

**Thesis Title** Hospital Standards in Human Resource Management for  
Hospital Accreditation in Thailand

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### **Abstract**

Quality standardized medical care is a right everyone deserves. However, existing hospital standards in Thailand are considered unclear. They do not cover all divisions and are not approved by the relevant authorities. This results in a lack of confidence in the quality of medical services. The one standard which is considered most important, is human resources. Determining hospital human resource management standards in order to match the right person with the right job is extremely important.

The purpose of this research was to create an appropriate human resource management standard for hospital accreditation in Thailand. The research included 24 criteria which were assessed and commented upon by 30 professional experts. Subsequently, the assessment and comments were analyzed by the Delphi Technique. The scoring method used in this research followed the Malcolm Baldrige National Quality Award 1995. The total score of standard was 140 points. This was divided into four categories: human resource planning and evaluation (20 points), high performance work system (45 points), employee education, training and development (50 points), and employee well-being and satisfaction (25 points). The results showed that 17 criteria (62.96 %) were considered essential for hospitals. The most essential ones were recruitment process, job orientation, performance appraisal, discipline, remuneration and fringe benefits, training and participation conference. The rest of the criteria (37.04 %) were considered good practice for hospitals.