

C786440 : MAJOR ADMINISTRATION PROGRAM

KEY WORD:

: NURSING MANAGEMENT/ TOTAL QUALITY MANAGEMENT/ PATHUMTHANI
 SOMCHIT PIRIYAPRAPAKUL:AN ANALYSIS OF NURSING MANAGEMENT BY USING
 TOTAL QUALITY MANAGEMENT CONCEPT:A CASE STUDY OF NURSING DEPARTMENT,
 PATHUMTHANI HOSPITAL. THESIS ADVISOR : ASSO.PROF. PRANOM OTHAGANONT,
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The purposes of this analysis research were to analyse and compare the activities of nursing management, Nursing Department, Pathumthani Hospital, by using Total Quality Management(TQM) Concept. The population of study were identified as nursing management documents, 17 Head nurses and 231 nursing personnels, and 250 clients which were drawn by simple random sampling technique. The instruments of analysis were checklist assesment forms, interview and questionnaire which had tested for validity and reliability. The data were analyzed by percentage, mean, standard deviation, t-test and F-test.

The major findings were as follow ; 1) Philosophy, goals, and nursing policy used were not identify the concept of TQM. There were many levels of using TQM concept in nursing management documents. The management system of nursing used TQM concept at high level (82.8 %). 2) As reported by nursing personnels, TQM were used in nursing activity at high level. As reported by clients, TQM were used at high level, except the empowerment activity was used at middle level. There were no statistically significant difference between mean scores of nursing activities which reported by inpatient department and other departments. As well as the nursing activities which reported by clients. 3) The suggestions from head nurses were named as improving health team between departments, improving nursing unit. The suggestions from the clients were as giving clients for some more explanation, prompt and good services, good care, clean area, and good furniture in their rooms.

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