

ABSTRACT

Title of Research Paper : Medical Staff's Participation in Organization Development Toward Hospital Accreditation at Bhumibol Adulyadej Hospital
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This dissertation is a study of medical staff's participation in organization development toward hospital accreditation at Bhumibol Adulyadej Hospital, with the following objectives:

1. to study the levels of medical staff's participation in organization development toward hospital accreditation at Bhumibol Adulyadej Hospital,
2. to compare the levels of participation in organization development between doctors' and nurses',
3. to study factors affecting medical staff's participation in organization development toward hospital accreditation at Bhumibol Adulyadej Hospital.

The sample group were stratified by practiced (doctors and nurses) consists of 282 medical staff members working in 20 different units at Bhumibol Adulyadej Hospital. The data was collected by use of administer questionnaires and processed by the Social Science application program 'SPSS', which is a statistic analysis with results read in terms of percentage, mean, standard deviation, t-test and F-test.

Results

1. The sample group is comprised of 211 nurses and 71 doctors, or 212 females and 70 males, aged between 30 and 45 years. 69.2% of the sample group have at least 11 years' working experience, 82.3% work in medical units, and 88.3% are at operational levels.
2. On average, the medical staff's participation in organization development is at a moderate level. The analysis of types of participation shows that the desire to participate ranks the highest, followed by the acceptance of the conception of hospital development and quality

(7)

assurance. At the bottom of the scale is the actual participation in the implementation procedures.

3. Statistically, nurses' participation in organization development and acceptance of the conception of hospital development and quality assurance ranks higher than doctors'. However, both nurses' and doctors' levels of desire to participate are not significantly different.

4. The analysis of factors affecting medical staff's participation in organization development shows that:

4.1 The individual factors which correlate individuals' participation in the development of the medical units are age, years of service, position in the organization, lack of relation between individuals' own working unit and the actual participation in the quality development.

4.2 The factors regarding access to information on the quality development of the medical units are information transfer, training or seminars, and knowledge about hospital development and hospital accreditation.

4.3 The organization factors which correlate individuals' participation in the quality development of the medical units are unit supervisor's credibility, relationships with unit's supervisor, relationships with co-workers, and staff's commitment to the organization.

Suggestions:

1. The management should ensure continuous distribution of information on hospital development and quality assurance to hospital staff, especially to doctors. An example of information distribution is organizing training or seminars for both managerial and operational staff, with emphasis on critical issues, namely patient-centered policy, teamwork, and staff's participation. This could be accomplished by following the standard guideline defined by the patient. At unit meetings, the latest developments of the activities should be reported, as should problems and obstacles be addressed.

2. The management should show their sincerity and determination to implement the organization development, provide every staff member opportunity to participate in every stage of the process, monitor and control all staff's participation, and motivate and support them by stimulating and maintaining high morale among staff.

(8)

3. The management should create harmony, unity and good relationships both within a unit and among all units. This could be achieved by encouraging staff to support and have empathy toward each other as well as organizing get-together events.

4. The management should assign 'the right man to the right job' to avoid negative impact on customer service, which is considered the most important objective of the operation.

5. The management should institute a good collaboration system as well as better and more public relation activities within and among unit.

6. The organization development policy must be unequivocal and the concordance of all units, action plan to implement the organization policy must be ensured.

7. The working team's meeting should be well schedule so that all participant can onto without disrubtion their obligation to their own unit.

8. Resoures for the development should be amply provided.

9. The bureaucretic red tape should be eliminated.