

Abstract

Enhancing access to primary medical care is an urgent policy of the country. Capacities of health care workers who deliver primary medical care service are crucial to ensure quality of services. This descriptive study aimed to assess knowledge, attitudes, expectation and practice of health care workers who provided primary health care service. Barriers for practice was also explored.

Data were collected from nurses and other health workers who attended a 3- day primary medical care training in June, 2010 at the Boromarajonani College of Nursing at Phayao. Three instruments were used to assess knowledge, and attitudes, and expectation and practice regarding primary medical care. The results revealed that those who had training experiences in primary medical care had higher scores for knowledge, attitude, and expectation than those who had not been trained. However, scores for practice did not differ statistically. Opened end questions demonstrated the following obstacles: not enough knowledge and confidence in practice, lack of equipments and staff, and inefficient communication system between practitioners and consultants.

Findings suggest that it is important to support practitioners for knowledge, and to provide practical helps such as consultation and equipments to increase confidence in practice and to improve quality of services.

Keywords: primary medical care, knowledge, attitude, expectation