

PATIENT SATISFACTION WITH OUTPATIENT HEALTHCARE
SERVICES AT LAC SON HEALTH CENTER OF HOA BINH PROVINCE IN 2024

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Abstract

Objective: This study aims to evaluate patient satisfaction with healthcare services at the outpatient department of Lac Son Health Center in Hoa Binh Province in 2024.

Subjects and Methods: A cross-sectional descriptive study was conducted involving 310 patients who visited the outpatient department at Lac Son Health Center.

Results: Among the 310 patients surveyed, the overall satisfaction rate with healthcare services in the outpatient department was 83%. Satisfaction levels were categorized as follows: accessibility (84.8%), transparency of information and procedures (55.2%), facilities and equipment (63.2%), professionalism and attitude of healthcare staff (84.2%), and service delivery (88.7%).

Conclusion: The study revealed that 83% of patients expressed satisfied with the healthcare services provided at the outpatient department of Lac Son Health Center.

Keywords: Patient satisfaction, healthcare services.

Sự hài lòng của người bệnh đối với dịch vụ chăm sóc sức khỏe tại khoa ngoại trú Trung tâm Y tế huyện Lạc Sơn, Hòa Bình năm 2024

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Tóm tắt

Mục tiêu: Đánh giá sự hài lòng của người bệnh khám chữa bệnh (KCB) tại Khoa Khám bệnh, Trung tâm Y tế huyện Lạc Sơn, tỉnh Hòa Bình năm 2024.

Đối tượng và phương pháp: Với thiết kế nghiên cứu mô tả cắt ngang có phân tích 310 người bệnh đến khám bệnh tại Khoa Khám bệnh, Trung tâm Y tế huyện Lạc Sơn, tỉnh Hòa Bình.

Kết quả: Trong 310 người bệnh tham gia nghiên cứu, tỷ lệ hài lòng chung của người bệnh với dịch vụ KCB tại Khoa Khám bệnh, Trung tâm Y tế huyện Lạc Sơn đạt 83%. Trong đó: Tỷ lệ hài lòng về khả năng tiếp cận đạt 84,8%; về sự minh bạch thông tin, thủ tục khám bệnh, điều trị đạt 55,2%; về cơ sở vật chất và phương tiện, trang thiết bị đạt 63,2%; về thái độ ứng xử, năng lực chuyên môn của nhân viên y tế đạt 84,2%; về cung cấp dịch vụ đạt 88,7%.

Kết luận: Nghiên cứu này cho thấy tỷ lệ đối tượng hài lòng chung với dịch vụ y tế tại Khoa Khám bệnh, Trung tâm Y tế huyện Lạc Sơn đạt 83%.

Từ khóa: Hài lòng, người bệnh.

1. Introduction

In alignment with national health policies and laws, the Vietnamese healthcare sector has made substantial progress over the years, achieving significant improvements in public health outcomes. Patient satisfaction serves as a key indicator in the management of healthcare service quality, emphasizing the importance of a patient-centered approach. Improving the quality of healthcare services remains a continuous and vital responsibility for healthcare institutions, rooted in legal and scientific principles. Ensuring evidence-based, practical solutions that meet patient needs is crucial to improving healthcare service quality.

In 2016, the Vietnamese Ministry of Health issued Decision No. 6858/QĐ-BYT, establishing criteria for hospital quality assessment. The decision aimed to encourage hospitals to focus on quality improvement, ensuring safe, effective, and patient-satisfying care. This directive aligns with the broader socio-economic context of the country.

Patient satisfaction with healthcare services is a vital factor in the sustainability and growth of healthcare facilities. Quality healthcare should meet four key criteria: effective, scientific, and standardized care; appropriate and safe treatment without complications; and access to services that are both acceptable and patient-centered. Patient satisfaction is seen as a critical measure of healthcare quality. As patient needs grow, the healthcare system must adapt to meet these challenges, and patient satisfaction has become an essential outcome measure.

