

Thesis Title A Model of Outpatient Services:Lerdsin General Hospital
Name Nualpund Eamtrakul
Degree Master of Science (Public Health)
 major in Hospital Administration

Thesis Supervisory Committee

Somchart Torugsa , M.D., M.P.H. (Hosp. Adm.)
Wisit Phijaisanit , M.D., M.S.H.A., F.I.M.S.
Peera Kugkrunjit , B.Sc., M.S.(Biostat)
Dumrong Chiewsilp , M.D., M.P.H.

Date of Graduation 26 October B.E. 2537 (1994)

Abstract

The purpose of this quasi-experimental research was to increase the efficiency and quality of outpatient services at Lerdsin General Hospital in terms of building , facility , service systems and personnel development. The researcher applied the academic principles , technique of administration that suitable for the hospital and implemented for 5 months. The performance , the opinions in satisfaction and working constraint of the concerning persons were measured by several forms such as: the general data , the time record , the number of check in-out medical record , the activity record and questionairs which obtained reliability more than 90 percent. Data analysis was done on the basics of frequency, percentage , mean , standard deviation , Z-test , Wilcoxon Matched-Pairs Signed Ranks Test , Chi-square and t-test at the level of $\alpha = 0.05$.

The results revealed that after the implementation of the model the outcome of service activities were better. The waiting time in Clinical Departments were decreased from 62.05 to 44.52 minutes

($P < 0.001$). The duration for treatment was increased from 8.70 to 10.75 minutes ($P = 0.001$). The waiting time in Accounting Department was decreased from 5.19 to 4.49 minutes ($P = 0.001$). The waiting time in Pharmaceutical Department was decreased from 31.43 to 29.53 minutes ($P = 0.030$). But the waiting time in Registration Records was not changed ($P = 0.246$). The overall of waiting time in outpatient services was decreased from 106.09 to 88.32 minutes ($P < 0.001$). The losing of medical records were decreased from 2.43 % to 0.91 % ($P < 0.001$). The satisfaction of administrators, outpatient staffs, patients and their relatives were increased ($P = 0.043, P < 0.001, P < 0.001$ respectively). The working problems by the opinion of theirs were also decreased ($P = 0.043, P < 0.001, P < 0.001$ respectively). This showed that the new model was more effective than the old one. The implementation was successful by Ad hoc committees that participated in every activity of the new model which were enthusiastically accepted. The researcher emphasized on the step of preparation, evaluation and solving the problem during the implementation by application of participation and contingency management. The utilization of the concepts, methods, techniques and outcomes of this research to increase the efficiency of the outpatient services of Lerdsin General Hospital and the application to the other works in the hospital were recommended.