

Abstract

The objective of this research were to evaluate the final phase of the ward management project for the development of nursing care qualities at Siriraj Hospital, and to summarize the evaluation by comparing the results of the subsequent actual operation period with the final phase of the project concerning ward structures, work systems, and qualities of nursing care. Data had been collected from members of the sub-committee on ward management, head nurses, nurses, physicians, nursing students, and patients of the eight wards. The tools used were questionnaire, interview, and survey form to determine the duration of admittance of each patient.

The results of the research were as follows :

1. During the final phase of the project, as for the ward structures, it was found that four wards had been able to comply with all of the established criteria on premise management. There were only two wards in which the average daily numbers of patients receiving treatment were in accordance with the criteria. The numbers of clerks and janitors were in accordance with the criteria in all wards. But only one ward had the numbers of nurses and nurse-aids as stipulated by the criteria. Two wards had more, and all others had less, than the required numbers. As for the work systems, it was found that members of the sub-committee and head nurses were fairly satisfied with nurses' performances and were

least satisfied with the content conference. But nurses viewed their own performances as team leaders and team members as highly capable and very satisfactory in every field. Students' opinion toward the nurses' performances were the same as the nurses'. Physicians' view was that the nurses' performances were good in every field. All of the eight wards and nursing-care standard procedures and health lesson plans. But there were five wards that had rehabilitation nursing care plans. There were two wards in which the nurses participated in the nursing research. The nursing-care qualities, patients had much satisfaction in every field nursing-care services. The durations of admittance to each ward were from 6.79 to 21.21 days.

2. Summary of the project evaluation. As for the ward structures, there were only two wards which met all the criteria for both the final phase of the project and the subsequent actual operation. There were two wards of which average daily numbers of patients were in accordance with the criteria for both periods. Two wards had fewer average daily numbers of patients. Every wards had the required numbers of clerks and janitors according to the criteria for both periods. Two wards had the required numbers of nurses and nurse-aids for both periods. Two wards had fewer than the required numbers for both periods. As for the work system, most of the members of the sub-committee and head nurses had nearly the same level of satisfaction with nurses' performances for both periods. Nurses' abilities and satisfaction with their own performances in nearly every field as team-leaders and team-members

for the final phase of the project were higher, but not significantly statistically, than for the actual operation period. The exceptions to the aforementioned are the abilities and satisfaction of the team-members with their assigned tasks, and their satisfaction with health teaching and health rehabilitation, which were significantly greater, statistically, for the final phase of the project than for the actual operation period. Formerly there were nursing-care standard procedures and health lesson plans in seven wards. But at the end of the project there were both of them in all of the eight wards. Formerly three wards had health rehabilitation plans. Then two more wards had them. Nurses had only lately participated in nursing-care research during the final phase of the project and only at two wards. As for the qualities of nursing-care, patients were very satisfied with every field of nursing-care services and at nearly the same level for both periods. From B.E.2525 to B.E.2530 there was only one ward of which the yearly numbers of days of admittance decreased consecutively. From B.E.2527 to B.E.2530 there were four wards of which the yearly numbers of days of admittance tended to decline. But the yearly numbers of patients both increased and decreased in every ward.