Pediatrics Emergency	Jul. 28, 2003 to Aug. 28, 2003	BMH	30
6	Emergency	Aug. 25, 2003 to Aug. 29, 2003	Vinh Phuc provincial hospital	60
7	Biochemistry	Oct. 06, 2003 to Oct. 17, 2003	BMH	30
8	Imaging Diagnosis	Nov. 03, 2003 to Dec. 04, 2003	BMH	30
9	Hematology	Nov. 12, 2003 to Dec. 12, 2003	BMH	30
10	Emergency	Jan. 05, 2004 to Jan. 09, 2004	Hoa Binh provincial hospital	60
11	Endoscopy	Mar. 03, 2004 to Mar. 31, 2004	Vinh Phuc provincial hospital	20
12	Pharmacy	Mar. 03, 2004 to Mar. 07, 2004	Hoa Binh provincial hospital	60
13	Nosocomial infection control	Mar. 08, 2004 to Mar. 30 2004	BMH	25

F/Y 2004 (as of June 30, 2004)

No.	Name of training course	Duration	Place	No. Participant
1	Emergency - Advanced	May 19, 2004 to Jul. 19, 2004	BMH	30

9. In-hospital training courses

In-hospital Training Courses

F/Y 2000

No	Name of training course	Duration	Place	Participant
1	Medical Equipment Maintenance	Sep 04, 2000 to Sep 24, 2000	BMH	26 (Technician)
2	Nosocomial infection control	Nov 02, 2000 to Nov 03, 2000	BMH	67 (Doctor & Nurse)
3	Taking care of HIV patient and prevention method	Mar 05, 2001 to Mar 27, 2001	BMH	246 (Nurse)

F/Y 2001

No	Name of training course	Duration	Place	Participant
1	OPD-LAN training	Aug 27, 2001 to Aug 31, 2001	BMH	
2	ICU and poisoning control	Nov. 2001	BMH	73
3	Taking care of HIV patient and prevention method	Nov. 2001	BMH	204
4	Nosocomial infection control	Dec. 2001	BMH	66
5	Cardiology, gastroenterology, endocrinology	Mar 05, 2002 to Mar 25, 2002	BMH	51
6	Pediatrics	Mar 18, 2002 to Mar 29, 2002	BMH	52
7	Communication skill for patients	Mar 18, 2002 to Mar 29, 2002	BMH	96
8	DTP	Mar 18, 2002 to Mar 29, 2002	BMH	3

F/Y 2002

No	Name of training course	Duration	Place	Participant
1	Basic nursing skills	Jun.24, 2002 to Jul.5, 2002	BMH	96
2	Training course on nursing management for head nurses	Sep. 2, 2002 to Oct. 15, 2002	BMH	60
3	Training course on basic knowledge on clinical laboratory test for nurses	Oct 7, 2002 to Nov.7, 2002	BMH	80
4	Training course on traumatic emergency	Dec. 23, 2002 to Jan.3, 2003	BMH	40
5	IEC workshop - video production	Feb.26, 2003 to Mar.10, 2003	BMH	10

F/Y 2003

No	Name of training course	Duration	Place	Participant
1	Assistant nurse training (1)	May 27, 2003 to Jun 10, 2003	BMH	90
2	IEC Seminar	Sep. 16 & 17, 2003	BMH	50
3	Conference on traumatic emergency	Sep. 18, 2003	BMH	250
4	Assistant nurse training (2)	Sep. 16 - 30, 2003	BMH	90

10. Seminar / Symposium

Seminar/Symposium

No	Title	Type	Duration	No. of Participant	Remarks
1	Hospital Management Seminar	Seminar	Mar. 8&9, 2000	300	
2	1st Total Care Symposium	Symposium	Sep. 13&14, 2001	200	
3	2nd Total Care Symposium	Symposium	June 21, 2002	100	
4	3rd Total Care Symposium	Symposium	Jan. 15 & 16, 2003	100	
5	Infectious Diseases Seminar	Seminar	Mar. 3&4, 2003	350	Cambodia 9, Laos 9
6	SARS Seminar	Seminar	June 12, 2003	300	Cambodia 9, Laos 10
7	DOHA W/S	Workshop	Oct. 15&16, 2003	120	
8	Radiology	Seminar	Nov. 11, 2003	100	
9	4th Total Care Symposium	Symposium	Nov. 13, 2003	200	
10	PHEMAP Seminar/WHO	Seminar	Mar.15 - 26, 2004	30	
11	Infection Control Seminar	Seminar	Mar. 25, 2004	250	

