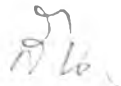


AN ACTION RESEARCH STUDY ON IMPROVEMENT
OF EMERGENCY MEDICAL SERVICES IN
MONGGAR REGIONAL REFERRAL
HOSPITAL, MONGGAR
BHUTAN

Nado Zangpo

A Thesis submitted in Partial Fulfillment of the Requirements

for the Degree of Master of Public Health



Health Systems Development Program

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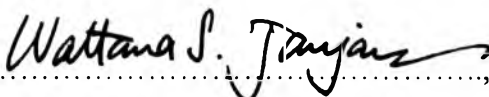
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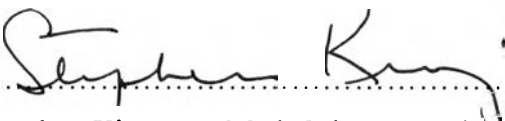
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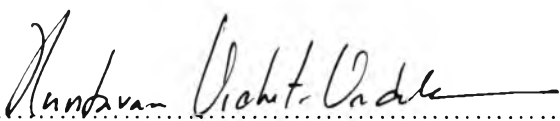
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ABSTRACT

Monggar Regional Referral Hospital (MRRH) is the referral hospital in the eastern region of the country. It provides referral services to 5 neighboring districts in the region. Of late, problems in regard to Emergency Medical Services (EMS) have been faced by the hospital administration. Therefore, this study, as an action research study, explores possibilities for affecting corrective measures to improve EMS in MRRH.

The main aim of the study is to improve the EMS system in MRRH by instituting an EMS training program for health professionals, upgrading facilities and technical know-how in the management of EMS, establishing an Emergency Room/Casualty Unit that will coordinate emergency medical care activities, and developing an injury surveillance system. The study has attempted at obtaining problem perceptions and ideas about EMS from various stakeholders in Monggar, through conducting in-depth interviews, focus group discussions using Nominal Group Technique, and conventional focus groups. The primary data collected by the aforesaid qualitative research techniques is supplemented by secondary data gathered from the inpatient admission registers and from records of patient files in the Outpatient Department.

This action research study, besides finding out the shortcomings of current EMS system in MRRH, also attempts to solicit help and commitment from

responsible authorities in the district in improving EMS system in MRRH. The findings from this study will be used to base decisions on planning innovative strategies, as mentioned above, for establishing an EMS system in MRRH whereby prompt and proper EMS can be provided in wide ranging emergency situations. The study makes a special effort to prepare a rapid response to emergency medical situations outside the hospital.

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