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NATTIDA YUWANITCHAYAKHUL: OPINIONS OF PROVIDERS AND CUSTOMERS TOWARD RISK IN ANESTHESIA, MAHARAJ NAKHON SI THAMMARAT HOSPITAL. THESIS ADVISOR: ASSOCIATE PROFESSOR SATHIRAKORN PONGPANICH, M.A., Ph.D. 159 pp. ISBN 974-9599-51-9

Risks will probably happen to the customers who come for a medical treatment at the hospital. Anesthetic services are at the high degree of risks. Nowadays, the customers have a very high expectation toward the good quality services, so the hospitals have been trying very hard to develop the services to meet the standard of the hospital accreditation and to suit the needs of the customers.

This cross – sectional descriptive research was aimed at studying the opinions of the customers and providers toward risk incidences in anesthetic services by interviewing 400 customers who came for anesthesia at the anesthetic department at Maharaj Nakhon Si Thammarat Hospital, this sample group was random by purposive sampling. And seven of the chief providers and mainstays of operating team also take part in this research. The instruments used in this study were questionnaires asking about their opinions and satisfaction. Then the data were evaluated to find the percentage, the average, the standard deviation, and the relationship between the customers' opinions and the socio demographic features and utilization of anesthetic service based on Chi – Square test and Spearman Correlation Coefficient.

**The results of the research was concluded namely :-**

1. 94.2 %, 90.0% and 86.9% of the respondents felt the most secure toward the anesthetic services in post, pre and peri anesthetic period respectively, and it was also found that 82.8% and 80.0% of respondents confirmed that spinal block and general anesthesia respectively were equally very secure ( $\bar{x} = 4.50$  and 4.00).

2. There was statistically significant relationship between fear and the level of customers' opinion toward the anesthetic service safety ( $p < 0.05$ ), and other socio demographic factors and utilization of anesthetic service factors were no statistically significant relationship with the level of customers' opinion ( $p > 0.05$ ). While there was statistically significant relationship between fear and post anesthetic period ( $p < 0.05$ ),

3. 94.0 %, 86.6 % and 79.9 % the respondents were found to be very satisfied toward the anesthetic service system, personnel and the convenience and quickness respectively. And 89.3 % of customers thought that the anesthetic services were already good and they didn't need improving, while 65.1 % of them thought that the most important thing to improve was the way to give advice and information.

4. 61.5% of the respondents had no complications after an operation and being given anesthesia, while 38.5% of them had complications. It was found that 26.3% of them had to face the most painful operative wound.

5. The chief providers and mainstays suggested that the staff should regulate the policy to prepare and ready the customers before an operation by means of the protocol guideline. They also insisted that the anesthesiologist together with the surgeon and the specialist should assess the patients before giving anesthesia and an operation. The staff should attend a seminar or a conference on risk incidences. Then risk incidences should be reported, and the outcome should be analyzed and assessed. A guideline should be set up to solve and avoid the risk incidences.

Field of study Health Systems Development Student's signature .....

Academic year 2003 Advisor's signature .....