11. Budget allocation of Bach Mai Hospital

予算の変遷

単位 = VND

No	Items	2000	2001	2002	2003	2004(estimation)
1. Budget allocation of Bach Mai hospital						
	Gross income					
1	From MoH	87,230,846,297	116,479,729,317	152,009,191,727	197,419,141,996	
2	Hospital fee	34,754,700,000	44,160,460,000	47,017,000,000	51,889,000,000	52,780,000,000
3	Donation	52,277,518,466	69,417,878,217	101,793,765,160	136,083,731,813	150,000,000,000
4	Other	198,627,831	384,811,100	1,556,090,309	1,219,469,000	
			2,516,580,000	1,642,336,258	8,226,941,183	
	Expenditure	86,316,823,068	114,824,378,172	150,352,018,891	195,380,898,201	
	Balance	914,023,229	1,655,351,145	1,657,172,836	2,038,243,795	

No	Items	2000	2001	2002	2003	2004
2. Annual expenditure						
	Total expenditure	86,316,823,068	114,824,378,172	150,352,018,891	195,380,898,201	
1	Manpower					
2	Expenses for services					
	Electricity	2,867,668,688	5,385,774,891	5,227,747,195	5,900,765,666	
	Water	778,091,380	1,092,213,670	1,361,166,700	1,251,120,700	
	Fuel	853,318,679	1,378,515,708	1,321,579,047	1,399,061,805	
	Communication	602,961,768	1,213,490,579	1,472,394,350	1,282,397,847	
	Other services (hygiene, security guard, operating electricity system, operating elevator...)	843,351,931	2,803,053,383	3,780,612,804	4,171,882,980	
3	Stationary	359,422,116	528,505,136	761,528,449	1,050,000,000	
4	Training	73,200,000	634,921,000	1,224,057,100	2,084,009,700	
5	Travel allowance	389,811,600	238,723,000	400,576,200	518,264,580	
6	Repairing equipment	2,446,614,377	3,557,341,966	5,060,073,721	6,695,819,378	
7	Professional works (drug, material..)	50,040,974,070	61,886,047,465	85,053,634,905	107,019,178,685	
8	Purchase equipment	1,100,435,226	3,552,000,000	4,026,842,733	10,811,189,413	
9	Other expenditures	923,356,810	768,061,133	675,405,543	1,027,446,546	

12. 満足度調査

患者満足度調査（入院患者）
2004.7 実施

Frequency Tables

Department

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Pulmonology	50	20.0	20.0	20.0
Surgery	50	20.0	20.0	40.0
Endocrinology	50	20.0	20.0	60.0
Nephro-urology	50	20.0	20.0	80.0
Gastro-enterology	50	20.0	20.0	100.0
Total	250	100.0	100.0	

Q1: You are hospitalized

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid The 1 st time	178	71.2	71.5	71.5
The 2 nd time	51	20.4	20.5	92.0
The 3 rd time	13	5.2	5.2	97.2
More than 3 time	7	2.8	2.8	100.0
Total	249	99.6	100.0	
Missing 99	1	.4		
Total	250	100.0		

Q2: Are you satisfied with some procedures for admission?_Missing

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very satisfied	68	27.2	28.6	28.6
Satisfied	90	36.0	37.8	66.4
Fair	60	24.0	25.2	91.6
Unsatisfied	16	6.4	6.7	98.3
Very unsatisfied	4	1.6	1.7	100.0
Total	238	95.2	100.0	
Missing 99	12	4.8		
Total	250	100.0		

患者満足度調査（入院患者）
2004.7 実施

Q3: After admission, how do the nurses instruct you on how to use equipment in the ward you were in ?_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Deeply understand	52	20.8	22.2	22.2
	Easy to understand	120	48.0	51.3	73.5
	Fair	35	14.0	15.0	88.5
	Difficult to understand	1	.4	.4	88.9
	Not yet received	26	10.4	11.1	100.0
	Total	234	93.6	100.0	
Missing	99	16	6.4		
Total		250	100.0		

Q4: Did you receive pamphlet on "Many thing you need to know" with detailed explanations _Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Deeply understand	46	18.4	19.6	19.6
	Easy to understand	92	36.8	39.1	58.7
	Fair	29	11.6	12.3	71.1
	Difficult to understand	2	.8	.9	71.9
	Can not understand	1	.4	.4	72.3
	Not yet received	65	26.0	27.7	100.0
	Total	235	94.0	100.0	
Missing	99	15	6.0		
Total		250	100.0		

