

Thesis Title            A Model of Housekeeping in Community Hospital.  
                          A Case Study: Ladyao Hospital Nakhonsawan Province  
Name                    Somkeiat Panawattanapisut  
Degree                  Master of Science in Public Health  
                          major in Hospital Administration  
Thesis Supervisory Committee  
                          Somchart Torugsa, M.D.,M.P.H.(Hosp.Adm.)  
                          Peera Kugkrunjit, B.Sc.,B.S.(Biostat)  
                          Thichawong Hansurapanon, M.D.  
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#### ABSTRACT

The hospital housekeeping service is one of the very important sections in the hospital. It takes care every area in the hospital and also the tools, equipments and facilities, to be well cleaned, well prepared and safety. Most of the hospitals have the problems of inefficiency housekeeping service. The development of suitable model for housekeeping can solve these problems. This study was designed as quasi experimental research, two groups before and after design. The principles of management were applied in designing this housekeeping services operation model. The model was implemented at Ladyao Hospital Nakhonsawan Province for 3 months. Takhli Hospital Nakhonsawan Province was the comparable hospital. The results of the housekeeping activities, the satisfaction and the difficulties by the opinins of the administrators, workers, hospital personnels, patients and relatives

were recorded before and after the implements. Descriptive statistics and t-test at the level of  $\alpha = 0.05$  were used to compare the results.

The study found that the results of the activities were better, they were well prepared before done and the uncorrect steps in the activities were decreased. The time consume were equal. The using materials were decreased. The satisfaction of the administrators, workers, hospital personnels, patients and relatives were increased. The feeling of difficulties were decreased among the administrators, workers, hospital personnels, inpatients and relatives. But those of the outpatient and relative groups were not change. It showed that, this operation model was high efficient and appropriate to the experimental hospital. The keys of success were using suitable management, parti-cipative management approach, maximizing resources utilization, practical handbooks, and assignement charts. The emphasizing points were, the preparation of concerned persons, monitoring and continueing evaluation. The application of these results to increase the efficiency of housekeeping services and other services both in experimental hospital and other hospitals were recommended.