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APPENDICES

Appendix A

Questionnaire

Questionnaire For non-insulin dependent diabetics at Ban Khaoro Health Center, Thung Song District, Nakhon Si Thammarat Province

Instructions :

1. The interviewer introduces himself/herself and explains the objectives of the interview before beginning the talk.
2. The interview checklist was designed to examine the health services taking behaviors and factors involving non-insulin dependent diabetics at Ban Khaoro Health Center in order to propose the appropriate ways for improving health service provision at the health center to ensure the ultimate benefits for the diabetics

The interview checklist consists of 4 main parts:

- Part 1** an **10-item interview checklist** concerning fundamental factors and characteristics of the population
- Part 2** an **interview checklist** concerning factors; comprising of 5 subparts
 - 2.1 a **7-item interview checklist** concerning general knowledge about self-care of the diabetics
 - 2.2 a **15-item interview checklist** concerning health perception
 - 2.3 a **9-item interview checklist** concerning social support factors
 - 2.4 a **9-item interview checklist** concerning health services satisfaction
 - 2.5 a **follow-up checklist** to record the blood glucose levels of the diabetics who obtained health service at the health center
- Part 3** a **6-item interview checklist** concerning factors affecting health service accessibility
- Part 4** **4 items** concerning problems/recommendations

All information obtained in this study will be confidential and would cause no adverse effect to any interviewees. Whenever the interviewees feel uncomfortable to give information, the interviewee can immediately cease the interview session.

Thank you very much for your participation

Miss Suganya Pumsuwan

Part 1 A checklist on characteristics of the population 10 items

Directions: Please tick (√) or fill in the blanks according to the fact about the patients after the interviewer finishes reading out each item.

1. Age _____ years old (ages over 6 months old counts to one year)
2. Sex () Male () Female
3. Martial status
 () single () married () widow/divorced/separated
4. Occupations
 () agriculturist () sellers/own business
 () governmental services () laborer
 () housework () others, please specify
5. Income _____ bath /month () no income
6. Educational qualification
 () non-literate () primary education (grades 1-4)
 () secondary/vocational () diploma/higher vocational
 () graduate level () post-graduate level
7. Duration of diabetics sickness
 () 1-5 years () more than 5 – 10 years
 () more than 10 years
8. Do you have any relatives being sick of diabetes?
 () Yes () No
9. Are you sick of any other diseases apart from being diabetics?
 () No () Yes. Please specify
 () before () after being diabetics
10. At present, how do you have your diabetes mellitus treated?
 () oral drug taking () injection
 () herbal medicines () herbal medicines, oral drug taking
 () no treatment () other, please specify

Part 2 Related Factors

- 2.1 a 7-item interview checklist concerning general knowledge about self-care of the diabetics
- 2.2 a 20-item interview checklist concerning health perception factors
 Items 1 – 6 concerning perception in the likelihood of getting complication diabetes mellitus
 Items 7 – 11 concerning perception in the severity of diabetes mellitus
 Items 12 – 15 concerning perception in the advantages of health service access
- 2.3 a 9-item interview checklist concerning social supports for the diabetics
- 2.4 a 9-item interview checklist concerning service satisfaction at the health center
- 2.5 averages of the blood glucose levels within 3 months for the samples who received the treatment at the health center

2.1 An interview checklist concerning on self-care of the diabetics

Directions: Choose the best answers. The interviewer will read the questions and choices to the patients, the patients choose the one that is the most correct. The interviewer put a tick (✓) in front of the answers chosen.

1. Which is not the principle in diabetes controls?
 diet controls and having exercises taking drugs continuously
 keeping the body clean, see the doctor punctually every appointment
 taking drug continuously, lack of exercises, no diet controls
2. The advantage of controlling some certain kinds of diets such as rice, starch, and sugar is
 control the blood glucose levels stay full longer
 prevent diseases no correct answer
3. The complication symptom of diabetics is
 optic problems paralysis, numbs at limbs
 having wounds easily but difficult to cure
 all are correct
4. What is the appropriate way of foot care in the diabetics?
 keep the body clean and have the foot nails cut
 wear the fit shoes
 be careful not to have wounds at the feet
 all are correct

5. What is the advantage of having exercises for the diabetics?
 sugar can be utilized better strengthen the body
 blood can be circulated better all are correct
6. How do the tablets help control the diabetes mellitus?
 reduce the blood glucose level
 help ceasing the disease
 help feeling unappetizing in sweets and desserts
 no correct answer
7. What is the effect of taking the drugs discontinuously?
 the blood glucose levels cannot be controlled
 gain more weight
 no detrimental effect
 no correct answer

2.2 A 15 – item interview checklist concerning health perception factors

Directions: The interviewer will read short statements about the diabetes mellitus. After listening to the questions, please identify whether it is right or wrong or not known. Don't guess. The interviewer put a tick(√) in the appropriate box.

