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## **APPENDICES**

## APPENDIX 1

### PROJECT DEFINITIONS

#### OPERATIONAL DEFINITION

**Health Center:** In this project health center refers to smallest government health services delivery outlet in each sub district of Thailand.

**Clients:** is defined as a person who lives in Meunghong Sub-district and has visited to receive the services of health center.

**Health services:** In this project health services refers to the services that are provided by the health centers which include preventive, health promotion, treatment of simple illness (fever, headache, diarrhea, etc.), rehabilitation and community development.

**Quality of health service:** The quality of health services provided as measured in terms of availability of technical services, environment and comfort and public relationship:

Condition of service technique; examination rooms are private and safe, medical tools are clean and systematized, health staff provided information about cause, symptom, treatment and prevention of the problem, clients are involved in selection of the services and treatment.

Condition of environment and comfort; management of environment outside building is perfect, clean, well organized, with fresh air and enough light. health personnel inform clients of steps of provided services, clients receive services by order, comfortable, and safe services and appropriate time.

Condition of relationship; health personnel are polite and welcome, clean and nice dressing, interested in client's problem and respond with willingness, clients received services with warmness and politeness.

Satisfaction: It is the state of being satisfied with the health services provided by the health center as perceived by the clients and this is measured in term of service technique, environment and comfortable and relationship. In this project, consist of 4 point rating scale was used to measure the level of satisfaction including high satisfied, fair, low and not satisfied and scored as 4,3,2,1 respectively.

## APPENDIX 2

### QUESTIONNAIRE

#### Client's satisfaction towards health services provided by Health Center

#### Explanation

1. The objective is to study the level of client's satisfaction towards health services by Health Center in Meunghong Health Center, Chaturaphukphiman District, Roi – et Province.
2. There are two parts in questionnaire as follow,
  - Part 1.General information of Respondent
  - Part 2.Satisfactory level of Respondents towards health services
3. Please exacting your reading before your answer

Identification Numumber.....

Place of interview           (    ) Home  
   (    ) Health Center

Day/Month/Year: ...../...../.....

**Part 1. General information of respondent**

## 1. Sex :

( 1 ) Male

( 2 ) Female

## 2. Age of Respondent : .....years

## 3. Marital status:

( 1 ) Single

( 2 ) Married

( 3 ) Widowed

( 4 ) Separated

( 5 ) Divorced

( 6 ) Other specify.....

## 4. Education :

( 1 ) non - educated

( 2 ) Primary school

( 3 ) Secondary school

( 4 ) Technical school

( 5 ) University or Higher

## 5. Religion:

( 1 ) Buddhist

( 2 ) Christ

( 3 ) Muslim

( 4 ) Other.....



6. What are your main occupation?

- ( 1 ) Agriculture
- ( 2 ) Government service
- ( 3 ) Labor wager
- ( 4 ) Street vendor

7. How many members do you live in your family?

.....persons

8. What are your status in community?

- ( 1 ) No position
- ( 2 ) Village Health Volunteer
- ( 3 ) Community leader
- ( 4 ) Other.....

9. What are your kind of client?

- ( 1 ) Pay for services
- ( 2 ) Pay for services but can refund
- ( 3 ) I.D. Card for lower income person
- ( 4 ) Hold Health Insurance
- ( 5 ) I.D. Card for Elderly
- ( 6 ) Other cards.....
- ( 7 ) Free chart

**Part 2. Satisfactory level of respondent towards health services in Health Center,**

**Note:**

4 = high satisfied

3 = Fair satisfied

2 = low satisfied

1 = not satisfied

Please remark ( / ) your satisfactory level in ( )

No	Item	Satisfaction level (%)			
		4 high	3 fair	2 low	1 not satisfied
1	Management of environment outside building is perfect				
2	Building is clean, well organized, with fresh air and enough light				
3	Health personnel are polite and well come clients				
4	Health personnel are clean and nicely dressed				
5	Health personnel had informed clients steps of provided services				
6	Clients received services by order				
7	Clients received comfortable and safe services in appropriate time				
8	Examination rooms are private and safe				
9	Medical tools are clean and system				
10	Health staff is interested in client's problem and responds with willingness				
11	Health staff provides information about cause, symptom, treatment and prevention of the problem				
12	Clients involve the selection the services and treatment				
13	clients received services with warmness and politeness				

**Suggestion**

.....  
 .....

