



## DEVELOPMENT OF THE SUCCESSFULLY EVALUATION MODEL OF THE RELIANCE PERFORMANCE ONE STOP CRISIS CENTER (OSCC) UNDER THE MINISTRY OF PUBLIC HEALTH

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### **Abstract:**

The value of work and the quality of the reliance centers that it rely on the quality achieved in practice and develop to contribute to care of children, women and family members who abused effective as well. The aims of this research study was to develop the successfully evaluation model of the reliantly performance *One Stop Crisis Center* (OSCC) under the Ministry of Public Health to administer with the research and development process that combines quantitative and qualitative methods are classified into four stages contained of synthesis and analysis of current problems and assessment, the texts, articles, research papers, and databases. Experts interviewed of nine personnel and to have a group discussion multidisciplinary team of the OSCC as 40 people was involved. The development of assessment and manual evaluation model to the information taken from the first step of the assessment form checked the suitability and feasibility of the model by 15 highly qualified persons with the technical discussions by the experts multipath characteristics (*Multi Attribute Consensus Reaching: MACR*). Trial assessment form with a sample size of 6 OSCC centers and the *Development of the Successfully Evaluation Model* (DSEM) was evaluated by those concerned with the evaluation form with 17 related persons who involved in the trial design. Using the research instruments to collect data consisted of assessment questionnaires and interviews. The statistically significant was used in this study consists of foundational statistics, including average, standard deviation, median and range between quartiles and test hypothesis by experiment and independent t-test, and the Kruskal-Wallis test. The results of this findings were followed as: The DSEM model to evaluate the results achieved in the practice of relying on an OSCC center under the

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Ministry of Public Health consists of seven components: the purpose of the assessment, content and indicators aimed at evaluating, evaluation criteria, assessor, methods and tools, evaluating, the duration of the evaluation, and information and user feedback. The results from the assessment of: evaluation form, the assessment is to meet the current situation and discrimination ( $p < 0.05$ ) as well as external evaluator and center. The OSCC on self-assessment to develop a quality management system are provides a dependable, and to evaluate the model, the quality standards of accuracy appropriate possibilities and utility in all aspects, and a multidisciplinary team to rely on the form evidence of high satisfaction in all on components.

**Keywords:** development, successfully, evaluation, model, reliance, performance, One Stop Crisis Center (OSCC)

## 1. Introduction

Domestic violence against women and children is a serious societal concern. Researchers have estimated that each year more than 10% of American women are the victims of domestic violence, and that three million American children are exposed to domestic violence. Most of researches have shown that these children are also at risk of being battered by their abusive parent, and that boys who witness domestic violence are more likely to batter their own partners in adulthood. Violence against children, women and family violence as a health issue and a social structure of the country and countries around the world (Panyayong and et., al. 2013: 29). World Bank used to study and found that; rape and domestic violence was the leading cause of disability. The disability and death among women of reproductive age worldwide evidence of the deaths of women aged 15-44 years of rape and domestic violence in approximately of 16% (World Development Report, 1993) by acts of violence occur in all ages and occurs in both houses, school, and community in a public area (WHO: World Health Organization, 2013). Violence refers to any act of harassment, privacy, physical, verbal, psychological, and sexual by coercion, threats, beatings hurt limit freedom deprivation. Both in public and in private life, which resulted, or may result in both physical and mental suffering to the victim (WHO Consultation on Child Abuse Prevention, 1999: 107).

Generally, because women are the weaker sex and children are often victims of sexual abuse are always acts of violence against women and children, so there is every society (WHO: World Health Organization, 2013: 10-20) for the United Kingdom's report, reliance center under the Ministry of Public Health (Office of Public Health Stats

