

CHAPTER I



INTRODUCTION

Chon Buri Health Office has stated in its health mission and vision that health service must have standard and quality to satisfy the customer. All levels of health services have been trying to meet the objective by applying strategies to improve the services. It was aimed that all community hospitals within the province pass the hospital accreditation criteria (Chon Buri Provincial Health Office, 2000)

Phanat Nikhom is in Chon Buri Province, a community hospital of 120 beds. It is the biggest community hospital in Chon Buri province and at a district level. It has close relationship with the people. Thus, it is one important key of the health service system that will be able to respond to the increasing social expectation of quality and standard. Phanat Nikhom Hospital has been selected as the main contracting health care provider for the Social Security Office and as a contracting unit for primary care in the universal health care program. At present, 97,000 people have registered for the program at this hospital (Phanat Nikhom Hospital, 2002). The hospital provides services for 120,000 people in Phanat Nikhom and Kaochan Districts. It has two operation theatres for general surgery and for obstetric and gynaecology cases. In average there are 500 operation cases annually including 400 minor surgeries. There are 6 operative nurses, 4 anesthetic nurses and 6 doctors.

Nursing service is the majority component in health service provided in hospital. Thus, it is important to evaluate, verify and develop the quality continuously. Nursing working team, nursing standard and nursing care quality assurance are all that need to be developed to ensure that patients obtain standard service as specified in the constitution. All of these will promote effective work which will reduce service cost (Boontong, 2000). Nursing in operative care is one area that is very critical to patients as operative patients confront with stressful environment that cause fear, anxiety and stress.

The advance of technology and more specialization in surgery nowadays help shorten operation time. Patients no longer need to be admitted 1 day prior to operation. However, as the right of patient has been strongly emphasised, operative nursing care need to be holistic and focused more on health promotion. In Phanat Nikhom hospital, problems related to nursing care in operation are usually at the preoperative care. If these problems are not addressed, they can affect patients during operation as well as after operation. Thus, there is a need to improve the nursing care quality at this preoperative stage, and this improvement requires collaboration of the multidisciplinary team (Auprasert, 1999: p. 63)

Perioperative nurses realised the need to solve problem at the preoperative care. They intended to develop practice model of preoperative care that will reduce patient's anxiety, lead to patient's satisfaction and develop a working team environment. The researcher, who is also a nurse in operation room, was interested whether a participatory action research can be applied to improve preoperative nursing care at

Phanat Nikhom hospital. Thus, a study on improvement of nursing care quality using participatory action research was implemented.

The following chapters contain details of the research. These are presented in five parts which are 1) A literature review which form an essay on the improvement of preoperative care quality through participatory action research 2) The proposal of participatory action research to identify an appropriate preoperative nursing practice model for Phanat Nikhom hospital 3) The data analysis of the study 4) References and bibliography of the study and 5) The presentations given to the thesis examination committee.

References

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