

### Abstract

This study aimed to evaluate outcomes of Lampang Hospital's Insured Workers Service Program. The evaluated outcomes included satisfaction of clients who were insured workers and the health care providers, their difficulties and recommendations, and percentage of the clients who reselected the hospital for their health care. Subjects were 385 insured workers receiving the hospital services and 147 professional nurses who provided services for these clients. The insured workers subjects were purposively and prospectively selected. The professional nurse subjects were stratified randomly selected. The research tools used in this study were developed by the researcher. They were the client's general information questionnaire, the client's satisfaction questionnaire (Cronbach alpha = 0.88), the health care provider's general information questionnaire, and the health care provider's satisfaction questionnaire (Cronbach alpha = 0.94). Percentile, mean, and standard deviation were statistics used in the data analysis.

Results of this study were:

1. The insured worker subjects rated their satisfaction at high level ( $X=4.04$ ,  $S.D.=0.39$ ). All dimensions of the services, i.e. information, environment, personnel, equipments, medicine, and outcome of services, were rated as high. Thirty seven percent of the subjects informed their difficulties during receiving the services and provided recommendations. Difficulties and recommendations were ranked from high to low frequency as follow: Lengthy waiting time for the services, inappropriate information regarding the process of service utilization, crowded and inconvenient environment, shortages of the health care providers, worn out and inadequate equipments, being unsured of receiving right drugs, and other extra services.

2. The health care providers, overall, were moderately satisfied in providing the services ( $X=3.23$ ,  $S.D.=0.46$ ). They were highly satisfied in availability of equipments, medical and drug supplies. Other aspects, i.e. information, payment, environment, personnel, and policy/procedure, were rated moderately. Fifty nine percent of the health care providers identified difficulties and gave recommendations as follow: Insufficient facilities, inappropriate provision of information, delayed and unfair payment, underventilated and unpleasant environment, under staffing, complicated procedures, worn out and inadequate equipments, and delayed supplies.

3. Seventy four percent of the insured worker reselected Lampang Hospital as their health care agency.

Improving information system, service and working process, supply and maintenance service, and creating an attractive health care services for the insured workers were suggested.