Reliance 2555-2558) data from hospitals across the country have recorded programs for children and women who have been abused 110 total 23,977 and 66 persons average revenue per day, there are approximately of 10,712 children were abused in revenue. The first problem is that the violence is sexual harassment, a minor assault, most of the people who do the children know and trust are closely followed by fans as friends. The most likely cause of the environment, such as; drinking alcohol, using drugs, pornography impact on violence that has affected both short and long term, whether physical, mental, emotional, and spiritual. It can be seen that the problem and the impact of violence against children, women and their families has become a major concern for the country, the government and society should pay attention and to correct the serious problems in terms of more tangible, such as; a national policy, the Child Protection Act 2003, and the Protection of Victims of Domestic Violence Act 2007, as well as set up a mechanism to take care of women and girls who have been affected include the establishment of the Ministry of Public Health hospitals just in time currently, there are more than 800 such the reliably performance One Stop Crisis Center (OSCC) centers nationwide at this resent throughout in Thailand.

Basically, the Ministry of Public Health is directly related to the mission of providing assistance to children and women who are abused in the field of medical services, and health reasons, the most characteristic of violence against women and children was abused physically and sexually. The hospital is the first refuge of those who abused him for treatment of injuries to satisfy the policy to end violence against women and children, the government has announced since 1999, the cabinet has approved the establishment "Help Children and Women in Crisis Center" at hospitals across the country in the year 2003 and agreed to use the name "One Stop Crisis Center (OSCC)" to a service that is sensitive to privacy and maintaining a comprehensive system of comprehensive care at a single point (Department of Health Service Support Ministry of Health, 2008: 86-100). The services provided to women and family members who abused physically, mentally and sexually free, 24-hour medical cover for coordinating agencies, legal aid social welfare and other physicians, nurses, psychologists and social workers. Working with a multidisciplinary team of confidentiality in the property contributed to the protection and safety assist children who have been affected by the violence by helping to quickly, accurately and efficiently to help treat children who suffer mental crisis can return to normal life in society (Sahamethapat, 2015).

However, operating through the center reliance can be achieved as a good, for example; to many departments, but in view of the practice itself, there are still problems, and difficulties in implementing the policy into action to requires. The

cooperation in multidisciplinary teamwork of many OSCC who have an understanding of each ministry together both infrastructure policy and staffing responsibilities (Office of Public Health Service: 2014: 11) as well as to evaluate the performance goals of care or not. In the other hand, the lack of research studies on prevention and assessment of measures to solve the problem (Thaweessit and Prommo, 2014). The Ministry of Health has not been the success of the operation of the OSCC center just before. The Ministry of Health has not been the success of the operation of the OSCC center just before yet.

Therefore, assessing the value judgments, the evaluation of the performance of the organization, thus judge the value of an operational mission. The value of the performance, or achievements could be seen as the quality of the organization's operations are generally based on key indicators such as fairness and equality of effectiveness (the achievement of the goal) performance (operations is to save resources or resource efficiency) and satisfaction those involved (target groups and beneficiaries are satisfied) (Kanjawanasi, 2013: 1). The evaluation will meet the needs of the various departments and management levels, audit quality performance standards, have the OSCC inside and outside, the corporate multidisciplinary team, and the success of the operation to service quality, and improve quality that this will strengthen the assessment of performance are checked.

The OSCC is able to respond to the problems and needs of the client or stakeholder groups involved with the operations of the organization, Department of Development System in the Civil Service (Office for Official Development; 2015: 1) has the quality criteria of public administration (Public Sector Management Quality Award: PMQA) used to make the government more able to assess the organization self (Self-Assessment) with the surrounding, how is the environment crisis?, and what is the goal of the OSCC need? This criterion is a tool to monitor all part of the administration. Improve processes and results by recognizing the value delivered to clients and stakeholders all the criteria that the PMQA is a series of seven questions in the management and operations of the government. (Office for Official Development; Sector, 2015: 1-16), the Ministry of Public Health, a government agency that also has operations centers rely on public policy to guide the implementation of the government's resolve to end the violence; women and children, the government has announced since 1999, so the assessment center operations rely on an analysis of public policy issues arising from policy into practice in a systematic way in order to propose amendments, and problems effectively.

