

Thesis Title Factors Affecting Medical Services Utilization of Insured Persons at the Pranakornsriayutthaya Hospital According to the Social Security Act B.E.2533

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Abstract

Since B.E.2535, a number of insured persons using medical services have been decreased in government hospitals but increased in private hospitals. By the end of B.E.2539, insured persons will be allowed to choose hospital as a main contractor, so the quality of services in government hospitals is the most critical issue to be reconsidered. It is then necessary to study factors affecting medical services utilization of insured persons at the Pranakornsriayutthaya hospital according to the Social Security Act (SSA) B.E.2533. A total of 400 insured persons working in factories registered with the Pranakornsriayutthaya hospital for medical services were included in the study by using questionnaires sent through their personnel managers

The results of this study showed that the Pranakornsriayutthaya

hospital was most frequently used by insured persons, followed by private clinics and health centers. The main reason for using medical services at the Pranakornsriayutthaya hospital was due mainly to initial contractual registration made by their employers. Some of them went to private clinics due to convenience and fast service provision. Some demographic, enabling, and all satisfaction factors of insured persons using medical services at the Pranakornsriayutthaya hospital were found to be significantly related to sex, distance from residence, perceived severity of illness, past experience in medical services utilization, convenience, courtesy, and out of pocket cost as well as medical information, and quality of care. Most of the insured persons wanted to include private clinics into contractual networks along with Pranakornsriayutthaya hospital's services, and have free choices for choosing their main contractor. The Rajatani was the hospital of choice over the Pranakornsriayutthaya hospital due to a better courtesy of care from hospital staff. However, the Pranakornsriayutthaya hospital was chosen because of its close distance to their residence and more access to public transportation.

Some difficulties mentioned by insured persons under the SSA condition were inflexibility of hospital selection, and distance from their residence and offices. The main problems and obstacles for using medical services at the Pranakornsriayutthaya hospital were long waiting time, poor courtesy of hospital staff, and inappropriate organization of hospital services.

It is, therefore, suggested from the study that the government hospitals improve their quality of services to effectively create positive image and satisfaction.