

Thesis Title A Development of Service System in Central Sterile
 Supply Unit : Makarak Hospital

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Abstract

The purposes of this Quasi Experimental research were to develop the central supply unit in Makarak hospital, to study the working system of the central supply unit in Makarak hospital, to develop the guidelines for improving the working system of the central supply unit, and to study the result of this implementation to the central supply unit at Makarak hospital. It took 3 month for implementing. The subjects for this study were the personnel of Makarak hospital which were divided into two groups. The first group was composed of 10 service providers and the second group, consisted of 99 service receivers from various sectors of the hospital. The data were collected from all subjects through the use of three questionnaires specifically constructed for this study. The first questionnaire was for assessing the working process of the central supply unit, consisting of 51 items, the second one had 11 items for the service receivers, and the third one for the

service providers consisting of 15 items. All the subjects were required to complete the questionnaires and mailed them back to the investigator.

It was found from this study that, Makarak hospital has a centralize system to support sterile supplies for every service department, after using the instruction manual together with coaching and supervising by an expert to improve the working system of the central supply unit, there were no statistical differences in the quality and efficiency of the work as judged by the responses from the group of service provider. The only significant difference was found in the equality between the number of personnel and work load ($p < 0.05$). The similar responses were found in the group of service receiver, except the preparation of the amount of Top Dressing in each instrument set to qualify to the amount of its use and the putting of Autoclave tape on the sterilized instrument, were significantly different ($p < 0.05$). In addition, following this implementation to the central supply unit, the economy of time, personnel and budget were generally increased including the safety of both the service providers and service receivers. The researcher suggested to take the result to apply for improving the working system in Central Supply Sterile Department of Makarak Hospital and the other hospital, for Ministry of Public Health to setting policy and standard jobs of the central sterile supply system, and for the interestor to apply and modify.