In the four last decades, the research showed that no evaluation of the implementation of the policy and no variation in the assessment or collection of tools or indicators for measuring the success of care in the performance of a dependable quality,

they're directly, the regional and national levels for quality assurance that a reliance on the Ministry of Public Health to provide care to children and women abused as quality standards and truly out of the problems that the researcher is interested in the research. to develop a model to evaluate the success of the operation of the OSCC centers rely on Ministry of Public Health as a service unit that serves children and women abused by a doctor, nurse, social worker and psychologist. The operation of such the OSCC centers together as a multidisciplinary team. The staff has an important role to the expectations of the client safe and lost or relief from symptoms of violence, and review of the literature found that there is research-based evaluation of performance. However, there are many ways the same, which it has not found positions to evaluate the success of the operation of the OSCC centers rely directly. For this reason, researcher was conducted to develop the Successfully Evaluation Model (DSEM) model to evaluate the success of the operations of the OSCC centre under the Ministry of Public Health has relied on to have developed will benefit or value as information for making the results of development and quality levels.

## **2. Methodology**

OSCC is a One Stop Crisis Centre set up in almost every hospital of Thailand. It is a team of four governmental agencies and nongovernmental organizations (NGOs), and it is also all out to assist the survivors or victims of crisis under one to fight against any forms of violence such as domestic violence, rape, sodomy, and child abuse. Services and assistance provided include of Medical treatment and examination, Collection of specimen, Collection of statements, Counseling, Shelter, and Legal assistance are serviced. OSCC will be managed JOINTLY with medical staff (multi-discipline) and related agencies like Non-Governmental Organization (NGO), Police Department, Social Welfare Department, and Legal Aid Department. This article aims to investigate the processes, actors and other influencing factors behind the development and the national scale-up of the One Stop Crisis Centre (OSCC) policy and the subsequent health model for violence-response. Methods used included policy analysis of legal, policy and regulatory framework documents, and in-depth interviews with key informants from governmental and non-governmental organizations in Thailand with the Development of the Successfully Evaluation Model (DSEM) of the reliably performance One Stop Crisis Center (OSCC) under the Ministry of Public Health.

### **3. Research Aims**

This research aims were to develop a DSEM model for evaluation of the performance of the centers rely on the OSCC center under the Ministry of Public Health by the specific purpose.

1. To analyze synthetic problems and approaches in the evaluation of the performance of OSCC center under the Ministry of Public Health.
2. To develop a DSEM model for evaluation of the performance of the OSCC centers rely on the Ministry of Public Health.
3. To trial the DSEM assessment model in the performance of the OSCC centers rely on the Ministry of Public Health.
4. To assess the DSEM model of evaluation of the performance of the OSCC centers rely on the Ministry of Public Health.

### **4. Research Procedures**

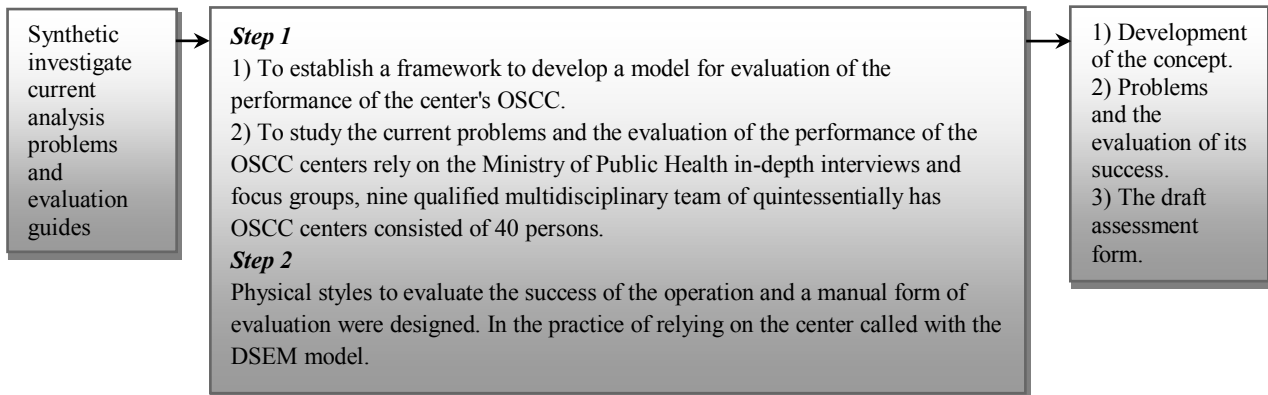
Using the R&D research technique to take the form of research and development with a mix to both quantitative and qualitative (Johnson and Christensen, 2004; Onwuegbuzie and Teddlie, 2003) was ministered. These research procedures were divided into four stages: such as; to synthesis and analysis of current problems and assessment by the texts, articles, research papers and databases. The 9-educational experts interviewed and 40 persons in the OSCC group discussions as a multidisciplinary team of were involved.