Lac Son Health Center in Hoa Binh has continuously prioritized patient satisfaction and regularly conducts evaluations. The outpatient department plays a dual role in both outpatient services and determining which patients require inpatient care. Hence, evaluating patient satisfaction at the outpatient department is a vital aspect of quality improvement.

2. Research Subjects and Methods

2.1. Study Subjects

Patients attending the outpatient department at Lac Son Health Center, Hoa Binh Province, during the study period.

2.1.1. Inclusion Criteria

Adult patients (18 years and older) with full mental capacity to understand and answer survey questions, who voluntarily agreed to participate after completing the examination and were either waiting for medication, payment, or to collect their health insurance cards.

2.1.2. Exclusion Criteria

Patients visiting for psychiatric care, patients with hearing or speech impairments, patients unable or unwilling to cooperate, or those with critical conditions requiring inpatient care.

2.2. Research Methods

2.2.1. Study Design

This study employed a cross-sectional descriptive study.

2.2.2. Sample Size and Sampling Method

- Sample Size: The sample size was calculated using the formula for estimating proportions in a descriptive study:

$$n = Z_{1-\alpha/2}^2 \frac{p(1-p)}{d^2}$$

In which:

- n: Minimum sample size needed for research
- $Z_{1-\alpha/2}$: Reliability coefficient, corresponding to 95% reliability ($\alpha = 0.05$), so $Z_{1-\alpha/2} = 1.96$.
- p: Estimated rate of patients generally satisfied with medical examination and treatment services. $p = 0.74$ (according to the study by author Truong Van Ut et al. (2022), the rate of patients generally satisfied with medical examination and treatment services is 74%) [6].
- d: Desired absolute error. Choose $d = 0.05$.

Given the specified parameter values, the application of the sample size calculation formula yields a total of 295 participants. To accommodate a potential 5% attrition rate from the minimum sample size, the adjusted total required for the study is calculated as follows: $295 + (295 \times 5\%) = 310$ research subjects.

Sampling method: The convenience sampling method was employed to select patients who were examined and are awaiting medication, payment, or health insurance cards at the Examination Department of Lac Son

Medical Center, Hoa Binh. Patients were chosen based on predetermined inclusion and exclusion criteria throughout the research period until the required minimum sample size was achieved.

2.2.3. Data Analysis

Data waere processed using SPSS and

EpiData software. Qualitative variables were reported as frequencies and percentages. A p-value of less than 0.05 was deemed statistically significant.

3. Research Results

3.1. Demographics of Study Participants

Table 1. Age Distribution of Study Participants (n = 310)

Age	No.	%
Under 30 years:	53	17,1
30-60 years:	194	62,3
Over 60 years:	63	20,6
Youngest age = 19; Oldest = 83; Average \pm SD = 44 \pm 14.8		

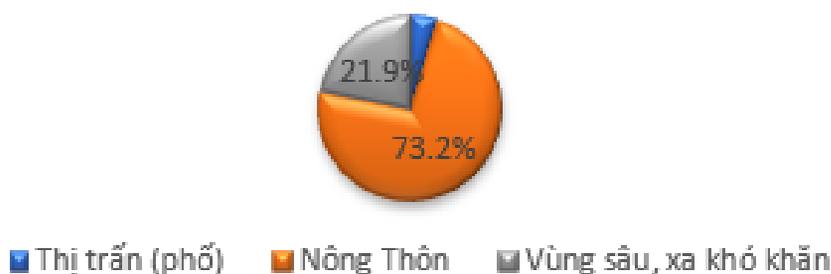
Highlights: The largest proportion of participants were in the 30-60 age range (62.3%), followed by those over 60 (20.6%) and under 30 (17.1%).

Figure 1. Gender of Study Subjects (n = 310)



Highlights: Results of Chart 3.1 show that the majority of patients participating in the study are female (59.7%), male are (40.3%).

Figure 2. Place of Residence of Study Subjects (n = 310)



Highlights: Results of Chart 3.2 show that the majority of patients participating in the study live in rural areas (73.2%), followed by remote areas (21.9%), and the lowest is in urban areas (4.9%).

