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**The developing health care service accessibility process of students in Rajabhat-Srisawat Urban Health Center, Thailand****Thattawan Dechmala**

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The action research aimed to develop health care service accessibility process of students in Rajabhat-Srisawat Urban Health Center, Thailand. The subjects were 333 students of Rajabhat Maha Sarakham University are who concerned with the services of the Rajabhat-Srisawat Health Service Center. The concept of Kemmis and McTaggart was employed for the study. The research was divided into four steps: Planning, acting, observing and evaluating. The research data was collected from August, 2013 to May, 2014. The data was collected by a questionnaire, a group discussion recording form and an observation form. The statistics used were frequency, percentage, mean and standard deviation. The content analysis was used for qualitative data. The study showed that the process for health service center development into four steps and consisted of 11 acts : (1) Meeting with working staff, (2) data analysis, (3) strategic planning, (4) meeting with members of the health service center development, (5) MOU signing, (6) personnel development, (7) service system development, (8) building public health networks and relationships, (9) observing the services, (10) monitoring, and (11) evaluation. The research findings indicated that the number of the students had registered for the national health insurance program increased greatly (80%). The ratio of the patience between Rajabhat-Srisawat Health Service Center and Maha Sarakham Hospital increased from 1.11 to 1.28. Additionally, the overall accessibility of the students for the services was at a high level ( $X=2.91$ ). Lastly, the overall satisfaction of the customers with the service quality was at a high level ( $X=4.59$ ). In conclusion, the important factors affecting the accessibility of the students for health services in educational institutions are partnership networks, accessibility strategies and relationship (PAR).

**Biography**

Thattawan Dechmala has completed her Master of Nursing Science degree. She is a registered Nurse, Senior Professional Level Public Health Nurse at Maha Sarakham Hospital, Thailand.

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