

# Policy to Practice: Evidence-based process for building organization resilience

## Resident work hours

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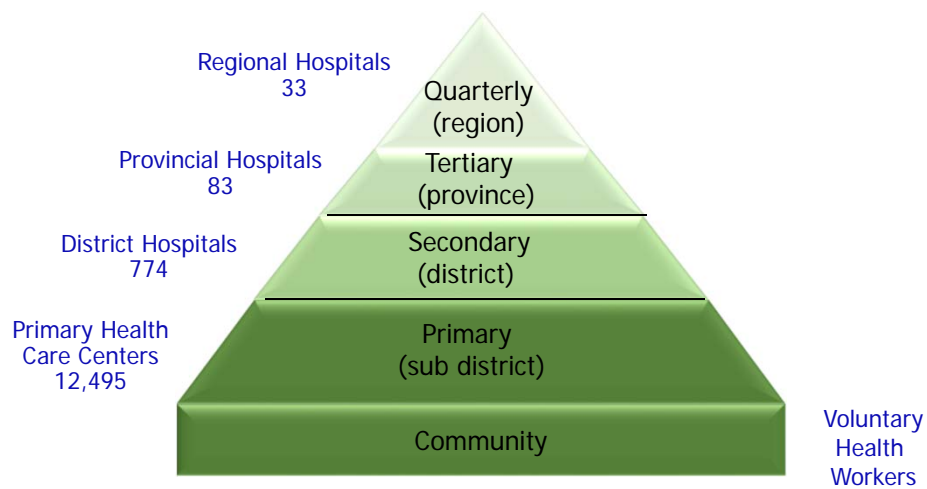
## Thailand profile



- Population 67.7 million
- GNI per capita (2014) US\$ 5,780
- Total Health Expenditure (2013)  
US\$ 247 per capita, 4.5% GDP

Scheme	Civil Servant Medical Benefit Scheme (CSMBS)	Social Health Scheme (SHS)	Universal Coverage Scheme (UCS)
Year of introduction	1960s	1990s	2001
Beneficiaries	Govt. employees & dependents, retirees	Private sector employees	Rest of population
Pop Coverage	5 million (8 %)	11 million (17 %)	49 million (75 %)
Funding	Govt. budget Outpatient: fee for service Inpatient: DRG	Payroll contribution Tripartite Outpatient: per capita Inpatient: DRG Global budget	Govt. budget Outpatient: per capita Inpatient: DRG Global budget

## Healthcare infrastructure



## Healthcare infrastructure



Primary Healthcare Center  
(sub-district)



Provincial hospital



District hospital

## Healthcare infrastructure

Siriraj Hospital



Ramathibodi Hospital

Chakri Naruebodindra Hospital

Tropical Medicine Hospital

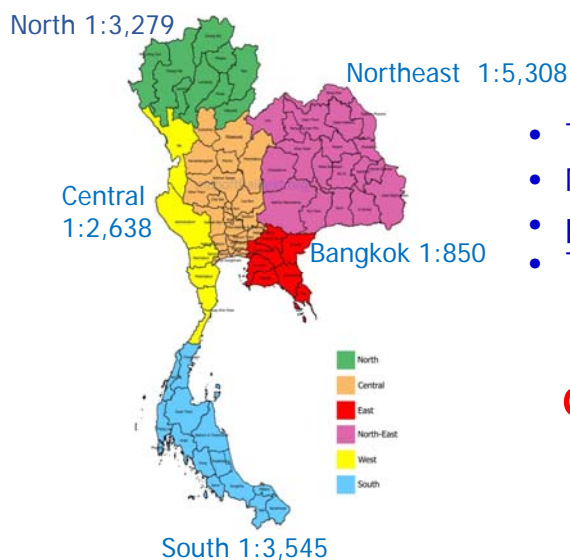


## Other Healthcare Professional Trainings in Thailand



- Nurse
- Dentist
- Pharmacist
- Public health personnel
- Medical technologist
- Physical therapist
- Occupational therapist
- Prosthetist/orthotist
- Dietitian
- Speech therapist
- Hearing therapist