Development of assessment and manual of the DSEM model, which the information has taken from the first step of the assessment form to be checked the suitability and feasibility of this model with a sample consisted of 15 qualified by the technical expert discussions multipath characteristics (Multi Attribute Consensus Reaching: MACR) with the trial DSEM model in six OSCC centers.

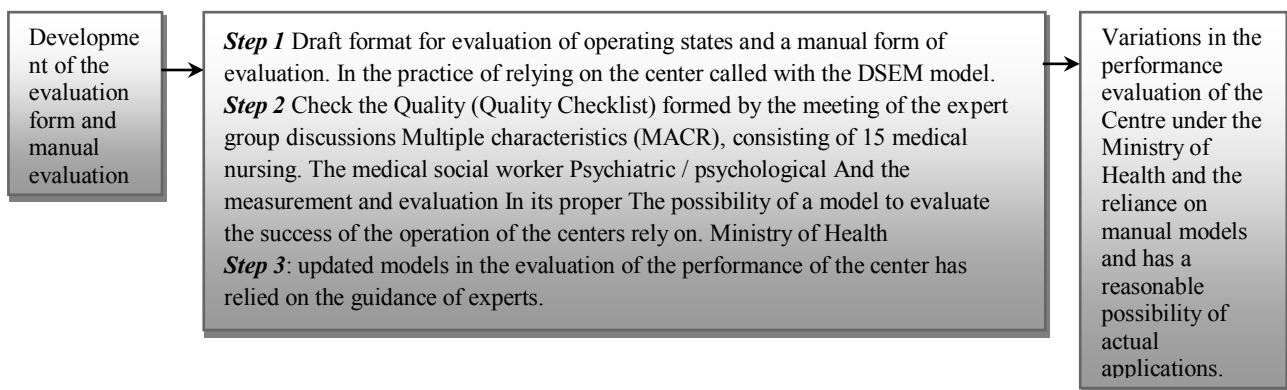
Evaluation forms were assessed by the trial involves 17 models were used to collect data for this assessment include questionnaires and interviews. The statistics used in:

Research Aims	Research Procedures	Results
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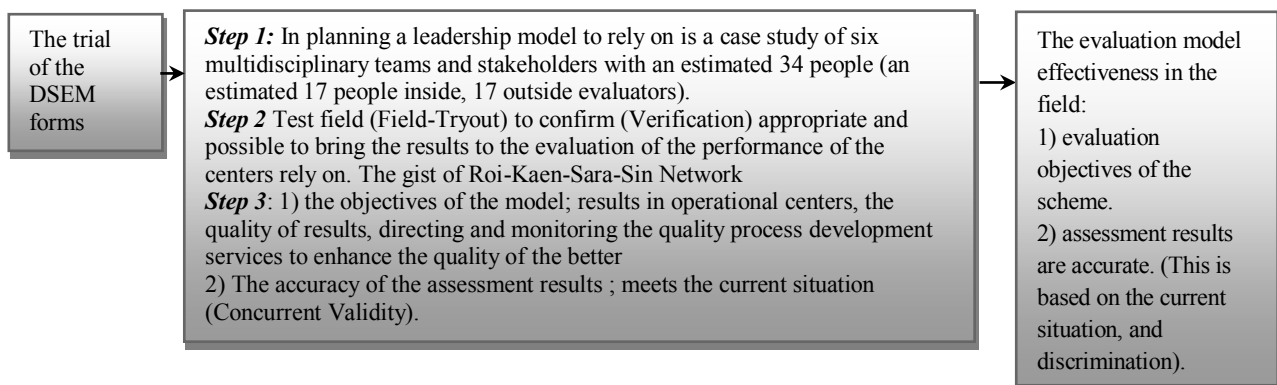
**Step 1:** analysis, synthesis and study the current problems in the evaluation of the performance of the OSCC Center under the Ministry of Public Health.



