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EVALUATION OF QUALITY

PIROM JATURAVITTAWONG : THE EVALUATION OF  
QUALITY OF NURSING SERVICE MANAGEMENT IN MALE TRAUMA  
WARD AT CHAPRAYAYOMRAJ HOSPITAL SUPHUNBURI PROVINCE.  
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This is a study for the evaluation of the quality of nursing services management in male trauma ward at Chaoprayayomraj Hospital Suphunburi Province. Using CIPP model, the study focuses on ; objectives of nursing service, input, process of nursing services practice and patient satisfaction. The population were all of nursing staff in male trauma ward (13 persons) and samples of 50 patients who were admitted in male trauma ward. Instruments were questionnaires and the observation recording form. The questionnaires had content validated by 3 experts. Data collecting were performed during 24 January 2000 to 24 March 2000. All data collected were analyzed by percentage.

The result showed that staff nurses agreed that the objectives of unit were relevant to organization policy, moderately agreed that the objectives were practical guidelines and agreed, at low level, with participation in defining and improving the objectives. Regarding overall input factors they were moderately appropriate. Working process, orientation and job description were rated lowly appropriate. Rated inappropriate, were the budget for maintenance of equipment and the workplace structure. In the aspect of nursing care service, nursing staff practiced at very good level about problems and needs assessment, documentation in initial phase, but they practiced at a low level on documentation and improvement about care plan and nursing practice in nursing recording form in continuing phase according to nursing process, nursing conference, Hand washing before and after nursing practice, physical rehabilitation, health education, patient orientation and giving information. In the part of patient satisfaction this study showed that in the overall of patient satisfaction were very good, except the part of explanation about self care at home.

This finding suggests that the administrator should be aware of participation of nursing staff in defining and improving the objectives of working. Regarding input factors, they should be improved. Budget for maintenance of equipment, structure of work place should be increased. In the part of nursing service; it should be developed in using nursing process and documentation system.