Q5: How about medical staffs 'attitude ?_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	83	33.2	34.6	34.6
	Good	94	37.6	39.2	73.8
	Fair	48	19.2	20.0	93.8
	Indisposed	5	2.0	2.1	95.8
	Very indisposed	6	2.4	2.5	98.3
	Not answer	4	1.6	1.7	100.0
	Total	240	96.0	100.0	
Missing	99	10	4.0		
Total		250	100.0		

患者満足度調査（入院患者）
2004.7 実施

Q6: Do you find out nurses easily when you need?_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very easy	85	34.0	35.0	35.0
	Easy	129	51.6	53.1	88.1
	Difficult	13	5.2	5.3	93.4
	Very difficult	4	1.6	1.6	95.1
	Not answer	12	4.8	4.9	100.0
	Total	243	97.2	100.0	
Missing	99	7	2.8		
Total		250	100.0		

Q7: When you have to go for X-ray or laboratory test, do the nurses accompany with you ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	79.6	81.9	81.9
	No	44	17.6	18.1	100.0
	Total	243	97.2	100.0	
Missing	99	7	2.8		
Total		250	100.0		

Q7.1: How about medical staffs' attitude?_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very cozy	42	16.8	22.0	22.0
	Cozy	137	54.8	71.7	93.7
	Indisposed	4	1.6	2.1	95.8
	Very indisposed	1	.4	.5	96.3
	Not answer	7	2.8	3.7	100.0
	Total	191	76.4	100.0	
Missing	99	15	6.0		
	System	44	17.6		
	Total	59	23.6		
Total		250	100.0		

患者満足度調査（入院患者）
2004.7 実施

Q8: How do the nurses help you when you can not eat or drink by Yourself ?_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	34	13.6	14.1	14.1
	Well	71	28.4	29.5	43.6
	Fair	47	18.8	19.5	63.1
	Not well	2	.8	.8	63.9
	No help	26	10.4	10.8	74.7
	Not answer	61	24.4	25.3	100.0
	Total	241	96.4	100.0	
Missing	99	9	3.6		
Total		250	100.0		

Q9: How do the nurses help you when you can not do body hegiene by yourself_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	21	8.4	8.6	8.6
	Well	70	28.0	28.8	37.4
	Fair	45	18.0	18.5	56.0
	Not well	7	2.8	2.9	58.8
	No help	29	11.6	11.9	70.8
	Not answer	71	28.4	29.2	100.0
	Total	243	97.2	100.0	
Missing	99	7	2.8		
Total		250	100.0		

**Q10: Do the nurses help you to change clothes when you can not do it by yourself ?
How do you feel_Missing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	45	18.0	18.4	18.4
	Satisfied	101	40.4	41.2	59.6
	So-so	29	11.6	11.8	71.4
	Indisposed	2	.8	.8	72.2
	No help	26	10.4	10.6	82.9
	Not answer	42	16.8	17.1	100.0
	Total	245	98.0	100.0	
Missing	99	5	2.0		
Total		250	100.0		

患者満足度調査（入院患者）
2004.7 実施

Q11: During hospitalization, do you receive any necessary information on your disease
_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All information	65	26.0	26.6	26.6
	Sufficient information	121	48.4	49.6	76.2
	So-so	39	15.6	16.0	92.2
	Some information	6	2.4	2.5	94.7
	Not receive	8	3.2	3.3	98.0
	Not answer	5	2.0	2.0	100.0
	Total	244	97.6	100.0	
Missing	99	6	2.4		
Total		250	100.0		

Q12: Do you receive daily announcement of medical using _Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	All	83	33.2	34.2	34.2
	Fairly complete	130	52.0	53.5	87.7
	Insufficient explanation	9	3.6	3.7	91.4
	Received but can not understand	10	4.0	4.1	95.5
	Not yet received	3	1.2	1.2	96.7
	Not answer	8	3.2	3.3	100.0
	Total	243	97.2	100.0	
Missing	99	7	2.8		
Total		250	100.0		

Q13: During hospitalization, do you receive instruction on nutrition?
How do you feel _Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	60	24.0	24.8	24.8
	Good	103	41.2	42.6	67.4
	Fair	49	19.6	20.2	87.6
	Difficult to understand	3	1.2	1.2	88.8
	No explanation	15	6.0	6.2	95.0
	Not answer	12	4.8	5.0	100.0
	Total	242	96.8	100.0	
Missing	99	8	3.2		
Total		250	100.0		