Statements	Correct	Incorrect	Not known
1. The diabetics can have wounds or blisters easily if the blood glucose levels are high			
2. It is more likely that the diabetics can have blurred eyesight or cataract			
3. If the diabetics have wounds, they should go to see the doctor instead of trying to cure the wounds themselves			
4. It is more difficult for the diabetics to have their wounds cured			
5. The diabetes causes numbs at the edges of your feet and fingers.			
6. There is higher probability for the diabetics to have heart disease.			
7. There is higher probability for the diabetics to have hypertension.			
8. The symptoms of the diabetes will be more severe if the blood glucose levels are higher.			
9. If the blood glucose levels are well-controlled to be closed to the normal levels, there will be lower possibility that the complication diabetes mellitus will occur.			
10. If the diabetics go to see the doctor regularly according to the appointments and follow the doctors' advice strictly, the blood glucose will be well controlled.			
11. Being diabetics causes no troubles in their daily life.			
12. The advantages of keeping the appointments with the doctors punctually are regularly body examinations, continuous drug taking, and early warning of complication diabetes mellitus.			
13. Taking the drugs irregularly will cause the ineffectiveness of blood glucose control.			
14. The diabetes mellitus is the disease that cannot be cured but can be controlled so the diabetics should go to see the doctors regularly.			
15. Keeping the appointments with the doctors punctually can control the diabetes mellitu' symptoms.			

2.3 A 9-item interview checklist concerning the social supports for the diabetes

Directions: The interview checklist aimed to examine your opinions on supports and encouragement you have obtained from your family members, friends, relatives, doctors, and health center staff since you have become the diabetics. Please choose the best answers after listening to the questions.

Statements	Yes	No	Not sure
1. Your family members always encourage you to see the doctors regularly according to the appointment.			
2. Your family members will take you to the health center to keep the doctor's appointments.			
3. You have received the quick and comfortable services at the health center.			
4. You have received the financial support for the expenses at the health center from your family members.			
5. Your family members help you doing housework so that you can have time to see the doctor at the health center.			
6. The doctor will determine your next appointment.			
7. The health center staff will give the advice about self-care to you.			
8. Your family members will provide you the information and document about the diabetes mellitus.			
9. The health center staff will talk, give support and advice about the diabetes mellitus to you on each visit at the health center.			

2.4 A 9 – item interview checklist concerning service satisfaction

Directions: After listening to the statements, please rate them according to your opinions. The rating scales include:

Strongly satisfied = You certainly agree with the statement.
 Quite satisfied = You agree with most of the statement.
 Fairly satisfied = You agree with half of the statement.
 Not much satisfied = You agree with some of the statement.
 Hardly satisfied = You hardly agree with the statement.

Statements	Satisfaction				
	strongly	quite	fairly	not much	hardly
1. the behaviors of the health center staff					
2. the doctor's examination					
3. the expenses at the health center					
4. the service hours of diabetes clinic at the health center					
5. quick service, short queuing time					
6. an appointment every one month					
7. the knowledge of diabetes given by the health center staff					
8. the drugs for diabetes treatment					
9. cleanness of the health center					

2.5 A record of the blood glucose level every 3 months (for the diabetics taking services at the health center)

1st time Date Month Year
 blood glucose level Mg/%

2nd time Date Month Year
 blood glucose level Mg/%

3rd time Date Month Year
 blood glucose level Mg/%

Part 3 A 6 – item interview checklist concerning factors in health service accessibility

1. The transportation to Ban Khaoro Health Center is
() convenient () inconvenient
2. The distance from your house to Ban Khaoro Health Center is approximately km.
3. The time spending on travelling from your house to Ban Khaoro Health Center is approximately minutes.
4. Your health security assurance is
() Public Health Insurance card () Elders' Health Insurance card
() Social Health Insurance Fund's () 30 bath Medicare
() government reimbursement () Private Life Insurance's
() Veteran's
5. Your reason in taking health services at Ban Khaoro Health Center (please specify)
.....
6. Your reason in not taking health services at Ban Khaoro Health Center (please specify)

Part 4 Problems and Recommendations

Directions: Please give suggestions on what should be improved at the health center in order to meet your requirements.

Services of the doctors

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Services of the health center staff

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Cleanness of the health center

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Others

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.....
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Appendix B

Honorable Advisory Committee

1. Dr Teerapon Sukmak, M.D. Pathological Ward, Thung Song Hospital,
Nakhon Si Thammarat province
2. Ms Chutima Rukbanglaem Deputy Director, Department of Research and
Academic Development, Borumrajachonnanee
Nursing College, Nakhon Si Thammarat province
3. Mr Surapol Supkaew Division of Academic Development, Provincial
Office of Public Health, Nakhon Si Thammarat
province

Appendix C

Mann Whitney U Test

The Mann Whitney U Test is one of the statistical methods for comparing some certain characteristics of two independent sample groups. This statistics is applied to the data in forms of the ordinal scale and t-test parameters cannot be applied. Since the data when tested by normal curve distribution cannot be fitted, Mann Whitney U Test is used. T-test, on the other hand, can be applied only when the data is in forms of the interval scale or higher (Amnuay Lertchayantee, 1994).

CURRICULUM VITAE

Name : Miss. Suganya Pumsuwan
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Education Background

1987 : Certificate in Public Health (Ratchaburi Nurse College)
1995 : Bachelor of Public Health (Prince of Songkla University)
2001-2004 : Master of Public Health (M.P.H.) (The College of Public Health, Chulalongkorn University)

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