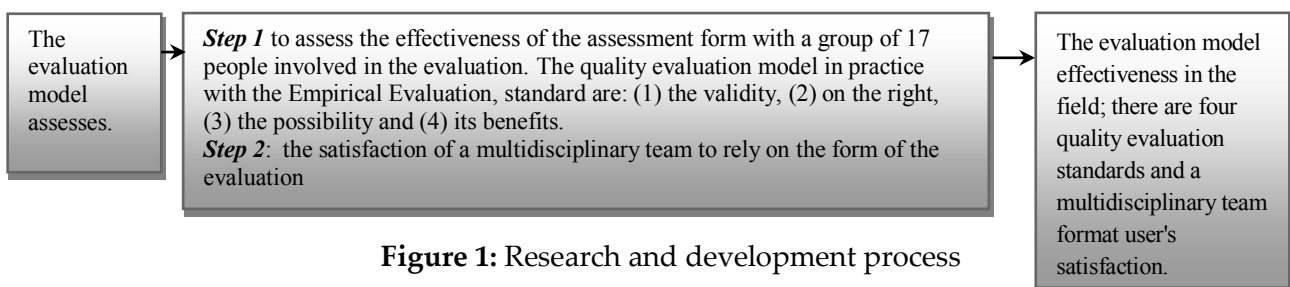
**Step 2:** Development of the successfully evaluation model of the relyantly performance One Stop Crisis Center (OSCC) under the Ministry of Public Health



**Step 3:** Trial evaluation model for the operation of the centers rely on the Ministry of Public Health



**Step 4:** Evaluate the effectiveness of the DSEM model, evaluation of operational OSCC centers under the Ministry of Public Health



**Figure 1:** Research and development process

This study consists of basic statistics including mean average, standard deviation, median and range between quartiles and test hypothesis by experiment and independent t-test, and the Kruskal-Wallis test (see in Figure 1).

## 5. Results

The researcher team presents detailed findings below as:

Creating a successful evaluation of the performance of the OSCC centers rely on under the Ministry of Public Health found that the assessment has seven components, namely; the purpose of the assessment, content and indicators aimed at evaluating, basis of assessment, assessor, methods and tools, evaluating, period evaluate, and the use of information/providing feedback.

The individual components are as follows:

1. Objective assessment, in order to evaluate the performance of the OSCC centers rely on under the Ministry of Public Health to develop and improve the system of care for children, women and family violence at the service OSCC centers.

2. The assessing gold is aimed at assessing the management quality services depend on the quality of public administration (QAOSCC) covering seven areas (group): such as; leadership, strategic planning, the focus is on the clients and stakeholders, measurement, analysis and knowledge management, a focus on human resource/service, process management, and results of operations, which has four dimensions, including the dimension that composed of fairness and effectiveness, Quality of Service, efficiency of care within the hospital, and development OSCC centers.

3. Indicators and evaluation criteria with all indicators consisted of 92 indicators were assessed, covering seven areas (group): such as; leadership seven indicators, strategic planning 20 indicators, to give priority to the clients and stakeholders 5. Indicators, measurement, analysis and knowledge management of 7 indicators, a focus on human resource/service provider of 18 indicators, process management of 15 indicators, and the results of the operation 20. Indicators were determinate.

The evaluation criterion consists of two parts: the scoring of the assessment and the evaluation criteria described as below. Scoring level assessment indicator is the check list is a check-list (check list) assessment to count the number of items or operations. Using the ratio with the score ranged from 1 to 2, since the absence of any action, to assess the rate of 0

The evaluation criteria are divided into five levels.

