

A Management using Iddhipada IV for Patience Services following New Normal in Health Promotion Hospitals

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ABSTRACT

This academic article presents the management concept in Health Promotion Hospitals for the benefit for patience services following New normal. After the Coronavirus Disease 2019 (COVID-19) by using Iddhipada IV, it consists of 4 principles which are 1) aspiration, 2) exertion, 3) thoughtfulness, and 4) investigation. The management concept used in this article consists of 5 principles which are 1) Planning, 2) Organizing, 3) Commanding, 4) Coordination, and 5) Controlling.

Keywords

A Management, Iddhipada IV, New Normal, Health Promotion Hospitals

I. INTRODUCTION

Due to the situation of the Coronavirus Disease 2019 (COVID-19) outbreak, affecting the economy and health of people around the world. Therefore, lifestyle modifications are needed to ensure safety and reduce the spread of germs. In the past, it can be seen that everyone has to adjust a lot in taking care of themselves. As a result, nowadays, they are accustomed to the term "New normal" or a new way of life often in every organization, where each organization will be managed in a new way according to the context of that organization in the Thai public health system. Likewise, there must be a good management service. In order not to cause an epidemic of the Coronavirus Disease 2019 (COVID-19) outbreak to agencies, individuals and the general public. as well as managing the environment in various places to control and prevent disease not to spread to the masses. The situation is constantly changing [1] so the public health service. The closest to the people in the area is the Sub-District Health Promoting Hospital (Hospital). It is therefore an important outpost that plays an important role in surveillance and control of the spread of infection in the community. This requires a systematic management and self-development all the time. so that patients and people in the area receive good service have equal standards for everyone [2] by personnel in sub-district health promoting hospitals Must be a person who does this by training to create qualities within one's self, which are physical, moral, and intellectual qualities that will result in outside one's self. It is the relationship between health workers and patients. This will be shown through physical and verbal behavior. Dharma principles should be applied for management in sub-district health promoting hospitals.

Tambon Health Promoting Hospital, there is still a lack of clear measures to provide services to patients in the area after the outbreak of COVID-19, which is considered a change in the era of the new way of working. As a result, personnel are unable to adjust their roles in performing their duties appropriately. When change at the same time, patients who receive services at sub-district health promotion hospitals may be at risk of contracting COVID-19.

This article will present about the 4th power management for inpatient services in sub-district health promoting hospitals to be applied in the management of management in preparation for the new normal, which will be beneficial to the management in the sub-district health promoting hospitals of Thailand.

II. MENAGEMENT

Phramaha Suwit Siriwatno (Bhromkerd) has defined the meaning of management (Management) is to manage the mission within the organization to achieve the objectives and in accordance with the policy plans that have been defined or management refers to the mission of any person or many people who come to coordinate the work of each person that different parties cannot achieve success.

Administration means management that is related to the implementation of the level and plans which mostly applies to administration in government or large organizations. From the opinion of scholars on the two words, it can be seen that they are different depending on the user's intentions as to whether they are appropriate in any way which may use the two words interchangeably.

Management is the use of scientific knowledge and skills that is the art of bringing management resources, namely personnel, budget, materials and management be used as a process have a system of rules in order to be able to work to achieve goals with efficiency and effectiveness [3], Henri Fayol's concept of management [4] consists of 5 elements: Planning, organizing, commanding, coordination and controlling.

Tambon Health Promoting Hospital (Hospital Sor. Tor), which is a small organization and is a primary health service unit must have management adjust and improve the quality of operations providing health care services to people at the sub-district level. This allows people to have access to quality services that are of standard quality thoroughly and equally, leading to management within the organization as well as the quality development of sub-district health promoting hospitals [5].

So that concludes in the management of the Sub-District Health Promoting Hospital (Ror Por Sor Tor) so that the

patients who receive the service are satisfied and the personnel in the organization work happily. Henri Fayol's concept should be applied [6], namely, executives must plan for internal organization. There is a clear command. There is good coordination with personnel in the organization and coordination with network partners to refer patients for rapid treatment if the capacity is exceeded. There is a control over the work of personnel in the organization to evaluate the results to be effective as set.