**Thank you**

## APPENDIX 3

**The guideline for in-dept interview in health personnel**

<b>Objective</b>	<b>Data need</b>	<b>Item</b>	<b>Questions</b>
To study the attitudes of health personnel for health services	Responsible duties  Confident of getting the knowledge for adaptation  Satisfaction with Responsible duty	The experience of responsible duty like/different with theory and practice  The factors to serve confident of adaptation with duty  Satisfactory level with Responsible duty /occupation	1. How did the principle of theory serve to responsible duty?  2. What are the factor, which serve?  3. Please tell your the satisfactory level with your responsible duty/occupation

**The guideline for focus group discussion in community leader,  
housewives, VHVs, and Elderly**

Objective	Data need	Item	Questions
1. To study the client's need for health services development	Commendation with health services in the Health Center  The need with services  Commendation with surrounding  Principle of Health Center  Health personnel	serve life style  Main of the needs  Surrounding  Desirability with the Health Center  Characteristic of Health personnel	1. Did health services in the Health Center serve life style of people, How?  2. What are the main of services that you need?  3. How did your recommend with the surrounding, appropriate or not?  4. What are your desirable Health Center?  5. What are the character of health personnel that you need?

### The guideline for in-dept interview in health personnel

Objective	Data need	Item	Questions
1. To study the health personnel need for health services development	Commendation with health services in the Health Center  The needs of improve  Community participation	To serve socio-economic  The main duty  The guideline	1. How did your recommend of health services in the Health Center serve socio – economic?  2. What are the main duty, why?  3. How did the community participatory provide health services?

## APPENDIX 4

**A CHECK LIST FOR SELF-EVALUATION OF HEALTH  
PERSONNEL**

Items	Yes	No
<b>Knowledge and ability</b>		
1. You understand the policy, objectives and missions of your organization		
2. You are able to generate the policy and concept of operating to colleagues		
3. You have good knowledge regarding your jobs		
4. You are able to provide consultation and advice to colleagues and the new staff		
5. You have had confidence and are able to apply health services knowledge to solve the clients' problem		
6. You have sufficient ability to perform your jobs.		
7. You understand the reason of providing health services and you explain the reason to the clients.		
8. You can make suitable decisions for solving emergency problem in your organization.		
<b>Working atmosphere in organization</b>		
9. You are involved in setting the plan in your organization.		
10. There is a brain storming to solve the problem whenever the organization is facing a problem.		
11. Your commander let you share your idea for developing the mission.		
12. Your colleagues always share their knowledge and experience with you		

Items	Yes	No
13. Your colleagues that have different educational background participate or are involved in operating the mission.		
14. You are always receiving advice and help from the commander.		
15. Your organization has good working conditions.		
16. You are happy to follow the rules of your organization.		
17. You are supported in bringing the new techniques for improving your jobs.		
18. Your boss informs you.		
19. Your commander and colleagues accept your decision making to solve the problem.		
20. Your colleagues always trust in you.		
<b>Job development needs</b>		
21. You always ask yourself that “ has the job been well done”		
22. You think that the quality of health service depends on the participation of your colleague		
23. You are willing to be involved in your job for improvement.		
24. You willing to coordinate with other organizations for identifying problem solving		
<b>Satisfactory</b>		
25. You are satisfied with your present jobs.		