## Distribution of Physicians in Thailand



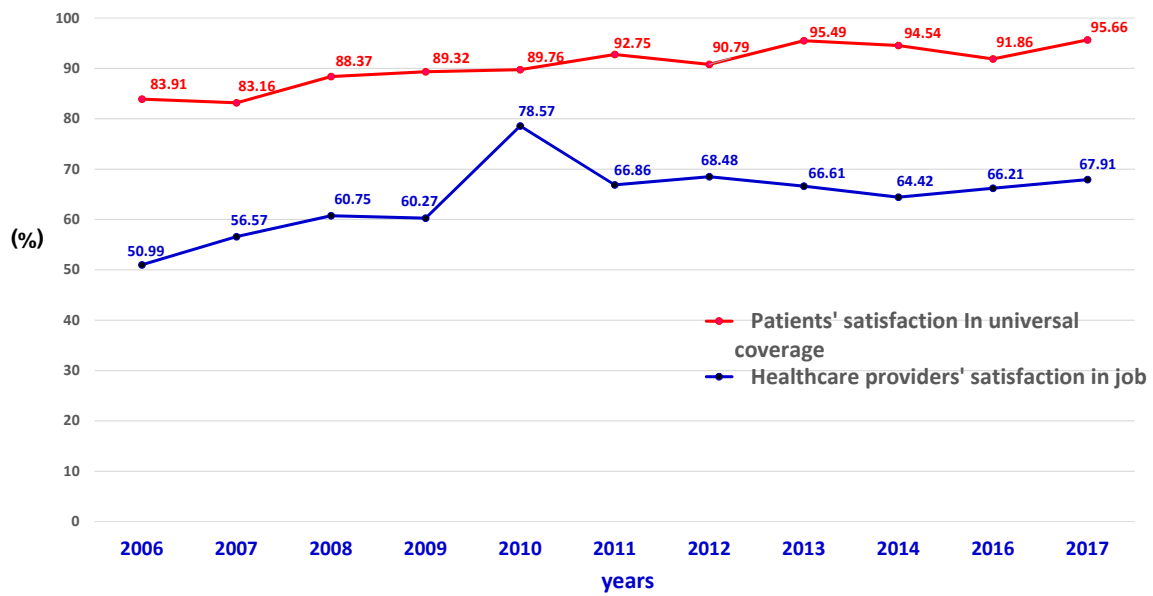
- Total M.D's 31,821
- MD per population 1 : 2,166
- public : private 78 : 22
- Target M.D. per population 1 : 1,500

