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ACCIDENT VICTIMS

SUWANEE PATHARADECHPAISAN : MEDICAL SERVICE PERFORMANCE PROVIDED FOR MOTOR VEHICLE ACCIDENT VICTIMS BY GOVERNMENT HOSPITALS IN REGION 2. THESIS ADVISORS : PIYATHIDA TRIDECH Dr.P.H., SUJITRA NINLERT Ph.D., DUSIT SUJIRARAT M.Sc., 157 p. ISBN 974-663-790-8

The research is designed as survey research aimed at studying the medical service performance provided for motor vehicle accident victims by government hospitals in region 2. The research subjects were selected by census sampling method from motor vehicle accident victims and health officers of government hospitals in region 2. The data were analyzed using the following method: frequency, percentage, mean, standard deviation and Pearson's Product Moment Correlation.

The results showed that government hospitals in region 2 provided medical treatment to 1,320 victims of motor vehicle accidents. The total amount of money from each hospital which claimed for the first stage compensation was 35,143,927 bath. The amount of medical service performance provided for motor vehicle accident victims was accounted for at 59.4 %. Most of motor vehicle accident victims were male, average age of 26 years, single, and had finished secondary school. The greatest causes of accidents were motorcycle accidents and most of the victims were drivers. The overall satisfaction level was at a moderate level. When each aspect of medical service performance was analyzed, it was found that every factor was at a moderate level.

The analysis of the pattern of medical service administrative process for motor vehicle accident victims showed that there was a lack of planning, organizing charts, delegated power to officers who were nominated as service providers, training, motivation, evaluation and reward. Furthermore, the major obstacle was insufficient coordination between each department. The overall satisfaction level of officers in the medical service administrative process was at a low level. Factors significantly correlated with satisfaction at P-value : 0.5 were : planning, organizing, staffing, directing, and controlling. Furthermore, the major obstacles were insufficient coordination between each department and lack of motivation. This study shows the importance of having an organization responsible for medical service performance provided for motor vehicle accident victims. It should be able to coordinate between each department and health officers should be well trained and motivated.