

# **PATIENT MANAGEMENT AND PATIENT GRIEVANCES HANDLING SYSTEM**

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## **Abstract**

With the development of Technology, the concern on patient-centred care has increased, in order to enhance the transparency of patient and healthcare systems. These involvements in healthcare make concerning of patient feedback increasingly important components of patient safety programs. In addition, patients have the right to make complaints and their grievances when they are unsatisfied with the service they received from healthcare organization. Furthermore, healthcare organizations should have a procedure in place for handling both in a timely manner. The process should facilitate, tracking and trending of patient complaints and grievances may call attention to systems and suggest quality improvement opportunities.

In Sri Lanka there's no any proper platform for addressing patient complaints and grievances in order to comply with federal regulations. There are many gaps between existing procedure in many areas due to lapses in the hospital management system. The proposed solution carried out a research about existing process of handling patient records and patient's grievances while having treatments from healthcare organization internationally and locally. The interviews and questionnaires covered the real life experiences for the implementation. The findings of the research studies on the project were validated by the questionnaire distributed among people who has experience with treatment and process of government hospitals.

The manual handling of patient complaints and grievances is time consuming and highly prone to error. Therefore, I have tried my best to develop the complex process Patient management system and patient grievances handling system as a user friendly simple as possible using structured and flexible techniques. The solution has been implemented for the rural state hospitals as the initial step. Used angular for the development of the proposed solution as web application in English language. The evaluation and testing of the system carried out by the criteria. The project aim is successes by following project and research methodologies carried throughout the project.