**APPENDIX 5****STEPS OF APPRECIATE INFLUENCE CONTROL  
(AIC) TRAINING**

**A: Appreciate:** (4.15 hrs) The objective is to make the participants acceptability and gratefulness in the member groups without resistance or critique. Almost of stakeholder have had opportunity to play role base on equity by taking a step back to gain perspective that can be separate of steps as follow;

1. Facilitator explains schedule of AIC training and participants show their expectation by;
  - Facilitator gave two piece of paper to the participants. One was white paper and other was thick and some rope with a loop for hang on their neck.
  - Write their name that they like on thick paper and hang on the neck all time of training.
  - Write their expectation in training on white paper.
  - All of participants introduced themselves and told expectation.
2. Facilitators were entices into AIC process that consists of five steps such as;
  - situation analysis of management of provided health services in the health center
  - Expected Health Center
  - Conclusion expectation health services from Health Center as whole group
  - Strategies of development



- Indicator and how to achievement
  - Activity plan
3. Situation analysis of management of provided health services in the health center in the present
- facilitator gave white paper to all participants
  - group work by separate into five groups
    - Group 1 community leader
    - Group 2 housewives
    - Group 3 village health volunteers
    - Group 4 elderly
    - Group 5 health staff
  - each group choose the chief and secretary of group
  - every one review the problems of provided health services in the Health Center by take perspective
  - each participants present the problems of provided health services in the Health Center to all group
  - record of commendation, explanation, or drawing and conclusion
4. Expected Health Center
- gave one piece of paper to all participants
  - group work for five groups
  - drawing expected Health Center in the future on paper and presented in each group
  - each group was collected the drawing of expectation of Health Center for presented to all groups

5. The whole groups were conclusion of expectation in health services from Health Center.

**I: Influence:** (3 hrs) All participants have had equity of opportunity to present their ideas for provided the strategies for problems solving by providing activities plan and indicators for measured that can be details;

- group work for five groups
- providing the “Goal”
- discussion in each group
- recording and collecting the suggestion of each participant on big paper
- the agent of each group were presented
- exchange their idea for making the mission
- conclusion of the mission
- priority setting

**C: Control:** (3 hrs) In this step is carry out the strategies to provide the action plan and to detail the consist of action plan that;

- what
- rational
- objectives
- activities
- targets
- indicators
- budget and source of budget

- period of implementation
- who is responsible

Each of participant could be choose to responsible in each pian for controlling of activities plan for achieve the “GOAL” by;

- facilitator was presented of provided developing plan
- group work for five groups
- facilitator gave a table of the plan that consist of name of project, objective, activity/strategy, target, budget, period of implement, responsible person and evaluation follow of indicator
- making the plan
- conclusion

## APPENDIX 6

## PRESENTATION

<p><b>Developing Quality of Health Services, A Case study in Meunghong Health Center, Chaturaphukphiman District, Roi - Et Province</b></p> <p><b>YONGCHAI TOOMJEEN</b></p>	<p><b>Presentation</b></p> <p><b>Background and Rationale</b> <b>Project Description</b> <b>Project Evaluation</b> <b>Discussions and Conclusions</b> <b>Recommendations</b></p>
<p><b>Background and Rationale</b></p> <p><b>The policy of the 8<sup>th</sup> National Health Development Plan(1997 - 2001)</b> To provide health services for healthy people without limitation due to age, gender, occupation, religion, citizenship, education or socio - economic status.</p>	<p>The strategies for achievement</p> <p>increasing efficiency and accessibility; developing health behavior. supporting community involvement, and supporting home health care in community, specifically in health promotion, prevention and rehabilitation</p>
<p><b>The roles of Health Center to provide 5 integrated health service such as;</b></p> <ul style="list-style-type: none"> <li>- health promotion</li> <li>- prevention</li> <li>- treatment</li> <li>- rehabilitation</li> <li>- community development</li> </ul>	<p><b>The Results of Services Between 1986 - 1990</b></p> <ul style="list-style-type: none"> <li>-the ratio of clients in health promotion was the same as prevention and treatment</li> <li>- the number of clients in treatment has been sharply increasing and the others has been slightly decreasing since 1995 - 1999</li> </ul>