患者満足度調査（入院患者）
2004.7 実施

**Q14.1: During hospitalization, what matter makes you the most worried?
Disease**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	188	75.2	75.2	75.2
No	62	24.8	24.8	100.0
Total	250	100.0	100.0	

Q14.2: Work

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	13	5.2	5.2	5.2
No	237	94.8	94.8	100.0
Total	250	100.0	100.0	

Q14.3: Expenses

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	60	24.0	24.0	24.0
No	190	76.0	76.0	100.0
Total	250	100.0	100.0	

Q14.4: Family

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	12	4.8	4.8	4.8
No	238	95.2	95.2	100.0
Total	250	100.0	100.0	

Q14.5: Not answer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	20	8.0	8.0	8.0
No	230	92.0	92.0	100.0
Total	250	100.0	100.0	

患者満足度調査（入院患者）
2004.7 実施

Q15: Do the nurses change your clothes and bed-sheets well_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	63	25.2	26.0	26.0
	Well	136	54.4	56.2	82.2
	Not well	17	6.8	7.0	89.3
	Not do	9	3.6	3.7	93.0
	Not answer	17	6.8	7.0	100.0
	Total	242	96.8	100.0	
Missing	99	8	3.2		
Total		250	100.0		

Q16: How do the nurses help you to clean your teeth when you can not do by yourself ?_Missing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well	25	10.0	10.2	10.2
	Well	78	31.2	31.7	41.9
	Not well	7	2.8	2.8	44.7
	Not do	45	18.0	18.3	63.0
	Not answer	91	36.4	37.0	100.0
	Total	246	98.4	100.0	
Missing	99	4	1.6		
Total		250	100.0		

Q17: Do you know the name of doctor who is in charge of treatment for you ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	224	89.6	89.6	89.6
	No	18	7.2	7.2	96.8
	Not answer	8	3.2	3.2	100.0
	Total	250	100.0	100.0	

Q18: Do you know the name of nurse who takes care you ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	187	74.8	74.8	74.8
	No	53	21.2	21.2	96.0
	Not answer	10	4.0	4.0	100.0
	Total	250	100.0	100.0	

患者満足度調査（外来患者）
2004.7 実施

Frequency Table

Name of department

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Dept. of Rheumatology	21	7.7	7.7	7.7
Dept. of Allergology	8	3.0	3.0	10.7
Dept. of Traditional medicine	4	1.5	1.5	12.2
Dept. of Pulmonology	16	5.9	5.9	18.1
Inst. of hematology & blood transfusion	10	3.7	3.7	21.8
Inst. of Gerontology	4	1.5	1.5	23.2
Internal medicine	23	8.5	8.5	31.7
Dept. of endocrinology	29	10.7	10.7	42.4
Dept. of Otolaryngology	7	2.6	2.6	45.0
Inst. of mental health	4	1.5	1.5	46.5
Dept. of neurology	27	10.0	10.0	56.5
Dept. of nephro-urology	43	15.9	15.9	72.3
Dept. of Gastro-enterology	44	16.2	16.2	88.6
Inst. of Cardiology	31	11.4	11.4	100.0
Total	271	100.0	100.0	

Q1: Information about interviewee

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Patient	188	69.4	71.5	71.5
Family	75	27.7	28.5	100.0
Total	263	97.0	100.0	
Missing 999	8	3.0		
Total	271	100.0		

Q2: Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	119	43.9	44.9	44.9
Female	146	53.9	55.1	100.0
Total	265	97.8	100.0	
Missing 999	6	2.2		
Total	271	100.0		

