

THESIS TITLE : DECISION SUPPORT INFORMATION FOR CHIEF EXECUTIVE
NURSES IN REGIONAL AND GENERAL HOSPITALS MINISTRY
OF PUBLIC HEALTH

AUTHOR : MS.SERMSOOK THUNYAWAN

THESIS ADVISORY COMMITTEE :

Busara Kanchanabati.....Chairman
(Assistant Professor Busara Kanchanabatr)

B. Wattanakij.....Member
(Assistant Professor Boonsong Wattanakij)

S. Wongthanavasu.....Member
(Assistant Professor Supawatanakorn Wongthanavasu)

ABSTRACT

The objectives of this research were to: 1) find out the domains that the chief executive nurses had to make decisions, 2) determine the decision support informations that were used in each domain, and 3) investigate the characteristics of informations that were used for decision making.

The data for this study were collected by mailed questionnaire technique. The questionnaire form designed for this study was sent to the chief executive nurse of each regional hospital and each general hospital under the jurisdiction of the Ministry of Public Health.

Throughout the country, a total of 83 semi-structured questionnaires were sent out, and only 71 completed and returned to the researcher. The return rate was 85.5 percent. The data from the returned questionnaires were analyzed by calculating percentage, mean values, standard deviations and modes.

The results from this research indicated that : 1) There were a total of 11 domains that the chief executive nurses had to make decision. These domains could be classified into 3 management functions namely, personnel management, financial mangement, and nursing care management. All the chief executive nurses expressed their opinions that all domains,

within all 3 management functions were quite important for nursing administration. The normative practice for making any decision is collective effort through meeting. The chief executive nurse would normally serve as the chairperson for all the meetings. 2) There were a total of 47 items of informations that were used by all the chief executive nurses. All these informations were classified into 4 areas, namely, nursing services, patient statistic, financial standing, and nursing care personnel. 3) The ideal decision support informations, as judged by the chief executive nurses, were those which had the characteristics of a) being up to date and timely, b) having high accuracy and reliability, c) assessing or perceiving the impact of using or not using the information quite easily, and d) containing all pertinent data. This research also found that the available decision support informations were far from being fully developed. Only 32 out of 47 items (68%) were viewed as possessing the quality of ideal decision support information.