

CHAPTER V

RECOMMENDATIONS

Suggestions for applying the research

1. Owing to its success, this project could be applied for personnel work of Public Health Ministry. In the past, the work of collected and discharged charts in Roi-Et Hospital had no obvious process. Personnel had an idea that collection and discharge of charts are not under their responsibility. This caused damages for patients and for the hospital itself. In fact, summary and discharge of charts provide advantages for both patients and the hospital. They make the hospital know ailment background of patients and also allow the hospital to know the obvious budget for its administration. The most important thing is that the project of summary and discharge of charts can create the standard of work system which represents the coordination of all persons for participation of their owns.

2. Administrators have to understand the concept of participation process development. The development will take no action under the atmosphere of dictatorial administration. They have to be open-minded and allow their personnel to participate in administration of participation process development which consists of setting a work system, solving a problem, develop work, make a plan and assess work. It also includes providing continuous support of human and material resources.

3. There should be a unit established to provide materials and urgent budgets for any unit who wants to develop work. The materials and urgent budgets should be kept at the common place which could be easily withdrawn by any unit.

4. The participation process development could be used to develop work and service of any unit without increasing personnel and budget. There should be some encouragement of giving opportunity to personnel to express their view, to select method and to make a plan in order to reach their own satisfactory of working. The new development, especially the participation, will be used for a long time if there are permanent motivation, information exchange and support from outer organizations.

Suggestions for the next research

This research was aimed to study the numbers of overdue and lost charts. The problem of overdue and lost chart has been solved but there are some problems concerning quality of summary discharge chart still be occurred in the system. So that the cross functional team should focus on this issue. By input this issue to the next round of TQM process.

The input, process and output system must be revised, modified and improved. The input including Hospital numbers form, Admission number form, Right of the patients form, Patient's history form, Drug allergy form, Treatment form, Temperature form, Progress note form, Nurse note form, Follow up after discharge form, Summary after discharge form, Certificate of treatment form

The process of the system involved diagnosis, operation, physical examination, history of illness, temperature, doctor order sheet, laboratory, nurse note, etc.

And the output of the system are summary discharge chart. These 3 components have to be analyzed so that the improved system can provide correct, complete, precise, timely information for treatment management, monitoring, nursing, follow up, referral, case study and conference which would lead to better quality of care.