患者満足度調査 (外来患者)
2004.7 実施

Q3: Age of interviewee

	Age	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6	1	.4	.4	.4
	13	1	.4	.4	.8
	15	1	.4	.4	1.1
	16	2	.7	.8	1.9
	17	4	1.5	1.5	3.4
	19	3	1.1	1.1	4.5
	20	2	.7	.8	5.3
	21	5	1.8	1.9	7.2
	22	5	1.8	1.9	9.1
	23	5	1.8	1.9	10.9
	24	1	.4	.4	11.3
	25	11	4.1	4.2	15.5
	26	8	3.0	3.0	18.5
	27	10	3.7	3.8	22.3
	28	7	2.6	2.6	24.9
	29	8	3.0	3.0	27.9
	30	10	3.7	3.8	31.7
	31	6	2.2	2.3	34.0
	32	9	3.3	3.4	37.4
	33	9	3.3	3.4	40.8
	34	5	1.8	1.9	42.6
	35	7	2.6	2.6	45.3
	36	7	2.6	2.6	47.9
	37	2	.7	.8	48.7
	38	7	2.6	2.6	51.3
	39	2	.7	.8	52.1
	40	11	4.1	4.2	56.2
	41	5	1.8	1.9	58.1
	42	5	1.8	1.9	60.0
	43	4	1.5	1.5	61.5
	44	4	1.5	1.5	63.0
	45	13	4.8	4.9	67.9
	46	11	4.1	4.2	72.1
	47	8	3.0	3.0	75.1
	48	8	3.0	3.0	78.1
	49	1	.4	.4	78.5
	50	14	5.2	5.3	83.8
	51	1	.4	.4	84.2
	52	6	2.2	2.3	86.4
	53	2	.7	.8	87.2
	54	3	1.1	1.1	88.3
	55	1	.4	.4	88.7
	56	5	1.8	1.9	90.6
	57	4	1.5	1.5	92.1
	58	2	.7	.8	92.8
	60	2	.7	.8	93.6
	61	1	.4	.4	94.0

患者満足度調査（外来患者）
2004.7 実施

62	2	.7	.8	94.7
63	1	.4	.4	95.1
64	3	1.1	1.1	96.2
65	1	.4	.4	96.6
67	2	.7	.8	97.4
68	1	.4	.4	97.7
70	2	.7	.8	98.5
75	1	.4	.4	98.9
77	1	.4	.4	99.2
79	1	.4	.4	99.6
90	1	.4	.4	100.0
Total	265	97.8	100.0	
Missing 999	6	2.2		
Total	271	100.0		

Q5: Ha Noi or other province

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Ha Noi	76	28.0	28.1	28.1
	Other province	194	71.6	71.9	100.0
	Total	270	99.6	100.0	
Missing	999	1	.4		
Total		271	100.0		

Q6.1: Go to hospital on foot

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.5	1.5	1.5
	NO	267	98.5	98.5	100.0
	Total	271	100.0	100.0	

Q6.2: Go to hospital by bicycle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	3.7	3.7	3.7
	NO	261	96.3	96.3	100.0
	Total	271	100.0	100.0	

Q6.3: Go to hospital motorbike

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	125	46.1	46.1	46.1
	No	146	53.9	53.9	100.0
	Total	271	100.0	100.0	

患者満足度調査（外来患者）
2004.7 実施

Q6.4: Go to hospital by Ambulance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.5	1.5	1.5
	No	267	98.5	98.5	100.0
	Total	271	100.0	100.0	

Q6.5: Go to hospital by Train

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	4.4	4.4	4.4
	No	259	95.6	95.6	100.0
	Total	271	100.0	100.0	

Q6.6: Go to hospital by Car

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	124	45.8	45.8	45.8
	No	147	54.2	54.2	100.0
	Total	271	100.0	100.0	

Q6.7: Go to hospital by other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	2.6	2.6	2.6
	No	264	97.4	97.4	100.0
	Total	271	100.0	100.0	

患者満足度調査 (外来患者)
2004.7 実施

Q7: How long did it take you go to hospital?

	Minutes	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	2	.7	.8	.8
	10	8	3.0	3.0	3.8
	15	15	5.5	5.7	9.5
	20	18	6.6	6.8	16.3
	25	3	1.1	1.1	17.4
	30	27	10.0	10.2	27.7
	35	1	.4	.4	28.0
	40	7	2.6	2.7	30.7
	45	2	.7	.8	31.4
	50	2	.7	.8	32.2
	60	31	11.4	11.7	43.9
	70	2	.7	.8	44.7
	75	2	.7	.8	45.5
	80	5	1.8	1.9	47.3
	90	15	5.5	5.7	53.0
	100	3	1.1	1.1	54.2
	105	1	.4	.4	54.5
	120	28	10.3	10.6	65.2
	130	1	.4	.4	65.5
	140	1	.4	.4	65.9
	150	16	5.9	6.1	72.0
	180	17	6.3	6.4	78.4
	190	1	.4	.4	78.8
	210	1	.4	.4	79.2
	220	1	.4	.4	79.5
	230	1	.4	.4	79.9
	240	13	4.8	4.9	84.8
	255	1	.4	.4	85.2
	290	1	.4	.4	85.6
	300	10	3.7	3.8	89.4
	360	10	3.7	3.8	93.2
	370	1	.4	.4	93.6
	420	2	.7	.8	94.3
	480	2	.7	.8	95.1
	510	1	.4	.4	95.5
	600	4	1.5	1.5	97.0
	615	1	.4	.4	97.3
	630	1	.4	.4	97.7
	720	1	.4	.4	98.1
	1100	1	.4	.4	98.5
	1200	2	.7	.8	99.2
	1440	1	.4	.4	99.6
	1800	1	.4	.4	100.0
	Total	264	97.4	100.0	
Missing	999	7	2.6		
Total		271	100.0		