- Excellent value: the total score ranged from 90 to 100 (passing grade 4).



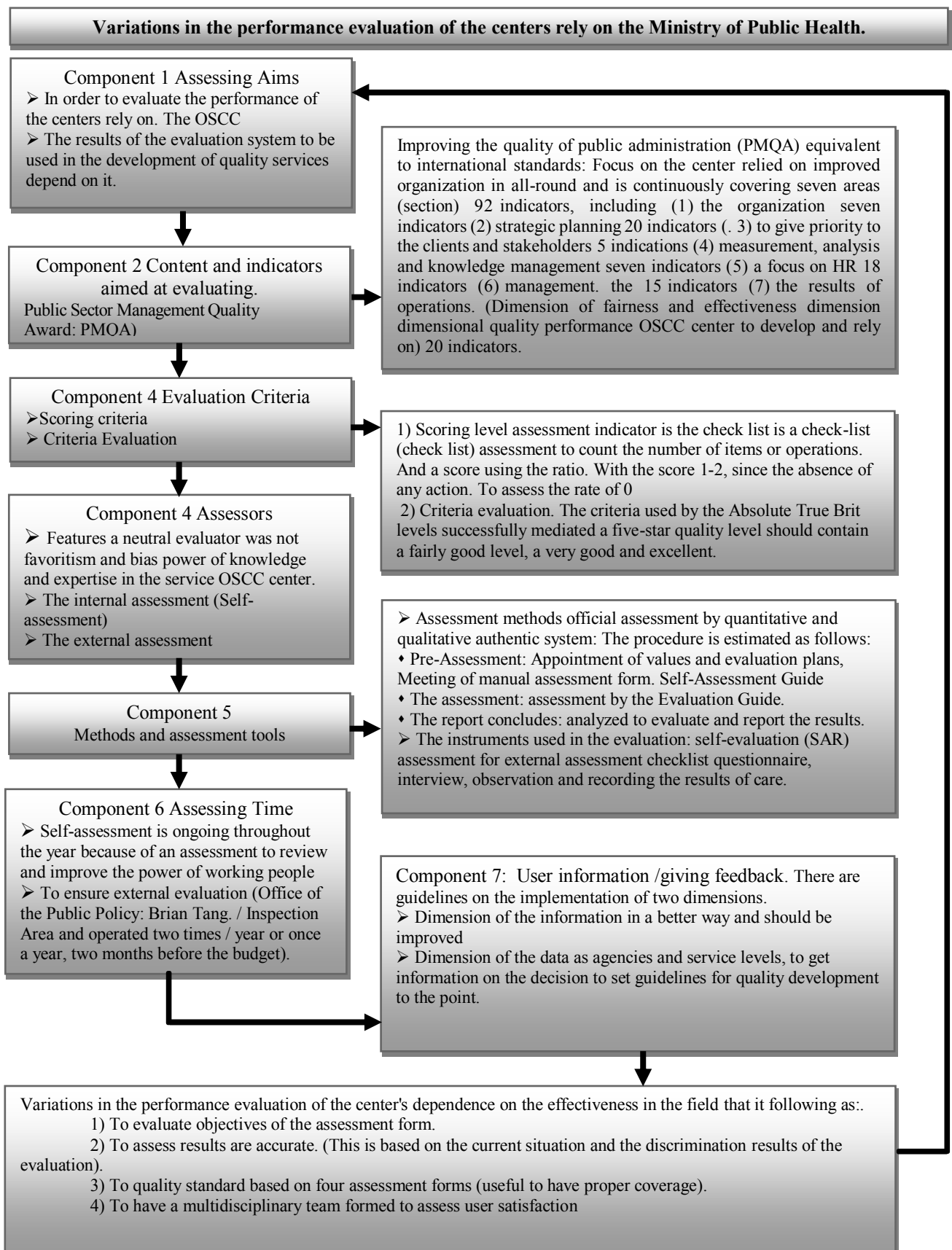
- Very good value: the total score ranged from 80 to 89 (though the class 3).
- Good value: with a total score ranged from 70 to 79 (passing grade 2).
- Fair value: the total score ranged from 60 to 69 (passing grade 1).
- Poor value: the total score is less than 60 (not meet quality improvement).

