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The development of nursing service system for the upgraded hospital

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The purposes of this research and development were to analyze nursing service situation of the 20 upgraded community hospitals, develop the nursing service system for these upgraded hospitals and evaluate after implemented the designed nursing service system in the target hospitals. The research was divided by 4 phases; phase 1 (R1): situation analysis of nursing service in 20 upgraded community hospitals, phase 2 (D1): nursing service system development for the upgraded hospitals, phase 3 (R2): implementation of the designed nursing service system in the target hospitals, and phase 4 (D2): Evaluation of the designed nursing service system in the target hospitals after 6 months implementation. The sample were selected by voluntary hospitals, consisted of 90 nursing administrators and nursing staffs, there are 1) Warinchamrab Hospital, Ubon Ratchathani, 2) Aranyaprathet Hospital, Sakaeo, and Thungsong Hospital, Nakhon Si Thammarat. The results were as follows: 1) most of the upgraded hospitals were raised from F1 to M1 and had continue developed the quality system by mean of their higher quality such as HA, QA, ISO 14001. 2) the designed nursing service system was applied the system theory, Service Plan, Six building blocks and Nursing Standards as its conceptual framework. 3) after the designed nursing service system had implemented, the 3 voluntary hospitals were complied with nursing standards 57.14%, and there was no significant different of nursing administrators' and nursing staffs' satisfaction before and after the designed nursing service system implemented. Furthermore, there was only one hospital passed criteria of quality of nursing system evaluation and met the criteria of patient's satisfaction more than 80%. 4) the designed nursing service system was synthesized by integrate the Six building blocks with Nursing Standards framework under the conceptual framework of the international quality system to be the final nursing service system that fit for the upgraded hospitals. Suggestion were that the Ministry of Public Health should support appropriate resources for the upgraded hospitals by means of continuous development, especially nursing staffs, who were the key person to provide all of healthcare services in the hospital compliance with Service Plan. Moreover, Bureau of Nursing should emphasize policy of nursing quality development for strengthening, supporting, and monitoring development of the upgraded hospitals and the future policy of upgraded hospitals for higher quality of healthcare system.

Biography

Chutikarn Haruthai is a RN and has completed MA from National Institute of Drug Abuse. Her position is Deputy Director of Nursing Division, Ministry of Public Health. She has established the Nursing Quality award in Thailand and has develop quality of nursing service system for all hospitals of Ministry of Public Health.

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