



# Utilization Patterns of Primary Healthcare Services at the Tertiary Care Hospital

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## Abstract

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**Objectives:** This study aims to identify patterns of Health utilization, such as overutilization, underutilization of facilities and services through an ongoing monitoring and educational program. Studying the health resources utilization in primary care setting is highly important especially in the healthcare system with diverse specialties and staff involvement and patient experience.

**Research methodology:** A descriptive cross-sectional study design with self-administrative questionnaires was used to collect information from 161 respondents over the period of 6 months (January to June 2019). The target sample size was 400 patients based on Outpatient Department, at 300 bed Tertiary Care Hospital in Riyadh Saudi Arabia.

**Results:** Between March 2019 to April 2019, 400 patients were prospectively evaluated for their experience in attending in our outpatient clinic. 400 patients were with complete data and eligible for analysis. 242 (60.5%) of the

**Conclusion:** There was high utilization of lab and radiology services ranges between 60-70% of patients. High



Parameters		All (n=400)	Female (n=158)	Male (n=242)	P-value
Age group	18-29	92 (23%)	47 (29.7%)	45 (18.6%)	<0.001
	30-40	149 (37.3%)	49 (31%)	100 (41.3%)	
	41-50	64 (16%)	6 (3.8%)	58 (24%)	
	51-60	48 (12%)	29 (18.4%)	19 (7.9%)	
	More than60	47 (11.8%)	27 (17.1%)	20 (8.3%)	
Nationality	Non-Saudi	106 (26.5%)	56 (35.4%)	50 (20.7%)	<0.001
	Saudi	294 (73.5%)	102 (64.6%)	192 (79.3%)	
Marital Status	Single	102 (25.5%)	33 (20.9%)	69 (28.5%)	<0.01
	Married	233 (58.3%)	90 (57%)	143 (59.1%)	
	Divorce	31 (7.8%)	21 (13.3%)	10 (4.1%)	
	Widowed	34 (8.5%)	14 (8.9%)	20 (8.3%)	
Education Level	Illiterate	37 (9.3%)	28 (17.7%)	9 (3.7%)	<0.001
	High School	102 (25.5%)	30 (19%)	72 (29.8%)	
	Diploma	64 (16%)	13 (8.2%)	51 (21.1%)	
	Bachelor	186 (46.5%)	79 (50.0%)	107 (44.2%)	
	High Education	11 (2.8%)	8 (5.1%)	3 (1.2%)	
Job	Not	12.64)			