患者満足度調査（外来患者）
2004.7 実施

Q8: Did you go to hospital with your family members

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	186	68.6	70.2	70.2
	No	79	29.2	29.8	100.0
	Total	265	97.8	100.0	
Missing	999	6	2.2		
Total		271	100.0		

Q8.1: If Y, how many person?

		Persons	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1		125	46.1	69.4	69.4
	2		41	15.1	22.8	92.2
	3		11	4.1	6.1	98.3
	4		1	.4	.6	98.9
	5		2	.7	1.1	100.0
	Total		180	66.4	100.0	
Missing	999		12	4.4		
	System		79	29.2		
	Total		91	33.6		
Total			271	100.0		

Q9: Did you follow the referral system?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	32.8	34.1	34.1
	No	172	63.5	65.9	100.0
	Total	261	96.3	100.0	
Missing	999	10	3.7		
Total		271	100.0		

患者満足度調査（外来患者）
2004.7 実施

Q10.1: Waiting time to buy out patient examination

	Minutes	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	1.8	1.9	1.9
	2	1	.4	.4	2.3
	3	2	.7	.8	3.0
	5	11	4.1	4.1	7.1
	10	16	5.9	6.0	13.2
	15	21	7.7	7.9	21.1
	20	17	6.3	6.4	27.4
	30	52	19.2	19.5	47.0
	35	1	.4	.4	47.4
	40	16	5.9	6.0	53.4
	50	1	.4	.4	53.8
	60	37	13.7	13.9	67.7
	65	1	.4	.4	68.0
	70	7	2.6	2.6	70.7
	75	1	.4	.4	71.1
	80	11	4.1	4.1	75.2
	90	23	8.5	8.6	83.8
	100	2	.7	.8	84.6
	110	2	.7	.8	85.3
	120	23	8.5	8.6	94.0
	130	5	1.8	1.9	95.9
	150	8	3.0	3.0	98.9
	240	1	.4	.4	99.2
	450	1	.4	.4	99.6
	480	1	.4	.4	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

患者満足度調査（外来患者）
2004.7 実施

Q10.2: Waiting time to get check up

	Minutes	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	19	7.0	7.1	7.1
	2	2	.7	.8	7.9
	3	1	.4	.4	8.3
	5	29	10.7	10.9	19.2
	10	62	22.9	23.3	42.5
	15	19	7.0	7.1	49.6
	20	30	11.1	11.3	60.9
	30	64	23.6	24.1	85.0
	40	11	4.1	4.1	89.1
	60	16	5.9	6.0	95.1
	65	1	.4	.4	95.5
	80	1	.4	.4	95.9
	90	1	.4	.4	96.2
	105	1	.4	.4	96.6
	120	2	.7	.8	97.4
	150	2	.7	.8	98.1
	165	1	.4	.4	98.5
	180	1	.4	.4	98.9
	240	1	.4	.4	99.2
	360	1	.4	.4	99.6
	480	1	.4	.4	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

患者満足度調査 (外来患者)
2004.7 実施

Q10.3: Waiting time to see physicians

	Minutes	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	18	6.6	6.8	6.8
	1	2	.7	.8	7.5
	2	1	.4	.4	7.9
	3	1	.4	.4	8.3
	4	1	.4	.4	8.6
	5	11	4.1	4.1	12.8
	6	1	.4	.4	13.2
	10	22	8.1	8.3	21.4
	15	22	8.1	8.3	29.7
	20	25	9.2	9.4	39.1
	30	67	24.7	25.2	64.3
	35	1	.4	.4	64.7
	40	16	5.9	6.0	70.7
	45	1	.4	.4	71.1
	50	3	1.1	1.1	72.2
	60	32	11.8	12.0	84.2
	70	4	1.5	1.5	85.7
	80	5	1.8	1.9	87.6
	90	13	4.8	4.9	92.5
	100	1	.4	.4	92.9
	120	7	2.6	2.6	95.5
	140	1	.4	.4	95.9
	150	4	1.5	1.5	97.4
	180	1	.4	.4	97.7
	210	1	.4	.4	98.1
	240	4	1.5	1.5	99.6
	570	1	.4	.4	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