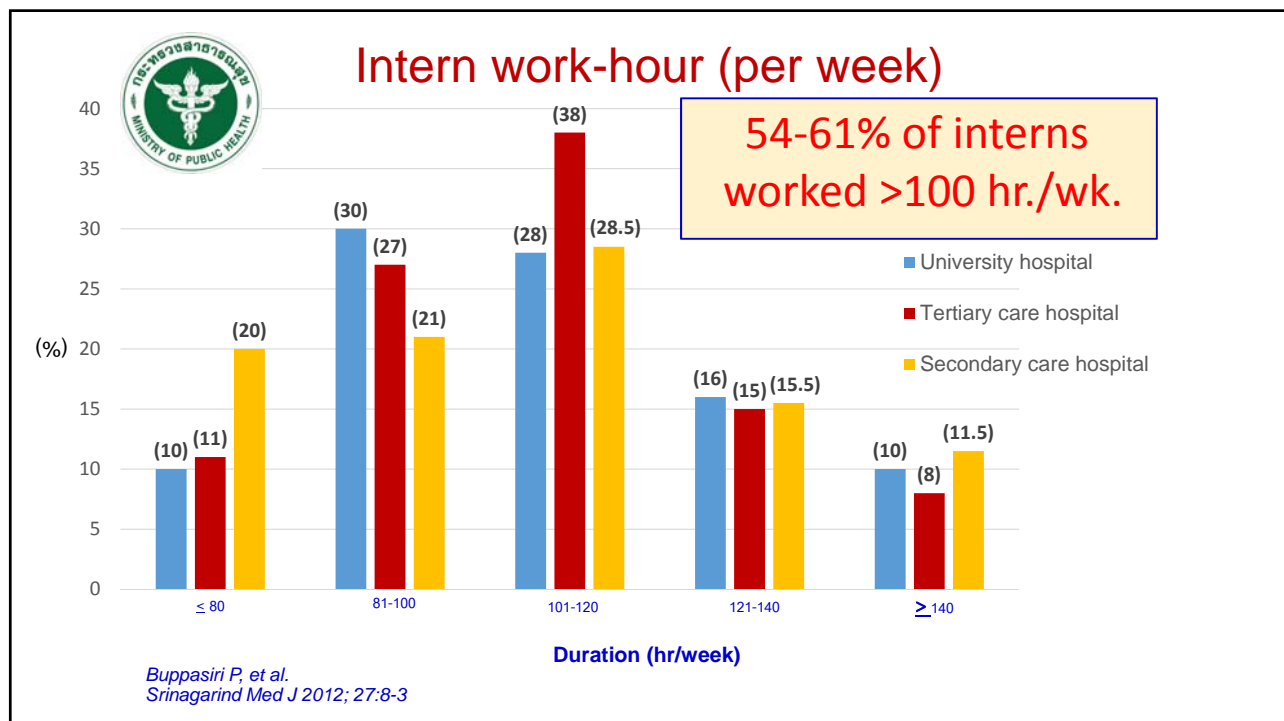
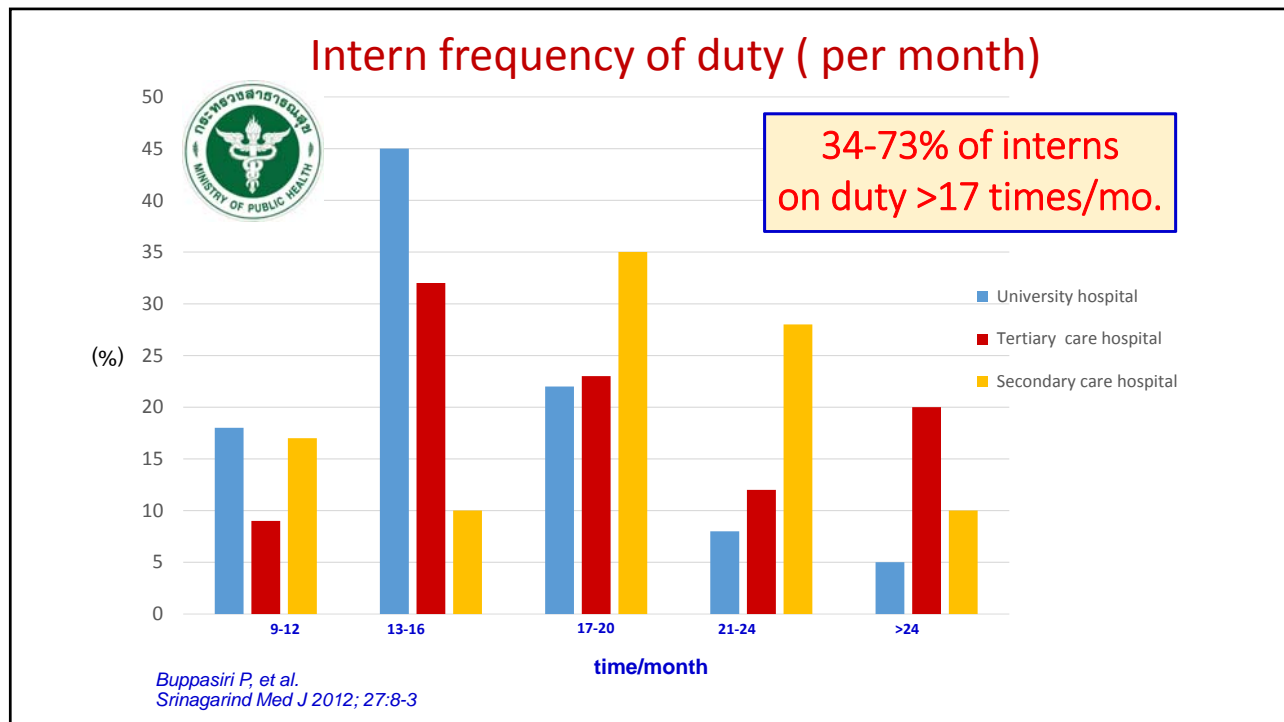
**9,339 more M.D's needed**

## Healthcare personal /10,000 population

	Thailand	Singapore	Malaysia	Laos
Medical doctor	3.9	19.5	12.0	1.8
Nurse	11.9	14.4	12.0	1.8
Pharmacist	1.3	4.1	4.3	1.2
Dentist	2.6	4.1	3.6	0.4

## Satisfaction in universal coverage







## Working hour of MD by hospital beds

	Duration of work (hour/week)							
	Number of beds							
	Total	400	200	120	90	60	30	10
Number of MD (n)	154	92	27	16	8	5	4	2
Working hour (hour/week)	94	84	122	128	68	77	77	122
Regular work	59	68	30	61	68	51	45	58
On call	35	16	92	67	0	26	32	64
Rest (hour/week)	74	84	46	40	100	91	91	46
Total hours (per week)	168	168	168	168	168	168	168	168



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## Time MD spent with patients in clinic