III. IDDHIPADA IV

Phra Suthiwarayan (Narong Jittasophon) [7] gave the meaning of Iddhipada IV means the basic principle of success. or the way to success, there are 4 elements which are 1) Chanta, which means having love, working with love for work, 2) Perseverance, which is diligent in doing, loving and requires diligence. Diligence is the practice of love. A love of work will let us know what to do. The diligence will make the work was a step towards success. Work without diligence and expertise will not occur. 3) Chitta is to memorize the mind, meaning to do something to penetrate. Deeply engrossed in it with determination, earnestness, and dedication, whoever does the work with the focus on it that person will be successful. 4) Vimangsa is diagnosis, including analysis, synthesis, creativity, development itself. When we do any work, scrutinize and develop.

Buddhism is a religion of enlightenment in both the Dharma and the Dharma practice which includes learning Self-improvement practice and management principles which are moral principles that lead to enormous work efficiency able to do that to achieve the objectives Guidelines for developing personnel in that organization. If you know how to apply the principles and teachings of the Lord Buddha. For being a mental anchor to be able to work successfully with efficiency, it is considered good. and Buddhist principles that are said to be the principles of practitioners in order to achieve with the achievement of the intended purpose, called Iddhipada IV, which consists of Chanta, which is the contentment of doing something, persistence, and patience in doing things; Finishing work without abandoning work. Vimangsa is always thinking, pondering and rationalizing what you do by doing what we think is good, we can help. Therefore, these four powers are a tool for achieving results in Buddhist practice [8], which the Tambon Health Promoting Hospital (Ror Por Sor Tor) should be used to study and apply the principle greatly in the management of patient service in a new way in hospitals to promote the health of the sub-districts as follows:

1. Chana (aspiration) is satisfaction with the work of health personnel. We must have the satisfaction of seeing the patient or the need to make the patient healed. Love what you do and desire to do better which is the first thing that will make the job or that mission can be easily accomplished. In the new era, the way to be satisfied is to ensure that patients are not infected with COVID-19 by taking care to give advice on how to prevent disease.

2. Perseverance (exertion) is persistence in taking care of the patient. Public health officials must diligently care for and promote the health of patients with strong efforts, patience, and not discouragement in their work when encountering some obstacles at times that we will be able to overcome

those obstacles Diligence is essential. We have patience that we will sometimes be complained about by our patients. In the new era, a lot of patience is required for the prevention and care of patients infected with COVID-19.

3. Chitta (thoughtfulness) is attentiveness, determination. It is the awareness of what you do and do that with your thoughts concentrate on not letting your mind become distracted, wandering, devoting yourself to what you do. Therefore, in providing care to patients, we must be attentive. Determined to look at the patient in order for the patients to return to have physical and mental health, recover from the disease they are in fast time. In the new era, public health officials must take care and encourage patients with COVID-19 to prevent the patient from becoming discouraged Desperate to continue living.

4. Vimangsa (investigation) is contemplation, contemplation, experimenting with wisdom. Examine the cause of the illness. There is a treatment plan for the patient. and evaluation of treatment Searching for new treatment methods, thorough examination and treatment. In order for the patient to recover from the disease as quickly as possible [9] in the new era, it is necessary to constantly study the situation of the COVID-19 epidemic in order to find ways to prevent the disease from spreading in the organization and in the community.

In conclusion, the author was a nurse working in a sub-district health promoting hospital (Ror Por Sor Tor) well aware that in the new era, the epidemic situation has changed all the time. The organization's administrators should apply the principle of Iddhipada IV to the management for the service of patients in the sub-district health promoting hospitals. Because of the ability to develop personnel in the organization in terms of mental and behavioral aspects. Makes more responsible for the operation paying more attention to patients It creates a good relationship between patients, health workers and communities through love, job satisfaction diligent attention to work including reflection devise a solution improve work for guidelines for organizational development to achieve efficiency and effectiveness.