4. The appraiser should feature neutral free from bias and prejudice knowledge and expertise of the services rely on: the internal assessment means a hospital administrator or chief nurse representative or president can rely on the OSCC has a multidisciplinary team to have a responsible job of their responsible for improving the quality of services of the representatives from the Provincial Health Office. The refers to external evaluation committee responsible for policy centers rely on the Office of Public Health under the Ministry of Public Health academic staff, the Measurement and Evaluation Committee and the Board Inspection General Area were checked.

5. In terms of methods and assessment tools, the assessment tool is recorded in the evaluation of the performance of OSCC center and characteristics of a checklist. Assessment methods used to evaluate, interview to check the list, and examination of the documents/ evidence, and guide to self the OSCC center.

6. The period of evaluation based on an evaluation of the first year of assessment before the budget by two months, except for the outcome of the (group) at 7 persons to take on the interview and examine the evidence The period used in the evaluation was 1-2 days depending on the size and context of each of the OSCC centers. The self-assessment of the OSCC center can continue to the right to make continuous improvement.

7. To provide feedback on the results of the evaluation of the performance of the centers rely on the Ministry of Public Health, there are guidelines on the implementation of two dimensions: 1) the dimensions of the data in a better way and should be improved, and 2) the dimensions of the data by the agency and the service level. To get information on the decision to determine the development of the point to contain with the feedback evaluation of each agency's success were practiced. The feedback of the evaluation of the overall area, the feedback of the evaluation as well and providing feedback on the evaluation results should be improved. The researchers created a manual assessment form and guide the self-assessment that it followed as:



**Figure 2:** Development of the successfully evaluation model of the reliably performance One Stop Crisis Center (OSCC) under the Ministry of Public Health

7.1 Manual evaluation model for the operation of the centers rely on. the Ministry of public Health and guidance on how to carry out an assessment of the evaluation model developed that it composed as follows: principle, the purpose of the assessment, terminology, evaluation model, evaluation process, content aimed at evaluating, indicator and evaluation criteria, to assesses, to evaluate, period to evaluate, providing feedback, and appendix.

7.2 Self-Assessment guide clarifying the procedure for self-evaluation and guidance on how to carry out an assessment of the evaluation model developed were composed of: self-assessment criteria provided abused the OSCC center under the Ministry of Public Health, statement, target Development Center dependable quality (OSCC), definition, guidelines, it has developed a quality, self-assessment principles and concepts, the preparation of self-evaluation, and appendix.

7.3 The results take the form of evaluation of the performance of the OSCC centers rely on the Ministry of Public Health: the experimental model used in the evaluation of the performance of the OSCC Center under the Ministry of Public Health was to determine the quality of the assessment form, the validity classification (Discriminant validity) techniques that focus groups were used. The results showed that the pattern is exactly the current situation and discrimination. Which is determined by the difference between the assessment and rating of the external evaluation found that the difference was statistically significant level at 0.05.

8. Assessment forms and manual DSEM model to evaluate the results achieved in the practice of relying on the OSCC center under the Ministry of Public Health:

8.1 The evaluation the DSEM model assesses the results achieved in the practice of relying on te OSCC center under the Ministry of Public Health of those involved with the assessment that the evaluation model is helpful, feasibility, appropriateness, and accuracy. The overall level considering it was found that the majority of the assessment form that opinion, its right possibility and accuracy was high and there are some minor aspects of each user group assessment form opinions on the highest level.

8.2 The assessment reviews the manual the DSEM model to evaluate the results achieved in the practice of relying on the OSCC center under the Ministry of Public Health of the people involved with the trial assessment form, which is the same rate model; the evaluation found that the style guide in the evaluation of the performance of OSCC center under of the Ministry of Public Health that overall a reasonable level, and considering the results found that most reviews are high level and the second was at the highest level.

