

## **ABSTRACT**

The aim of Universal Coverage is to ensure that all Thai people can access to quality health care equally. 30 baht cure all is launched to support the universal coverage policy which is a part of health care reform. Universal Coverage Health Insurance uses primary care unit as the first line care to access the health status of people from individual, family to community and emphasize on holistic cares which cover acute care, continuation, psycho-social care, health promotion and prevention. Therefore, health care accreditation of primary care unit is important to ensure that Thai people will receive the quality of health care service equity and efficiency. This study was focus on four types of primary care units (PCU) which were the primary care unit in the University hospital, primary care unit in medical center or general hospital, primary care unit with doctor and primary care unit without doctor, located in Northern provinces of Thailand. The purposes of this study were: to study the structure, process and output or service quality of 4 types of primary care unit; to compare the difference among structure, process and output or service quality of 4 types of primary care units (PCU); to discover the factors effecting the output or service quality of 4 types of primary care units (PCU).

Study were conducted from December 2001 to October 2002. Both qualitative included depth-interview from expert and experience person; observation and focus group and quantitative researches were used. The sample of 45 executives in Public Health Offices, 195 primary care providers and 1,405 primary care users. Provinces were chosen through simple random sampling. The provinces of the study were Sukhothai, Phitsanulok, Nakorn Sawan, Kumpangpetch and Prae.

The results revealed that there are different among those structure, process and output or service qualities of the 4 types of primary care unit. The different in structure of 4 types primary care are number of routine and rotate health care personnel, goal, policy, location, population in catchment area, place, equipment, structure of health care and health promotion system, information system and human resource management. Moreover the different for processing of 4 types primary care are registration, screening and core service because the insufficient of health care personnel in each primary care unit so the adaptation of processing and the amount of health care personnel is necessary. Moreover found the different in output or quality of service of 4 types primary care such as appropriate vehicle, referral system, emergency care. The problem found in the fourth form of primary care is no vehicle to refer client so it makes slowly referral system or the higher health care

service is so far, the insufficiency of emergency equipments and the capability of health care personnel in emergency care are not enough for clients. The factors effecting the output or service quality of 4 types of primary care units (PCU) was the process of primary health care. Thus, primary care unit should be focus on process including routine home visit and health care activities in community in order to achieve the service quality and increase more customer satisfaction.