

Thesis title **A Study on Health Service Seeking Process of Women With
Coronary Artery Disease**

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ABSTRACT

Coronary artery disease (CAD) is a chronic disease increasingly found in women. One of the important problems in caring of women with CAD is that they delayed treatment and most of them had developed complications before seeking health service from hospital.

The purpose of this study was to investigate the process of women with CAD in Bangkok. The samples consisted of 150 women with CAD who came to receive health service at government hospital and 60 patients at private hospital, who received health care service at the heart disease clinic at Out Patient Department between January 2 and March 15, 1997. The data were collected using semi - structured questionnaire guidelines constructed by the investigator. Data were analyzed by grouping and presented in quantitative styles. The results were as follow :

1. In current government hospital and private hospital, the majority of the subjects were average age 65 and 66 years respectively. Most of them were living in Bangkok Metropolitan and Districts, educated in primary school and also there were different incomes among two groups who came to receive health service at the government hospital and private hospital.

2. Health service seeking process covered 3 steps as follow.

Step 1 Illness Recognition, Symptom Definition and Management.

The two groups of symptoms recognized by two groups of women with CAD were chest pain and chest pain with other symptoms 62.0 % and 50.0 %, dyspnea and

dyspnea with other symptoms 15.3 % and 28.3 % respectively. The two groups of women with CAD defined these symptoms as "Disease of aged" 24.7 % and 30.0 %, "Fainting" 10.3 % and 5.0 %, 18.7 % and 21.7 % respectively could not give the meaning. For the management to symptoms, most of 2 groups of women with CAD applied self-treatment for 1-3 months.

Step 2 Selection of Health Service Agency

For the selection of health service agency, two groups of women with CAD sought advice from family members, friends and neighborhood health workers. There were variety of health service agencies that the subjects went for services ie. private general hospital, private clinic, regional hospital, general hospital, community hospital as well as community health center and traditional medical center, and private drugstores. The reasons underlying the selection of the health service agencies of two groups of women with CAD were close - by agency, and transportation accessibility 60.9 % and 43.9 % respectively. The reason of the subjects who came to the current government hospital was familiar with health care worker 28.0 %, and subjects of current private hospital were the hospital reputation 48.3 %.

Step 3 Evaluation and Changing of Health Service Agency.

The subjects coming to the present government hospital received an evaluation of the health care service prior to coming. The study revealed that 54.0 % of the subjects perceived the worsening of their illness and the subjects from private hospital perceived the improvement 43.9 %. The underlying reason for their decision in changing from previous agency of two groups of subjects to current government hospital and private hospital was "getting worse" 34.5 % and 43.9 % respectively.

From the result of the study, the investigator suggested that nurses need to provide knowledge and information regarding CAD to women and families. This is to assure appropriate step they should take in order to get appropriate health service at an early phase of the disease.