IV. NEW NORMAL

New normal means a new lifestyle that is different from the past because something affects until the practice patterns that people in society are normally familiar with and have anticipated in advance new normal is being transformed under a new, unfamiliar standard [10]. The new normal consists of a way of thinking, a learning method, a communication method, a practice, and a management. It makes people know how to adapt to cope with the current situation rather than maintain the traditional way new birth Born in the aftermath of the global recession in the early 21st century (2007-2008), there was a big shift in the economy which used to be seen as abnormal, has turned into something common. The situation has occurred so rapidly and severely that it has spread to many countries around the world, with a large number of cases and deaths. There was a great loss of humanity. Therefore, human beings need to find ways to protect themselves in order to survive by modifying lifestyle behaviors that are different from the original way which requires a new way of living to keep himself free from

infection, coupled with attempts to heal and restore potential led to the creation of new inventions new technology, concepts, visions, management methods have been adjusted as well as the behavior that has been done as a routine deviating from familiarity which is normal in many dimensions both in terms of dress maintaining hygiene eating which these new things will become a new way until eventually, over time, it will become familiar and become part of the normal way of life of people [11]. In society, the Communicable Disease Act B. E. 2558. It is a dangerous communicable disease type 14 in Thailand on April 28, 2020. Public health measures provide advanced surveillance by proactively searching for patients in the community in the group of people with mild symptoms chronic disease patients. Disease investigation, search for patients contact and quarantine managing high-risk people preparation and management of a system of treatment and care for both physical and mental health Prevention of infection in the hospital Measures of emergency patient management system by collaborating with relevant agencies Promoting health knowledge about COVID-19 prevention and control Promoting personal hygiene social distancing in public areas and success will be achieved through cooperation in the community, working systematically and in the same direction [12].

In conclusion, change in a new way (New normal) if everyone knows how to adapt. It will survive in the situation of the COVID-19 epidemic. At the same time, everyone has to take responsibility for themselves to society and work together to prevent disease according to the measures that have been set no matter how many waves the outbreak. We can survive without getting infected with COVID-19.

V. A MODEL OF MANAGEMENT USING IDDHIPADA IV FOR PATIENTS SERVICES FOLLOWING NEW NORMAL IN HEALTH PROMOTING HOSPITALS

Patients were categorized into 3 groups as follows: the first group were those who took good care of themselves. No need to see a doctor don't have to come to the hospital use continuous drug delivery. Group 2 Patients may wish to consult a doctor with questions or with some minor problems. Without the need to come to the hospital, Tele-medicine services are provided through a communication system, and group 3 patients need to see a real doctor. Therefore, this group must develop Digital Solution as a tool for doctors and patients to contact, talk and consult without the need to come to the hospital and use other technologies to facilitate the service as well.

A model of management according to Iddhipada IV in a new normal in sub-district health promoting hospitals.

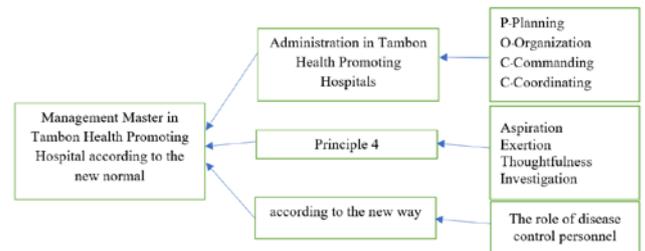


Figure 1 Consistency in Management using Iddhipada IV for Patience Services following New Normal in Health Promotion Hospitals

CONCLUSION

The current COVID-19 situation has led to a change in service for patients in sub-district health promotion hospitals with a goal for the safety of the whole structure, such as changing the emergency room adjusting the work system. Having an appointment to have a distance of both personnel and people who are patients to reduce congestion by clearly categorizing patient types, and provide services to suit each patient group by using digital solution and to reduce inequality by increasing access and upgrading the quality of medical services in sub-district health promoting hospitals. Therefore, in order for the management in the sub-district health promoting hospitals to meet the set goals. The author therefore uses Henri Fayol's management concept, which consists of 5 things: joint management planning in the hospital. Order the division of duties, roles and responsibilities according to the professional field (Commanding) to coordinate patient referrals. The link between the NHSO and the Center Hospital (Coordination) and the control, supervision, monitoring and evaluation in the NHSO by evaluating the outcomes of both service recipients and service providers. (Controlling), which in this change is the outbreak of COVID-19 which is an emerging disease that cannot control the spread of the disease therefore affecting people at all levels in the area. Therefore, in the management to achieve the goals set. Therefore, the dharma principle such as the principle Iddhipada IV has been applied in hospital because the personnel have different ideas and actions. Therefore, it is necessary to cultivate the mind to be a work lover, willing to work, knowing their roles and duties, admit the mistake ready to develop all the time when there is a change in the situation according to the new trajectory. Personnel will be conscious of careful reflection and find reasons to continually lead to better job development.

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