

## A Demand for Health Service at Lerdsin Hospital after Implementation of the Universal Health Coverage Scheme

Nualpund Eamtrakul, Santhat Sermsri,  
Kusol Soonthornhdada and Somchart Torugsa

### Abstract

This study investigated the factors that affected the demand for health services at Lerdsin Hospital and the opinion of the management staff and the staff working at out-and inpatient departments, after implementation of the Universal Health Coverage scheme, were assessed in order to see an overview of the demand and supply for health services at Lerdsin Hospital. The data were analyzed using Multiple Regression, One-way ANOVA and Kruskal Wallist test.

The results of the study found that, 800 outpatients had an average of 7.7 outpatient visits/year. The factors that affected the number of visits were in order of importance, the medical costs in the past, age, place of residence, travel time, type of illness, time spent for services in the past, marital status, education level and occupation. Additionally 700 inpatients had an average length of stay in the hospital of 9 days/year. The factors that affected length of stay were the severity of illness, type of illness, gender, occupation, travel time, the medical costs in the past, place of residence and age, in respective importance. The patients were divided into 5 groups according to the eligibility for health services:- 1. Patients who held a gold card with 30 Baht payment 2. Patients who held a gold card without 30 Baht payment 3. Patients who were insured by the social security scheme 4. Patients who were civil servants or employees of the governmental enterprises 5. Patients who paid for the treatment from their own pocket. The different eligibility for health services had a different effect on the demand for health services at out-and inpatient departments. It did not affect the result of the treatment but had an impact on the medical costs and the length of stay in the hospital. Civil servants and state enterprise staff had the highest medical costs and did stay in the hospital longer than the other groups, while the patients who paid for the treatment themselves had the lowest medical costs and shortest length of stay.

After the implementation of the Universal Health Coverage scheme, the satisfaction of 18 of the hospital management staff and 160 of the staff working at out- and inpatient departments towards the services provided to the health receivers was 73.5% and 68.1% respectively. The satisfaction of

the two groups towards the Universal Health Coverage scheme was at a low level (52.5% and 59.1%). It affected hospital management, hospital services, health personnel, quality, efficiency and the finances of the hospital.

Understanding the factors that influence the demand and supply for health services is useful information for the hospital management in order to plan quality and efficient services suitable to the requirements of the people with restricted resources.

**KEY WORDS:-** demand for health services / universal health coverage / type of eligibility