

Development of Performance Indicators for Thai Autonomous University Hospitals

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ABSTRACT

The purpose of this study was to develop performance indicators for a Thai autonomous university hospital. The study was comprised of two stages; Stage 1: Content validity and prioritization of performance indicator items and Stage 2: Probability of use of the performance indicators. The instruments used for data collection were a set of questionnaires. The sample included experts in autonomous organization administration, public organization administration and hospital administration. The results showed that the majority of experts agreed with the proposed performance indicator items and most of them rated those items with high priority. Thus, performance indicators can be applied directly to measure the performance of a Thai autonomous university hospital. As for those items which were rated by some experts with "moderate" or "low" priority, they can be included as indicators later as necessary. Based on the findings of this study, implications for university administration, university hospital administration, nursing administration and nursing education are suggested.

Key words: Performance indicators; Autonomous university hospital; Nursing administration

BACKGROUND AND SIGNIFICANCE

A university hospital in Thailand is governed by the government with the main functions of providing teaching and training for health science university students and for providing research facilities for health science professionals as well as serving communities in terms of providing health care services. Currently, government universities have been preparing themselves to become more efficient by reducing the percentage of government control and planning to increase their administrative freedom, especially in aspects pertaining to finance, human resource, and academic affair management. Some universities in Thailand have become autonomous already, for example, Suranaree University of Technology and Walailak University (Walailak University, 1992). In preparation for reforming the government university administration, the government urged the universities to take concrete action by 2002 as the Thai government had applied for financial assistance from the Asia Development Bank (ADB). One of the recommendations made by ADB was to let government universities govern