**Clients in Meuanghong Health Center  
1995- 1999**

services	Clients (number of visit)				
	1995	1996	1997	1998	1999
Treatment	8,324	8,856	8,992	9,889	9,433
Health promotion	1,800	1,323	1,112	1,018	989
prevention	1,332	1,020	965	923	884

**The Previous National Health  
Development Plan  
(1 - 7);**

- \* to provide health promotion and prevention as the main duties
- \* treatment is the need of most people
- \* health insurance in the 8<sup>th</sup> plan contributed to the sharply increased expectations in health service

**Although the expectations in health service increased**

- \* the resources remain limited, especially number of health personnel who are not professional and had low satisfaction levels in carrying out the duty
- \* some of clients were not satisfied with health service

**Goal**

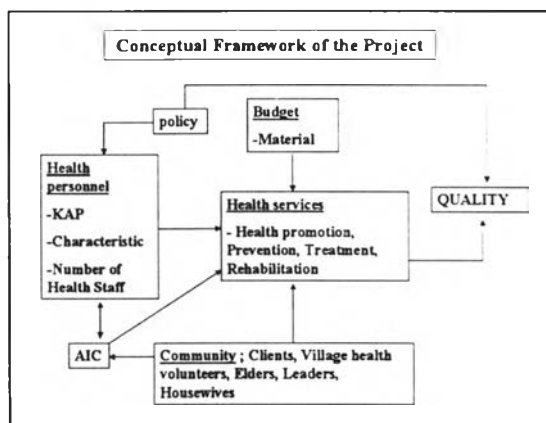
**To Develop Quality of Health Services**

**General Objective**

**To improve quality of health services development in the Health Center**

**Specific Objectives**

- To study situation analysis of health services provided in the Health Center
- To study the satisfaction of clients with health services
- To study the attitudes of health personnel regarding health services
- To study the health personnel / clients needs regarding health services development
- To study the strategies for health services development



**Approaches, Methods and  
Techniques**

**Study Design**

project descriptive

**The study site**

Meuanghong Health Center,  
Chaturaphukphiman District, Roi Et Province

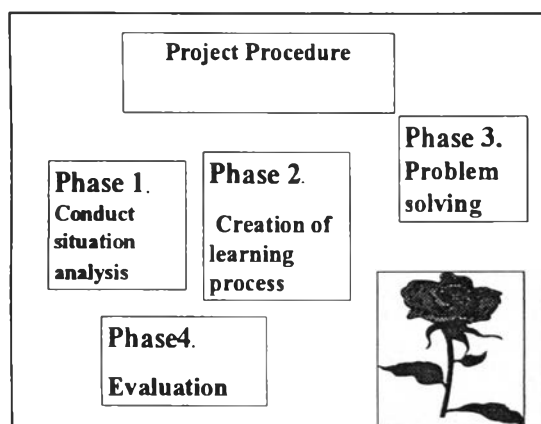
**Sample and Sampling**

- \* The Sample
  - health personnel
  - leader groups
  - clients group
- \* Sampling technique
  - purposive selection
  - systematic random sampling

<p><b>Purposive selection</b></p> <ul style="list-style-type: none"> <li>3 health personnel</li> <li>7 leaders of community</li> <li>8 village health volunteers</li> <li>8 leaders of housewives</li> <li>7 leaders of the elderly</li> </ul>	<p><b>Inclusive criteria</b></p> <ul style="list-style-type: none"> <li>* leader of group</li> <li>* had the concept of development</li> <li>* people had faith in them</li> </ul>
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**Systematic Random Sampling**

- \* the clients who live in study site using clients registration form
- \* calculate the sampling Interval using formula



**Phase 1. Conduct situation analysis**

- health personnel preparation
- health services situation, study of clients satisfaction, attitudes of health personnel
- community preparation


**Phase 2. Creation of a learning process**

- tour study visit
- training of community leaders and health staff by using AIC for 2 days
- needs assessment of health service development
- collecting the guideline to produce master plan, strategic plan, activities plan