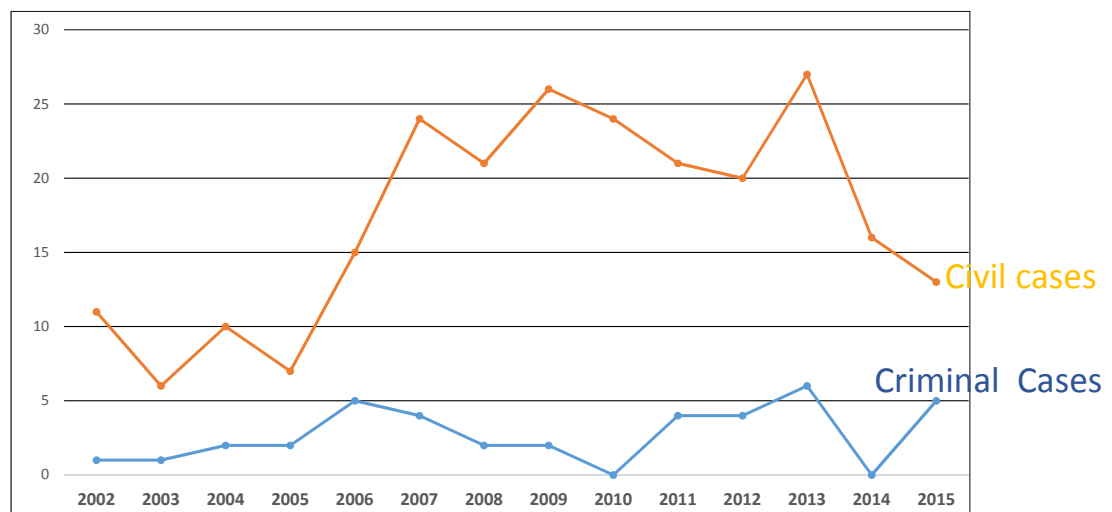


Duration (minute)	Number of patients (%)	
	Community hospital* (%)	Secondary/tertiary care hospital** (%)
1	393 (29)	298 (18)
2	364 (26)	451 (27)
3	228 (16)	330 (20)
4	109 (8)	193 (11)
5	111 (8)	166 (10)
6-10	121 (9)	204 (12)
>10	62 (4)	45 (2)
Mean	3.86 ± 6.74	3.59 ± 3.72
Range	1 – 40	1 – 85

\* 1,388 visits / 25 MD's

\*\* 1,687 visits / 36 MD's

## Medical litigation (2002-2015)



Legal office, Ministry of public Health



## Causes of litigation

Mismanagement	116
Child delivery	56
Negligence	23
Misdiagnosis	22
Drug reaction	10
Not up to standard	6
Inadequate devices	2
	<b>n 230</b>

Legal office, Ministry of public Health

## Healthcare Professional Hazard

<u>In 2013</u>	(n= 532)
Death	3
Disability	4
TB contact	191
Physical attack	173

Ministry of Public Health, 2013



## Ministry of Public Health of Thailand (MOPH) Policy

- Prevention and health promotion excellence
- Service excellence
- **People excellence**
- Governance excellence



## MOPH policy on people excellence

- Human resource strategy and organization
- Human resource management
- Human resource development
- Human resource network

## 20-year plan, 2016-2036

1. **Cultivation of virtue:** Promote core value which is applied throughout the ministry  
Draw up moral guideline
2. **Strengthen human workforce potential in 4 areas**
  - Business acumen
  - General management
  - Leadership
  - Professionalism
3. **Roadmap for organization happiness**
  - Action plan for organization happiness
  - Innovation of the new “Chief Officer Employee Experience Officer (CEEO)”  
to oversee activity happiness in the organization
4. **Metric of happiness**



**Happidometer** was used to assess happiness/ stress in 298,793 (78.84%) of MOPH personnel (384,536) in 2017 (18 April - 30 June 2017) 76.14% female, 23.16% male, and undetermined 0.43%, average age 38.98 yr.)

Category	Point
1. Healthy body	65.54
2. Relaxation	55.69
3. Altruism	68.43
4. Spiritualism	70.47
5. Happy family	65.92
6. Good social	62.48
7. Search for knowledge	62.69
8. Good finance	50.65
9. Happiness in work	61.52



## Financial incentive for medical doctor

- Basic salary
- On duty fee
- Fee for medical/ surgical procedures
- Professional fee
- Compensation for not committing private practice
- Compensation for remote area
- Compensation for dangerous area
- Fee for remaining in service in the rural area for more than 5, 10 and 20 yr



## Announcement



### The Thai Medical Council Number 104/ 2017

### Policy for workload of medical doctor in public sector

It has been apparent that medical doctor in public hospital has heavy burden of workload and insufficient rest resulting in negative impact on health and quality of life. Under the authority of article 21(1) of the Medical Practice Act (AD 1982), the meeting of Thai Medical Council on 24 September 2017 issued this announcement on policy on workload of medical doctor in public sector for administrator of public hospital to comply as follows:

For intern

1. 1 working hour outside an official working hour shall not exceed 40 hours/week
- 1.2 duration of duty in emergency department shall not exceed 16 hours uninterrupted
2. Medical doctor from the age of 55 years onward should be exempt from duty outside an office hour  
It is announced and should be complied.

Announced on 12 October 2017

Professor Prasit Wattanapa

**Chairman of the Thai Medical Council**

*Unofficial translation by Rajata Rajatanavin, MD*



Thank you