Table 2. Classification of Living Standards Among Research Participants (n = 310)

Standard of living	Quantity	Rate (%)
Poor	133	42.9
Near poor	19	6.1
Medium	158	51.0

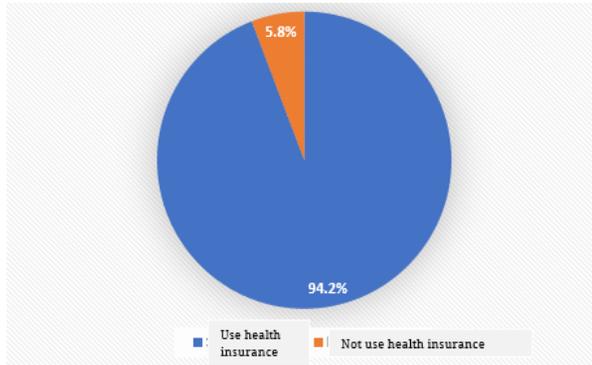
Highlights: The results of Table 3.2 show that the patients participating in the study had the highest average living standard (51.0%), followed by poor households (42.9%), and near-poor households (6.1%).

Table 3. Distance to examination of study subjects (n = 310)

Distance from home to hospital	Quantity	Rate (%)
Under 5 km	37	11.9
From 5 – 10 km	132	42.6
Over 10 km	141	45.5

Highlights: The results of Table 3.3 show that the proportion of patients participating in the study living in areas more than 10 km from Lac Son Health Center is the highest (45.5%), followed by 5-10 km (42.6%) and less than 5 km from Lac Son Health Center is the lowest (11.9%).

Figure 3. Use of health insurance by research subjects (n = 310)



The results of Chart 3.3 show that the majority (94.2%) of the population use health insurance cards when participating in medical examination and treatment 4

Table 4. Number of Visits (n = 310)

Number of times	Quantity	Rate (%)
First time	89	28.7
2nd time	72	23.2
> 2 times	149	48.1

Highlights: The results of Table 3.4 show that the highest proportion of respondents participating in the study were those who had visited Lac Son Health Center more than twice (48.1%), followed by those who had visited for the first time (28.7%), and those who had visited for the second time (23.2%).

3.2. Satisfaction with medical examination and treatment services of research subjects

Table 5. DTNC satisfaction with accessibility (n = 310)

Evaluation criteria	Satisfied		Not satisfied	
	No.	%	No.	%
Signs and directions to the hospital are clear, easy to see and easy to find.	305	98.4	5	1.6
Diagrams and signs showing directions to departments and rooms in the hospital are clear, easy to understand and easy to find.	282	91.0	28	9.0
Blocks and stairs are clearly numbered and easy to find.	281	90.6	29	9.4
Hospital walkways and corridors are flat and easy to walk on.	300	96.8	10	3.2
You can find information and register for examination by phone or conveniently on the hospital's website.	29	9.4	281	90.6
Overall Satisfaction with Accessibility (Cut Score 75%- 18.75 Points)	263	84.8	47	15.2

Highlights: The results in Table 3.5 show that the patient satisfaction rate regarding the accessibility of medical examination and treatment (KCB) services is relatively high (84.8%). Among them, the highest satisfaction rate is for clear, visible, and easy-to-find signage directing to the hospital (98.4%), followed by satisfaction with the hospital's

pathways, flat corridors, and ease of walking (96.8%). Patients also express satisfaction with the hospital maps and signage clearly indicating the way to various departments and rooms, which are easy to understand and locate (91.0%), and satisfaction with the clearly numbered buildings and staircases, making them easy to find (90.6%).