8.3 The satisfaction of a multidisciplinary team that evaluates user patterns, overall satisfaction was high level. The classification, which deals with the question,

was shown positively. The multidisciplinary team of satisfaction was high responses for all items. The questions were mostly negative multidisciplinary team formed to evaluate users' satisfaction is the least of the issues in a multidisciplinary team made up just wasting time at work. It is difficult to assess is the responsibility of the hospital, not the quality of the services rely and causing conflicts among multidisciplinary assessment team has relied the OSCC center. Followed by a multidisciplinary team to assess the DSEM model, there is little satisfaction in making the issues the agency is increasing the workload. The OSCC center has a multidisciplinary team to rely on stress in the workplace and should be evaluated with the OSCC dependence on availability.

## 6. Conclusions

In summary form, the evaluation of operational the OSCC centers rely on under the Ministry of Public Health at this time. It has featured a different form of assessment the OSCC centers dependent on the others.

1. To be aimed at evaluation of operational the OSCC centers rely on direct visual system processes and results of operations covering dimension, effectiveness and fairness. Dimensions of service quality performance and corporate development (the OSCC rely on quality) and then evaluated at result from the indicator results and seven scales (group) is amorphous of the baseline data to improve system services rely on in the future as well and set up under the map results' outcome mapping and focuses on the development, assessment centers have relied on the quality of public administration further.

2. The DSEM model in the evaluation of the performance of the OSCC centers rely on this system to evaluate the quality of services depend on the quality assurance system and service system diseases hospital that provides care standards. The internal quality assurance of self-assessment and external quality assurance were to support the assessment by the Commission of the Bureaucracy.

3. The system is designed to collect data as an indicator of success in the performance of the current process, improve the quality and results of operations of the OSCC center in conjunction with the routine without increasing workload.

## 7. Suggestions

### 7.1 Suggestions for Implementing Research Procedures

1. The OSCC center should have a policy to manage the evaluation of the performance of the OSCC centers rely on under the Ministry of Public Health clearly,

the assessment form and guide the evaluation form in the practice of relying on an OSCC center. The Ministry of Public Health guidelines, which could alter the assessment criteria and indicators to be appropriate, consistent with the context of a dependable level of service are provided. The Health Promoting, the Hospital District, the Community Hospital, and general hospital were arranged. For the evaluation of the performance of the OSCC centers to improve the assessment and development the OSCC centers rely seriously. This will make the system services depend on the development of next-effectively.

2. Health and public health agencies, such as the Bureau of Public Health, the Ministry of Public Health (SOP flavor.), the Office for Standards and Quality Assessment hospital. (Public Organization), and the Public Sector Development Commission (PDC) Committee have relied on the inspector general. The agency should have a policy to conduct public health assessments in practice, the OSCC center relied on a systematic and ongoing and the application of the valuation model was developed for use as a tool for controlling, monitoring and evaluation of the management of the centers rely on the hospitals under the Ministry of Public Health are provided.

## **7.2 Suggestions for Further Research**

1. Variations in the performance evaluation of the OSCC centers rely on under the Ministry of Public Health developed this system based on the implementation of the OSCC centre's reliance on the hospitals/general hospitals only. If the contexts of the health service as well, the indicator in evaluation standards in the operation of the center, it will vary dependent on the service level. Therefore, there should be research to develop indicators of success in the practice of relying on an OSCC center under the Ministry of Public Health in the other to the potential scope of services, such as hospitals, health and hospital district and so on.

2. There should be a set of indicators, the results of research and development in the seven forms of assessment and developing tools to measure quality indicators for store management system has relied on the services of the OSCC center. The Ministry of Public Health should have the standards of quality of public administration, to be used as an indicator monitoring. (KPI) by a multidisciplinary team, each OSCC center has just certified service centers will continue to rely on testing of comparable quality to the successful operation of the centers rely on a national level.

3. There are the other researches should have done research on the impact that may result from the valuation model used to discover the information into consideration in the development of DSEM models or guidelines to assess the effects desirable in the Provinces and the Ministry.

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