

3636773 PHPH/D : MAJOR: HEALTH ADMINISTRATION; Dr. P.H.

KEY WORDS : REFORM / HEALTH INFORMATION SYSTEM / HEALTH CENTER/
EFFECTIVENESS

SUKSAMAI SOMPONGSA: HEALTH INFORMATION SYSTEM REFORM FOR
IMPROVING HEALTH CENTER EFFECTIVENESS IN SAKON NAKHON PROVINCE.

THESIS ADVISORS: SAWING SUWAN, Dr. P.H., THAVATCHAI VORAPONGSATHORN, Ph. D.,
SOMCHIT PADUMANONDA, Dr. P.H., TONGLAW DEJTHAI, D. H.Sc., SUPASIT PANNARU-
NOTHAI, Ph. D., 265 P. ISBN 974-662-740-6

The objective of this study was to find a method to reform health centers' health information system in order to increase the effectiveness of health centers. In the first period, observation and in-depth interview were used to collect data in two purposively selected health centers, which had moderate output performance. Group discussion consisted of 36 health officials who were classified to 5 groups by job position. Questionnaires were used to collect data from 383 tambon health officials. The health centers' information system was reformed to be a computerized system. In the second period, a quasi-experimental study was implemented to test the reformed system for 12 months. An experimental group, which included 8 health centers in Ban-Muang district with moderate output performance was purposively selected. Eight health centers were selected by simple random sampling as the control group.

Percentage, mean and standard deviation were computed to analyze the quantitative data. Chi-square, t-test and ANCOVA were used to compare the level of differences. The evaluation of effectiveness was based on the change of performance, health center personnel's job satisfaction and consumers' service satisfaction. First, the performance score did not yield a significant difference, but the score of the experimental group increased clearly (580 to 620) while the score of the control group was constant at 648. Also, the adjusted score of the experimental group was higher than that of the control group (654 and 614 respectively), even though there were less personnel in the former. Second, the job satisfaction score did not yield a significant difference because the experimental group personnel had to reform the system and at the same time worked under the original system. Third, the service satisfaction score did not yield a significant difference because of the change in the sample group, that is, the increase of male service consumers.

This study suggests that the reformed system should be utilized in health centers in order to increase effectiveness, which in turn should reduce the number of complicated records/reports. Even though the budget allocation has to be increased, it is not a large amount when compared to the profit gained. However, only the reformed system should be selected for use together with the development of a maintenance system in support.