患者満足度調査（外来患者）
2004.7 実施

Q10.4: Waiting time from putting the form on the table to getting testing

	Minutes	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	58	21.4	21.8	21.8
	3	1	.4	.4	22.2
	5	8	3.0	3.0	25.2
	10	7	2.6	2.6	27.8
	15	6	2.2	2.3	30.1
	20	19	7.0	7.1	37.2
	25	2	.7	.8	38.0
	30	60	22.1	22.6	60.5
	40	35	12.9	13.2	73.7
	45	6	2.2	2.3	75.9
	50	6	2.2	2.3	78.2
	60	15	5.5	5.6	83.8
	65	1	.4	.4	84.2
	70	4	1.5	1.5	85.7
	80	7	2.6	2.6	88.3
	90	8	3.0	3.0	91.4
	100	1	.4	.4	91.7
	120	5	1.8	1.9	93.6
	150	4	1.5	1.5	95.1
	180	3	1.1	1.1	96.2
	190	1	.4	.4	96.6
	260	1	.4	.4	97.0
	300	4	1.5	1.5	98.5
	360	1	.4	.4	98.9
	630	1	.4	.4	99.2
	1440	1	.4	.4	99.6
	2160	1	.4	.4	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

Q10: Amount of waiting time

	Minutes	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0-15 min	7	2.6	2.6	2.6
	16-30	17	6.3	6.4	9.0
	31-60	30	11.1	11.3	20.3
	61-120	54	19.9	20.3	40.6
	121-180	67	24.7	25.2	65.8
	Over 181	91	33.6	34.2	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

患者満足度調査（外来患者）

2004.7 実施

Q11.1: Chose this hospital because of Health insurance registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	8.5	8.5	8.5
	No	248	91.5	91.5	100.0
	Total	271	100.0	100.0	

Q11.2: Transferred from lower-level hospital

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	9.6	9.6	9.6
	No	245	90.4	90.4	100.0
	Total	271	100.0	100.0	

Q11.3: Re-examination

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	20	7.4	7.4	7.4
	No	251	92.6	92.6	100.0
	Total	271	100.0	100.0	

Q11.4: Good doctors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	139	51.3	51.3	51.3
	No	132	48.7	48.7	100.0
	Total	271	100.0	100.0	

Q11.5: Good nurses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	8.9	8.9	8.9
	No	247	91.1	91.1	100.0
	Total	271	100.0	100.0	

Q11.6: Proximity home

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	22	8.1	8.1	8.1
	No	249	91.9	91.9	100.0
	Total	271	100.0	100.0	

患者満足度調査（外来患者）

2004.7 実施

Q11.7: Availability of specialized department

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	114	42.1	42.1	42.1
No	157	57.9	57.9	100.0
Total	271	100.0	100.0	

Q11.8: Being introduced by friends

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	34	12.5	12.5	12.5
No	237	87.5	87.5	100.0
Total	271	100.0	100.0	

Q11.9: Availability of specialized tests

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	40	14.8	14.8	14.8
No	231	85.2	85.2	100.0
Total	271	100.0	100.0	

Q11.10: Availability of drugs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	29	10.7	10.7	10.7
No	242	89.3	89.3	100.0
Total	271	100.0	100.0	

Q11.11: Cheap medical fees

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	10	3.7	3.7	3.7
No	261	96.3	96.3	100.0
Total	271	100.0	100.0	

Q11.12: Good equipments

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	88	32.5	32.5	32.5
No	183	67.5	67.5	100.0
Total	271	100.0	100.0	

患者満足度調査（外来患者）
2004.7 実施

Q11.13: Chose hospital because of other reason

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	5.9	5.9	5.9
	No	255	94.1	94.1	100.0
	Total	271	100.0	100.0	

Q12.1: Did the doctor see you in line with ordinal number?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	255	94.1	95.9	95.9
	No	11	4.1	4.1	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

Q12.2: Did the doctor adequately explain your diagnosis and treatment to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very adequately	44	16.2	16.4	16.4
	Adequately	190	70.1	70.9	87.3
	Not adequately	32	11.8	11.9	99.3
	No explain	2	.7	.7	100.0
	Total	268	98.9	100.0	
Missing	999	3	1.1		
Total		271	100.0		

