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PATIENTS

PREYA PREYACHEWA : A STUDY OF NURSING AND CARE PROVISION NEEDS OF E.N.T. PATIENTS AT THE OUT PATIENT DEPARTMENT, SIRIRAJ HOSPITAL. THEMATIC PAPER ADVISOR : PONGSRI SRIMORAGOT, D.N.S, SUVIMOL KIMOPEE, M.ED 64 P.

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E.N.T. Out patients at Siriraj Hospital had both psychological and physiological discomforts. Nurses are the important person to provide care for them during investigation period. The purposes of the study were to examine the patients' nursing needs, to describe nursing care provided for them and to compare nursing needs and nursing care provided for the patients. One hundred subjects were purposive selected during investigation period at the Out Patient Department, Siriraj Hospital. Structural interviewing was used for data collection and analyzed by percentage and chi-square test.

Results revealed that the patients needed a high level of care in five aspects that included helping to solve health problem (70-100%) giving convenience support and providing comfort (55-100%), building a trust-worthy relationship with each other (80-100%), advising and teaching (80-95%). And respecting each patient as an individual (70-95%). For the care provision by nurses, it was found that all five aspects were less than patients' nursing needs. Those were care provision in helping to solve health problem (30-80%), giving convenience and providing comfort (40-90%), building a trust-worthy relationship with each other (14-90%), advising and teaching (15-85%) and respecting each patient as an individual (60-90%). These needs were statistically significant higher than care provision for them.

This study suggested that nurses who work at the E.N.T. Out Patient Department, should concern and realize about various aspects of patient needs and improve their care provision in all five aspects to meet the patients demand and improve quality of life of E.N.T. patients.