Table 6. Patient Satisfaction with Information Transparency and Medical Examination and Treatment Procedures (n = 310)

Evaluation Criteria	Satisfied		Not satisfied	
	No.	%	No.	%
Medical examination process is clearly posted, public, easy to understand	254	81.9	56	18.1
Medical examination processes and procedures have been reformed to be simple and convenient.	267	86.1	43	13.9
Medical service prices are clearly and publicly listed.	161	51.9	149	48.1
Medical staff welcome and guide patients through procedures enthusiastically and wholeheartedly.	203	65.5	107	34.5
Line up in order after completing registration procedures, payment, medical examination, testing, and X-rays.	299	96.5	11	3.5
Evaluate waiting time for medical examination registration procedures	242	78.1	68	21.9
Evaluate waiting time to see a doctor	117	37.7	193	62.3
Rate the time it takes to see a doctor and get advice	68	21.9	242	78.1
Evaluate waiting time for tests and scans	248	80.0	62	20.0
Evaluate waiting time for test and x-ray results	256	82.6	54	17.4
Overall satisfaction with transparency of information, medical examination and treatment procedures (Cut score 75% - 37.5 points)	171	55.2	139	44.8

The results presented in Table 3.6 indicate that the satisfaction rate of the DTNC regarding the transparency of information, medical examination and treatment procedures is 55.2%. Notably, the highest satisfaction was reported for the orderly patient flow following the completion of registration, payment, medical examination, testing, and X-ray (96.5%). This was followed by satisfaction with the simplified and convenient reformed medical examination processes and procedures (86.1%), waiting time to receive test and X-ray results (82.6%), the

medical examination process is clearly posted, public, and easy to understand (81.9%), waiting time for testing and X-ray (80.0%). Additional satisfaction rates included waiting time for registration procedures (78.1%), medical staff welcoming and guiding patients through the procedures enthusiastically and wholeheartedly (65.5%), clearly and publicly listed medical service prices (51.9%); waiting time for doctor's examination (37.7%); and the lowest satisfaction recorded for the duration of the doctor's examination and consultation (21.9%).

Table 7. Patient Satisfaction with Facilities and Services (n = 310)

Evaluation Criteria	Satisfied		Not satisfied	
	No.	%	No.	%
There is a clean, airy waiting room/lobby in the summer; windproof and warm in the winter.	270	87.1	40	12.9
The waiting room has enough seats for patients and is well-used.	263	84.8	47	15.2
The waiting room has full fan (air conditioning), operating regularly	205	66.1	105	33.9
The waiting room has facilities to help patients feel comfortable such as TV, pictures, leaflets, drinks...	149	48.1	161	51.9
Privacy is guaranteed during medical examinations, X-ray, and procedures.	289	93.2	21	6.8
Convenient toilet, good use, clean	83	26.8	227	73.2
The environment in the hospital campus is green, clean and beautiful.	211	68.1	99	31.9
The medical examination area ensures security, order, and theft prevention for people.	264	85.2	46	14.8
Overall satisfaction with facilities and services for patients (Cut score 75% - 30 points)	196	63.2	114	36.8

The results of Table 3.7 show that the satisfaction rate for facilities and means serving patients accounts for the majority (63.2%). In particular, the satisfaction rate for being guaranteed privacy when examining, taking pictures, and performing procedures is the highest (93.2%), followed by satisfaction with having a clean, airy waiting room/hall in the summer; windproof and warm in the winter (87.1%), the examination

area ensures security, order, and prevents theft for people (85.2%), the waiting room has enough chairs for patients and is well used (84.8%), the waiting room has a fan (air conditioner) that is fully operational (66.1%), the waiting room has facilities to help patients feel comfortable such as TV, pictures, leaflets, drinking water (48.1%), the lowest is satisfaction with a convenient, well-used, and clean toilet (26.8%).

