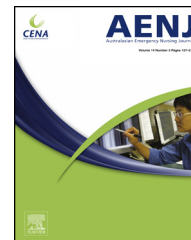




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RESEARCH PAPER

Management of health care services for flood victims: The case of the shelter at Nakhon Pathom Rajabhat University Central Thailand



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Received 9 August 2012 ; received in revised form 18 April 2013; accepted 4 May 2013

KEYWORDS

Flood Relief Operations Center; Flood victims; Health care service systems

Summary

Background: In Central Thailand basic health care services were affected by a natural disaster in the form of a flood situation. Flood Relief Operations Centers were established from the crisis. Nakhon Pathom Rajabhat University and including the faculty of nursing volunteered to care for those affected and assist in re-establishing a functioning health care system.

Study objectives: The aim of this study was to make explicit knowledge of concept, lesson learned, and the process of management for re-establishing a health care service system at a flood victims at Relief Operations Center, Nakhon Pathom Rajabhat University.

Methods: We used a qualitative design with mixed methods. This involved in-depth interviews, focus group, observational participation and non-observational participation. Key informants included university administrators, instructors, leaders of flood victims and the flood victims. Data was collected during October–December, 2010. Data were analysed using content analysis and compared matrix.

Results: We found that the concept and principle of health care services management were community based and involved home care and field hospital services. We had prepared a management system that placed emphasise on a community based approach and holistic caring such as 24 h Nursing Clinic Home, visits with family, a referral system, field hospital. The core of management was to achieve integrated instruction started from nursing students were practiced skills as Health promotion and nursing techniques practicum.

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Conclusions: Rules were established regarding the health care service system. The outcomes of Health Care Service at the Flood Relief Operations Center were direct and sincere help without conditions, administrations concerned and volunteer nursing students instructors, University Officer have sympathetic and charitable with flood victims and environment.

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Introduction

In Central Thailand our health care system was severely affected by a flood crisis situation, which reached the highest level when Salaya, Nakhonchisri, Sampran, Hueypool and Huangphoplen hospitals in Nakhon Pathom province could not provide a service. Patients who stayed at Hospital could not be discharged home, and they were made homeless overnight.¹ Patients who had chronic diseases needed follow up medication management. Accordingly they were moved to the flood shelter at Nakhon pathom Rajabhat University. The flood victims were of all ages and genders from newborn infants, pre-school children, school children, teenagers, pregnant women to the elderly with chronic diseases such as hypertension, diabetes, heart diseases or stroke symptoms etc. need caring and curative. Some people arrived with their pets only increasing the seriousness of the situation.² Almost all of them had lost hope and were highly stressed suffering from mild depression and anxiety because of the flood since some of them already had for the second or third time to abandon a place they believed save before reaching the field hospital.³

The Faculty of Nursing, Nakhon Pathom Rajabhat University urgently setup systems including a field hospital, organised health volunteers, primary health care services, a 24 h clinic and referral systems.

The aim of this study was to make explicit the knowledge of concept, lesson learned, process of management for health care service system among flood victims at Relief Operations Center, Nakhon Pathom Rajabhat University.

Materials and methods

Study design

This study used a qualitative research design. We employed a mixed methods approach involving in-depth interviews, focus group, observational participation and non-observational participation. All participants were required to verbal consent conform before prior to data collection. The data were secreted and damaged after analysis.

Study setting

Flood victims at Relief Operations Center, Nakhon Pathom Rajabhat University.

Population

All of 30 participants were university administrators, instructors, leaders of flood victims and the flood victims themselves at flood victims at Relief Operations Center, Nakhon Pathom Rajabhat University.

Data collection

The data was collected using in-depth interview, focus group, observational participation and non-observational participation⁴ during October–December, 2010.

Data analysis

Data were analysed using content analysis and compared matrix between health care service, medication management, other provided service and cost effectiveness.

Results

Concept and principle of health care services management for the shelter at Nakhon Pathom Rajabhat University

The concept of health care services management of the shelter at Nakhon Pathom Rajabhat University was based on a conviction to a holistic model of health care. This community-based health care service management is consistent with the mission of Nakhon Pathom Rajabhat University which aims to cooperate with the locality and the development of the identity of the Faculty of Nursing at Nakhon Pathom Rajabhat University requiring her to respond to emergency situations within society. Therefore, health care services are provided through a network of management systems focusing on the cultivation and integration of a volunteer spirit to enable students and lecturers of the Faculty of Nursing effectively providing health care for people in their area of responsibility.

Such concept was applied into practice by setting up two systems of health care services in line with the context of the shelters' establishment as follows:

Providing services at the field hospital: The concept of this service was based on the principle of home care in association with the concept of hygiene, asepsis, quality service, referral of emergency cases, being enhanced by the health network management system in coordination with both internal and external networking organisations, as well as cultivating a volunteer spirit of nursing lecturers and students serving as health team members in proportion to patients. *Providing services at the Shelter:* This service emphasizes the home visit, dividing the target group into four sub-groups: healthy group, risk group, chronic disease group and the underprivileged group. Then, the concept of the database system is integrated with the home visit using the family folder for collecting data in order to acquire information that benefit planning, networking and integrated management of health care services (Fig. 1).

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