**Phase 3. Problem solving**

- planning presentation
- problem solving process

**Phase 4. Evaluation**



**Result of study**

**Result of Situation analysis**

General information of Meunghong Health Center

- \* located at village number 15 Meunghong sub- district
- \* began in 1966, was a midwife station
- \* services for 17 villages, 1,530 households, 7,591 population

**Resources**

- \* there are 3 health staff
- \* one building, two floors, 110 square meters

**Attitude and satisfaction of clients between May - September 2000**

- \* 383 clients used questionnaire interviewed

**General data of clients**

- sex: male 42.6%, female 57.4%
- age groups between 35-39,40-44,45-49 had similar proportions
- marital status: married 80.2%, single 10.4%
- education background: primary school 81.7%, secondary school 14.4%

**Satisfactory Level**

**A high level**

- \* nice dressing of health personnel, privacy and cleanliness of examination room, and medical tools are clean and well organized (73.6, 55.7 and 54.0% respectively)

**A fair level**

- \* management of environment, involvement in selection of the service, and receiving services with comfort safety and at appropriate time (65.0, 51.0, 49.1% respectively)

### A low level

\* health personnel had informed, clients received comfort and health staff are polite (9.1,7.6,and 6.8 % respectively)

### Not satisfied

\* polite services, ordering system, and services in an appropriate time and safety ( 2.6,1.4, and 1.4 % respectively)

### Attitude and Satisfaction of Health Personnel

did not select this job at the beginning  
bad no knowledge and experience about administrative work  
one of health staff had a poor attitude  
two staff have a fair attitude

### Factor improving their confidence

background knowledge from the college  
duration of work  
having good peers and good team work

### The Result of Phase 2

#### Learning Process Creation

tour study of health staff

- on 22 of May ,2000
- the issue was strategies of successful of health services management
- both health center are one stop services
- one use a computer
- one divided the treatment room into two room

### Training AIC(Appreciate, Influence,Control) for leader groups and health personnel.

#### Appreciate

The participants expect the health center

- A well managed environment
- good technique and services
- health staff good relationship

### Needs Assessment of Health Service Development;

#### community leaders said

- a fair service
- emphasize treatment in the health center and follow up in village
- service quickly
- improve environment
- service by politely

#### Housewife said

- good service but should adjust service time base on life style of people
- wanted a diabetes clinic
- should have more service room
- wanted a large building with a good environment
- health personnel should have nice word

### Village health volunteers said

- service are good but should be improve speed of service
- adjust operational time fit to villager's life style
- should provide home health service
- health staff to be professional and highly experienced

### The elderly said

- should emphasize treatment service
- should have had a diabetes screening test
- should have sufficient space and private examination room
- good health services management
- service with a smiling face

### Health staff said

- people should aware that the health center belongs to the community
- community should be involved in the problem - solving process so that the plan will serve the needs of community

### Influence

To be set up as the strategies for achievement of health service development

- 1.health center environment development
- 2.technique and service development
- 3.health staff's relationship improvement

### Health Center Environment Development

- to solve flood water
- to solve waste water from neighborhood
- to solve the garbage problem
- to solve insufficient toilet problem

### Techniques and Services Development

- to solve the health services system
- to solve insufficient services area problem
- to solve insufficient medical tools and drugs problem
- to solve the services problem that might happened
- to solve incomplete examinations

### Health Staff's Relationship Improvement

- arrange meeting among staff regarding relationship skill
- set up volunteer of public relationship

### Control

made action plan in each strategy

- What should be done?
- Why should be done?
- What are the objectives?
- Which are the method?
- How to do it?
- When should be carried out?
- Who is the responsible person?
- How much the total budget?
- Where does the budget come from?