Table 8. Satisfaction of the DTNC with the Attitude and Professional Competence of the Medical Staff (n = 310)

Evaluation criteria	Satisfied		Not satisfied	
	No.	%	No.	%
Medical staff have proper speech, attitude and communication.	232	78.4	78	25.2
Service staff have proper speech, attitude and communication.	286	92.3	24	7.7
Be respected, treated fairly, cared for and helped by medical staff	258	83.2	52	16.8
Professional competence of doctors and nurses meets expectations	262	84.5	48	15.5
Overall satisfaction with the attitude and professional competence of medical staff (Cut score 75% - 15 points)	261	84.2	49	15.8

The results of Table 3.8 show that the satisfaction rate of the respondents about the attitude and professional competence of medical staff is high (84.2%). In particular, the satisfaction rate with service staff having proper speech, attitude and communication is the

highest (92.3%), followed by the professional competence of doctors and nurses meeting expectations (84.5%), being respected, treated fairly, cared for and helped by medical staff (83.2%), and finally, medical staff having proper speech, attitude and communication (74.8%).

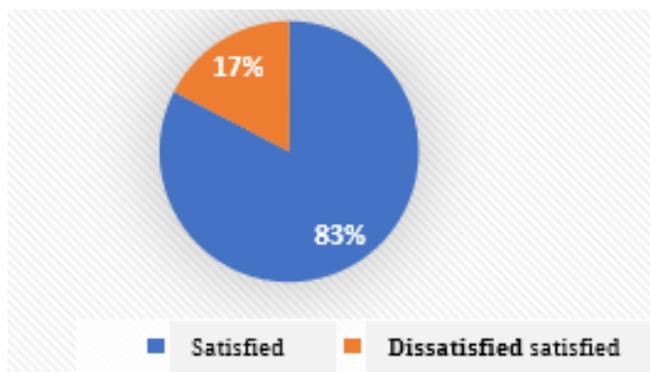
Table 9. Patient Satisfaction with Service Delivery Results (n = 310)

Evaluation Criteria	Satisfied		Not satisfied	
	No.	%	No.	%
The medical examination results met the wishes.	265	85.5	45	14.5
Invoices, receipts, prescriptions and medical examination results are provided in full, clearly, transparently and explained if there are any questions.	306	98.7	4	1.3
Assessing the level of trust in the quality of medical services	261	84.2	49	15.8
Rate satisfaction with medical service prices	296	95.5	14	4.5
Amount payable	304	98.1	6	1.9
Overall satisfaction with service delivery (Cut score 75% - 18.75 points)	275	88.7	35	11.3

The results of Table 3.9 show that the satisfaction rate of the DTNC about the results of providing medical examination and treatment services is high (88.7%). In which, the satisfaction rate about invoices, receipts, prescriptions and medical examination results being provided fully, clearly, transparently and explained if there are

any questions is the highest (98.7%), followed by satisfaction about the amount of money to be paid (98.1%), then satisfaction about the price of medical services (95.5%), followed by the medical examination results meeting expectations (85.5%), and finally the level of trust in the quality of medical services (84.2%).

Figure 4. Overall satisfaction rating of DTNC (n = 310)



Results of Chart 3.4 show that the overall satisfaction level of the DTNC with medical services reached 83%.

4. Discussion

Satisfaction study of 310 patients at the Examination Department, Lac Son District Medical Center, Hoa Binh Province. The study results showed that the satisfaction rate of patients aged 30 - 60 years old was the highest (62.3%), followed by the group over 60 years old (20.6%), and the lowest was the group under 30 years old (17.1%). This result is equivalent to the research results of author Nguyen Khac Son in

on patient satisfaction with medical examination and treatment services at the Examination Department, Hoa Binh Provincial General Hospital, showing that the age range is 30 - 60 years old (73.4%) [2]. The majority of patients participating in the study were female (59.7%), male (40.8%). This result is similar to the study of Tran Van Thien et al. on the satisfaction of outpatients coming for medical examination at Hanoi National University Hospital in 2021, with a female proportion (68.7%) [3]. The majority of the NB participating in the study lived in rural areas (73.2%), followed by remote

areas (21.9%), and the lowest was in urban and town areas (4.9%). The research results were consistent with the characteristics of the district's topographical division [4], people living in rural areas bordering the central district had a higher population density and had more opportunities and conditions to access health services than people living in remote areas.

The majority of the DTNC have an average standard of living (51.0%), followed by poor households (42.9%), and near-poor households (6.1%). This result is consistent with the living standards statistics at the research site, which are average (70.23%), poor and near-poor households (29.77%) [5].