Q12.3: Did you rate the courtesy of doctor?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	42	15.5	15.7	15.7
	Good	185	68.3	69.3	85.0
	Not good	39	14.4	14.6	99.6
	Not known	1	.4	.4	100.0
	Total	267	98.5	100.0	
Missing	999	4	1.5		
Total		271	100.0		

Q12.4: Did the doctor answer fully and understandably your question on treatment method and drug use?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	29	10.7	11.0	11.0
	Good	192	70.8	72.7	83.7
	Not good	38	14.0	14.4	98.1
	Not known	5	1.8	1.9	100.0
	Total	264	97.4	100.0	
Missing	999	7	2.6		
Total		271	100.0		

患者満足度調査 (外来患者)
2004.7 実施

Q12.5: Was the doctor's check-up time enough?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very sufficient	30	11.1	11.3	11.3
	Sufficient	188	69.4	70.9	82.3
	Not sufficient	37	13.7	14.0	96.2
	Not known	10	3.7	3.8	100.0
	Total	265	97.8	100.0	
Missing	999	6	2.2		
Total		271	100.0		

Q12.6: Did the doctor treat you with respect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very respectful	24	8.9	9.0	9.0
	Respectful	219	80.8	82.3	91.4
	Not respectful	16	5.9	6.0	97.4
	Not known	7	2.6	2.6	100.0
	Total	266	98.2	100.0	
Missing	999	5	1.8		
Total		271	100.0		

Q13.1: Were you given check-up number by nurse?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	215	79.3	96.0	96.0
	No	9	3.3	4.0	100.0
	Total	224	82.7	100.0	
Missing	999	47	17.3		
Total		271	100.0		

**Q13.2: Did nurses give you adequate explanations about medical
check-up procedures**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very good	27	10.0	10.1	10.1
	Good	198	73.1	74.2	84.3
	Not good	37	13.7	13.9	98.1
	Not known	5	1.8	1.9	100.0
	Total	267	98.5	100.0	
Missing	999	4	1.5		
Total		271	100.0		

患者満足度調査（外来患者）
2004.7 実施

Q13.3: Courtesy of nursing staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very good	28	10.3	10.4	10.4
Good	186	68.6	69.1	79.6
Not good	54	19.9	20.1	99.6
Not known	1	.4	.4	100.0
Total	269	99.3	100.0	
Missing 999	2	.7		
Total	271	100.0		

Q13.4: Did you receive satisfactory answer from the nursing staff?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very satisfactory	26	9.6	9.7	9.7
satisfactory	190	70.1	71.2	80.9
Not satisfactory	47	17.3	17.6	98.5
Not known	4	1.5	1.5	100.0
Total	267	98.5	100.0	
Missing 999	4	1.5		
Total	271	100.0		

Q13.5: Did the nurse treat you with respect?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very respectful	22	8.1	8.3	8.3
Respectful	212	78.2	79.7	88.0
Not respectful	22	8.1	8.3	96.2
Not known	10	3.7	3.8	100.0
Total	266	98.2	100.0	
Missing 999	5	1.8		
Total	271	100.0		

Q14: Overall, are satisfied with the outcome of the hospital care?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very satisfied	22	8.1	8.3	8.3
satisfied	165	60.9	62.0	70.3
Less satisfied	73	26.9	27.4	97.7
Not satisfied	6	2.2	2.3	100.0
Total	266	98.2	100.0	
Missing 999	5	1.8		
Total	271	100.0		

患者満足度調査（外来患者）
2004.7 実施

Q15: When you left the hospital, did you have a better understanding of your condition than when you entered?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	249	91.9	94.3	94.3
	No	15	5.5	5.7	100.0
	Total	264	97.4	100.0	
Missing	999	7	2.6		
Total		271	100.0		

Q16: What is your rating of health service cost at the Outpatient department?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very cheap	8	3.0	3.1	3.1
	Cheap	16	5.9	6.2	9.2
	Reasonable	186	68.6	71.5	80.8
	expensive	50	18.5	19.2	100.0
	Total	260	95.9	100.0	
Missing	999	11	4.1		
Total		271	100.0		

Q17: Would you be loyal?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very loyal	27	10.0	10.2	10.2
	Loyal	191	70.5	72.1	82.3
	Neutral	47	17.3	17.7	100.0
	Total	265	97.8	100.0	
Missing	999	6	2.2		
Total		271	100.0		

Q18: Would you recommend this hospital to your family and friends when they are ill?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	243	89.7	96.8	96.8
	No	8	3.0	3.2	100.0
	Total	251	92.6	100.0	
Missing	999	20	7.4		
Total		271	100.0		