### The Results of Phase 3

#### Problem Solving

The three action plans and seventeen activities were carried out during November 2000 to April 2001, except to solve waste water from neighborhood

### Phase 4

#### Evaluation

##### Purposes

- 1.To evaluate the context of the project
2. To evaluate the input of the project
3. To evaluate the process of the project
4. To evaluate the outcome of the project

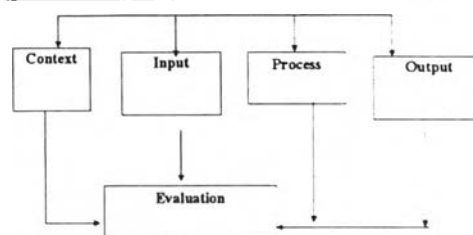


## Evaluation Design

### Formative and Summative Evaluation

Applying the Context, Input, Process and Product Model (CIPP Model)

### Conceptual Framework of the Project Evaluation



## Context Evaluation

### Three questions

1. Did the project respond to the real problem of health services?
2. Were the objectives of the project clear and appropriate for the policy of health center
3. Did the boss support this project? If he did how?

## Input Evaluation

### One question

1. Was the budget enough to support the project?

### Process Evaluation

### Two questions

1. What are the problems found during conducting the project?
  - During situation analysis
  - During tour study
  - During conducting AIC
2. Did the AIC training follow with the plan

## Outcome Evaluation

### Five questions

1. Were the results of the project related to the objectives?
2. What was the quality of the result?
3. What was the effect of the project?
4. How many committee were responsible for each of the activities of the project?
5. Did the results achieve to the expected outcomes? How did they achieve this?

## Achievement of the Project

- Increasing of satisfaction of clients
- Increasing of satisfaction of health personnel
- Increasing of number of clients

## Comparison of Clients Satisfaction with Health Services before and after the Project

### Before

1. Health personnel are clean and nice dressed = 73.6%
2. Examination room are private and safe = 55.7 %
3. Medical tools are cleaned and well organized = 54.0 %

### After

1. Health personnel are clean and nice dressed = 100 %
2. Health personnel are polite and welcome clients = 92.8 %
3. Clients received services with warmth and politeness = 92.8 %

## Self - Evaluation Checklist of Health Personnel

- Knowledge and Ability
- Working atmosphere in organization
- Job development needs
- Satisfactory

Result: Score = 19.7 (standard 14 score)

(Nursing Division 1995)

**Comparing number of clients between  
Nov.1999 - Apr.2000 and Nov.2000 - Apr.2001**

Period	Number of visitors
Nov.1999 - Apr.2000	4,545
Nov.2000 - Apr.2001	5,931
% Change	+ 30.49 %

**Discussion and Conclusion**

Appreciate Influence Control can improve the quality of health services because;

- can promote community involvement
- can apply for development of action plan for serving the real need of community
- easy technique and can promote critical thinking
- facilitator gains more experience and can apply to solve other problems
- a short training course
- can promote the awareness of health staff
- can promote harmony of health staff

**Recommendations**

- There are several methods to create the concept of development of quality of health services
- The developed action plan should be presented and approved by higher level
- should be start the action plan which consume fewer budget and are easy to manage
- should be implemented every year for continued improvement of services
- health staff should also provide ongoing support for the sustainability of the project

**“THANK YOU”**

Prof. Edgar J. Love.

My Advisor : Asst. Professor Dr. Sathirakorn Pongpanich

My Co - Advisor: Asst. Professor Dr. Khanitta Nustaboot

Asst. Professor Dr. Nuntavarn Vichit - Vadakan

Ajarn Ratana Samrongthong,

and many other people who assisted me along my way

“Thank you for your attention”

## CURRICULUM VITAE

Name	Yongchai toomjeen
Date of birth	11 September 1965
Sex	Male
Nationality	Thai
Education	Cert. Of Public Health (Junior Health Worker) (1986), North Eastern of College of Public Health, Khonkean, Thailand Bachelor of Public Health, (1992), Sukhothaithumathirat University, Nonthabuti, Thailand
Area of interest	Developing Quality of Health Services
Work Experience	
1986 – 1996	Junior Health Worker in Health Center Chaturaphukphiman District, Roi – Et Province.
1997 - 1999	Technical Health officer in Health Center Chaturaphukphiman District, Roi – Et Province.
2000 – Present	Chief of Health Center, Chaturaphukphiman District, Roi – Et Provinve