Our research results show that patients coming for examination live in areas more than 10 km from Lac Son Health Center (45.5%), followed by 5-10 km (42.6%), the area near Lac Son Health Center less than 5 km is the least (11.9%) as well as Nguyen Khac Son's study on patient satisfaction at the Examination Department, Hoa Binh Provincial General Hospital 68.8% [2].

Most of the respondents used health insurance cards when participating in medical examination and treatment (94.2%). This result is reasonable with the rate of people participating in health insurance in Lac Son district (97.58%). The majority of respondents were those who visited Lac Son Health Center more than twice (48.1%), followed by the first visit (28.7%) and the second visit (23.2%). This result is similar to the study by Nguyen Thi Hong Hoa et al. on the satisfaction of outpatients at the examination department, Post Office Hospital, Base 1 [6].

The research results show that the satisfaction rate of the DTNC about the accessibility to medical examination and treatment services is relatively high (84.8%). In particular, the satisfaction rate with signs and directions to the hospital is clear, easy to see, easy to find (98.4%), followed by the path in the hospital, flat corridors, easy to walk (96.8%), diagrams, signs to departments, rooms are clear, easy to understand, easy to find (91.0%), blocks, stairs are clearly numbered, easy to find

(90.6%). Our research results are consistent with the research results on the satisfaction of outpatients with medical examination and treatment services at Hoa Binh Provincial General Hospital (85.3%) [2] and the research results of author Tran Van Thien et al. (2021) on the satisfaction of outpatients visiting Hanoi National University Hospital (78%) [3].

The research results show that the satisfaction rate of patients with the transparency of information, medical examination and treatment procedures is 55.2%. Our research results are lower than the research of author Nguyen Khac Son at Hoa Binh Provincial General Hospital (80%) [2]. This difference may be due to the fact that Nguyen Khac Son's research was conducted at the Provincial General Hospital, a grade I hospital.

Our research results show that the satisfaction rate with the facilities and means of serving patients accounts for the majority (63.2%). This result is similar to the study of Ngo Thi Kim Giau with a satisfaction rate of (68.24%) [7] but lower than the study of Nguyen Khac Son at Hoa Binh Provincial General Hospital (82.6%) [2].

The results of the patient satisfaction rate with the attitude and professional competence of medical staff were 84.2%. Our research results are consistent with the research results of author Vo Thi Kim Anh and colleagues at 91.5% [8].

The service delivery results in this study were considered in terms of factors such as medical service prices, medical service quality, and meeting the health care needs. The satisfaction rate of the DTNC with the results of medical service delivery was high (88.7%). Our research results are consistent with the research results of some authors such as Bui Tuan Khoa et al. [9] at 108 Central Military Hospital (84.4%) [10] and Trinh Thi Lan, et al. at the Central Endocrinology Hospital (88.6%) [10].

Our research results show that the overall satisfaction level of patients with the medical examination and treatment services of Lac Son Medical Center, Hoa Binh province is 83%. Our research results are similar to the results of

Bui Tuan Khoa and colleagues (2017) at the 108 Central Military Hospital with the result (83.1%) [9] and of Nguyen Thi Hong Hoa et al. at the Examination Department, Post Office Hospital, Base 1 is 80.4% [6]. However, our research results are higher than the results of Nguyen Khac Son conducted at the Examination Department, Hoa Binh Provincial General Hospital is 67% [2].

5. Conclusion

Research shows that patient satisfaction with medical examination and treatment at the Examination Department, Lac Son District

Medical Center, Hoa Binh in 2024 reached a high level with a high rate of 83%, of which:

Satisfaction rate on accessibility reached 84.8%.

The satisfaction rate with information transparency, medical examination and treatment procedures reached 55.2%.

Satisfaction rate with facilities, equipment and facilities reached 63.2%.

Satisfaction rate with attitude and professional competence of medical staff reached 84.2%.

Satisfaction rate on service provision reached 88.7%.

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