Thesis Title: Factors of importance for introduction and use of oral health information system at district and provincial health agencies in 4 provinces of Thailand

Name: Sanguan Kotannives
Degree: Master of Primary Health Care Management
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ABSTRACT

The existing dental information system in Thailand has not responded to the essential needs of dental personnel in many areas. Problems exist in terms of time consuming data management at the district and provincial levels and unclear results at the central level. This cross-sectional study was conducted in four provinces of Thailand, Phetchaburi, Ratchaburi, Prachubkirikhan and Suratthani, to identify factors of importance to the introduction and implementation of an oral health information system at the provincial and district levels. A questionnaire was used to collect data from 34 subjects who were personnel of health agencies in the study area. The study factors included the demographic characteristics of the studied areas, performance of the health agency, the dental section, the medical director, and the dental personnel, and end user’s evaluation of the dental health software. The data was analyzed using SPSS: frequency distribution, bivariate analysis, ANOVA, and independent t-test.

The results showed that about 81.8% of the health agencies (27 of 33) had used the computer sets for patient services and finance administration. Twenty of 34 respondents (58.8%) accepted the proposed DANIDA software which was comprised of more and clearer modules than other software. Eleven of 34 cases agreed that the reports from this software were higher quality than existing standard reports. None of the studied factors except the characteristic of the medical director in sharing ideas among peers had a positive statistically significant correlation with the use of the DANIDA software package. It is recommended that in terms of implementing the DANIDA dental health software, health agencies should be aware of the need for human resource development and close communication between their end user and the DANIDA dental health software supportive team.