

Thesis Title

Emergency Medical Services :

The Model in Rajavithi Hospital

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Degree

Master of Science(Public Health)

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ABSTRACT

This descriptive research was aimed to design a model of Emergency Medical Services which was fit to the academic principles and suitable for Rajavithi Hospital. A preliminary model was designed and was sent to 40 concerning specialists for evaluation by the modified Delphi Technic. A structured interview had 10 level rating scale which consisted of 27 topics including principles,structures and the activities of the model. The cut-off level for good model was 8.00 or higher.

The result revealed that the total average score for suitable model was 8.22 and standard deviation was 1.16. However, the topic average scores below 8.00 were location of the building, structure of units in the first floor, and medical equipments. The model has been re-written as comments & suggestions from the specialists.

Re-write model contains,principles of general administration such as : POSDCoRB Model, Appreciation Influence Control technic,

Management by Objective and Contingency Management, and the principles of EMS management in Thailand and other countries. The four-floor building included 7,990 square meter, 69% of the area was used for medical service. The first floor was OPD. The second floor was administrative office, 4 operating rooms, 8 beds intensive care unit, 6 beds burn unit and physiotherapy unit. Third floor was 60 beds IPD. The fourth floor was 120 seats conference room and 19 units nurse dormitory. The equipments and utensils were completed for the requirement standard of tertiary care hospital, Ministry of Public Health. All facilities were setup for teaching center of EMS. Total personnel position was 448: 16 fulltime doctors, 161 registered nurses, 73 practical nurses and other personnels. Budget came from Government budget, hospital income and special supporting sources. The working systems consisted of service system, supporting service system, developmental service system and administrative system. The organization subdivided into 11 sections. Job descriptions of each unit and position were setup. All sections were organized to provide 24 hours service both pre-hospital & in-hospital. Co-ordination network was linked to "Narenthorn Public Health Communication Center", Ministry of Public Health. The service system was planned for general situation and mass casualty. The model implemented has been submitted, in the year 1994-1997 using the strategies of management by committee and working manual development by the workers. The processes of implementation were emphasised on preparation especially the personnel and regular evaluation for improving better system. The Medical Services Department should promote & support the EMS of Rajavithi Hospital to be an Emergency Center of the Country by privatization approach was recommended.