

# The Development of Songkhla Provincial Administrative Organization of the Elderly Day Care Model

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Abstract= The purpose of this study was to develop Songkhla Provincial Administrative Organization of elderly care model (SEDC Model) which is expected to fit Songkhla PAO context. The model was framed by following the concept analysis process from literature review and data from stakeholder opinions. Four Songkhla PAO administrators and six staff answered the opened-end question on “SEDC infrastructure and facility; management; and service characteristics”. Ten elderly were asked for “service requirement and expected services”. The result revealed three critical aspects of SEDC model: objectives, SEDC attributes and quality assurance body. (1)The objectives of SEDC were to:1) promote the elderly’s maximum level of independence, 2) maintain and rehab the elderly’s present level of functioning, 3) delay and prevent further deterioration, 4) increase the elderly’s social skills and adaptation and 5) be an integral part of community service network for the elderly. (2)The attributes of the model were management, facility, staffing, services, connecting and documentation. (3)The quality assurance referring to the ‘Mississippi Division of Medicaid Adult Day Care Services Quality Assurance Standards’ consisted of overall requirement, facility, staffing, service and target population and documentation. The dimension of connecting was added to the quality assurance system. The further study should refine the SEDC model from the expert aspects and SPAO council. The model is expected to generate to PAO of elderly day care over Thailand.#

## 1 INTRODUCTION

The global population aged 60 years or over were 962 million in 2017, more than twice as large as in 1980 when there were only 382 million worldwide. The number of oldsters is predicted to double again by 2050, when it is projected to reach nearly 2.1 billion (United Nation, 2017). Every second, there are two people turning to 60 years old. In Thailand, the number of the elderly has dramatically increased from 10.7% in 2002 to more than 17% in 2019. The estimated Thailand’s elderly population in the midyear of 2019 was 11.358 million from the total population of 66.374 million (Mahidol university institute of population and social research, 2019). In 2021, Thailand will become a complete-aged society and in 2031 will become a super-aged society (National statistical office, 2018). In 2018, there were 210,921 elderly (14.72%) in Songkhla province and projected to be 15% by the end of 2019 (Department of Older person: 2018) since Thai society has been

turning to a single family in the past 3 decades. Majority of adults work full time and have their own families. Thus, the elderly are left at home. Therefore, the day care service to promote elderly health, well-being and quality of life is needed.

Elderly day care is the service providing to oldsters during daytime to maintain their physical and mental health as well as their health rehabilitation (Gunpong, 2017; Benjapon, 2015). The day care includes programs, services, and facilities designed to assist the elderly a community. The national adult day care service association (US) passed the 6 standards for the day care services: target population, administration and organization, service, staffing, facility and evaluation (NADSA. et al: 1997). The ratio of the elderly day care staff to the elderly ranges from 1:4 to 1:10 in the US day care agencies. From the conducted observation, the elderly care model includes community based option, residential living apartment, community retirement care, active adult retirement community, geriatric outpatient clinic, nursing home, hospice care, dementia and

Alzheimer’s care, assisted living residence and day care service.+Nimastura#et al: 2018; Department of Older Person: 2017; Aungkana: 2018.1

For the quality assurance and accreditation, the Mississippi Division of Medicaid Adult Day Care Services Quality Assurance Standards is widely applied (Mississippi Division of Medicaid, 2019)1 This consists of 5 requirements as shown in table below.

Table 1: Mississippi Division of Medicaid Adult Day Care Services Quality Assurance Standards.#

Requirements	Details
1.Overall requirement	-Administration and organization
2.Facility	-General requirements -Atmosphere and design -Safety and sanitation -Evaluation
3.Staffing	-Lines of supervision and responsibility -Basic requirements for all staff/volunteers -Staff position
4.Service and target population	-Target population -services -Community relation
5.Documentation requirement	-Quality improvement plan -General record policies -Participant records -Administrative records -Assessment and individual plan of services and supports -Access and audit

Local administration in Thailand was introduced in corresponding to Government Administration Act 1933. In 1933-1955, there was a provincial council representing for local administration. Later on, 1956-1997, the Provincial Administrative Organization (PAO) was developed and operated. Since 1997, the PAO Act has been enacted and applied up until now. PAO authorities consist of provincial infrastructure, economic, social, education, public health, career promotion and public services. The president and members of PAO come from an election and work for a term of four years. Moreover, Determining Plan and Procedures in Decentralizations to the Local Administrative Organization Act 1998 requires PAO to provide public services regarding to social needs. Songkhla PAO has dealt with the increasing number of elderly. Thus, Songkhla PAO plans to expand the services by providing the elderly centers to cover the full range of day care services. Many countries and

some private sectors in Thailand provide day care service for the elderly which can be learnt and applied to Songkhla PAO context. However, PAO is a unique organization. In addition, Songkhla PAO is the first PAO of Thailand which will initiate the day care service for the elderly (PAO legislation 2016: Elderly Day Care Center). The relevancy of the model is concerned and is expected to generate to the coming PAO of the elderly day care over Thailand.

## 2 OBJECTIVES

The objective of this study was to develop the Songkhla Provincial Administrative Organization of the elderly day care model (SEDC model).

## 3 RESEARCH METHODOLOGY

The research was conducted aiming at developing SEDC model to fit the Songkhla PAO context. This was framed based on literature review and data collected from stakeholder opinion. Thus, the concept analysis (Walker and Avant: 1995) was used for the model development; (1) A review of the literature was conducted toward some books and articles on PAO’s rules and regulations, standards and guidelines from day care agencies. The database (i.e. Thai Jo, CINAHL, Science Direct and Emerald Management) were used by the searching terms of ‘day care’, ‘the elderly day care’, ‘quality assurance & elderly day care’, ‘requirement & elderly day care’, and ‘management’. (2) The data were collected from the stakeholder’s and the elderly’s opinion. The main questions to be answered by the 4 PAO administrators and 5 SPAO staff were; (1) What are the necessary infrastructures and facilities required from the SEDC?, (2) What is the appropriate management of the SEDC?, (3) What are the expected services provided by the SEDC?. Then, ten elderly were asked; (1) What services do you need from SEDC? and (2) Which quality of the SEDC service do you prefer. The collected data, then, were analyzed by using thematic analysis. (3) The application of concept analysis proposed by Walker and Avant was used for concluding the components of elderly day care model. The 5 steps (from 8 steps) were applied: selecting a concept, determining the aim of analysis, identifying all uses of the concept, defining attributes and constructing a model case (SEDC model).

## 4 FINDINGS

The first SEDC model consisted of six objectives and six integrated components as shown in figure 1.

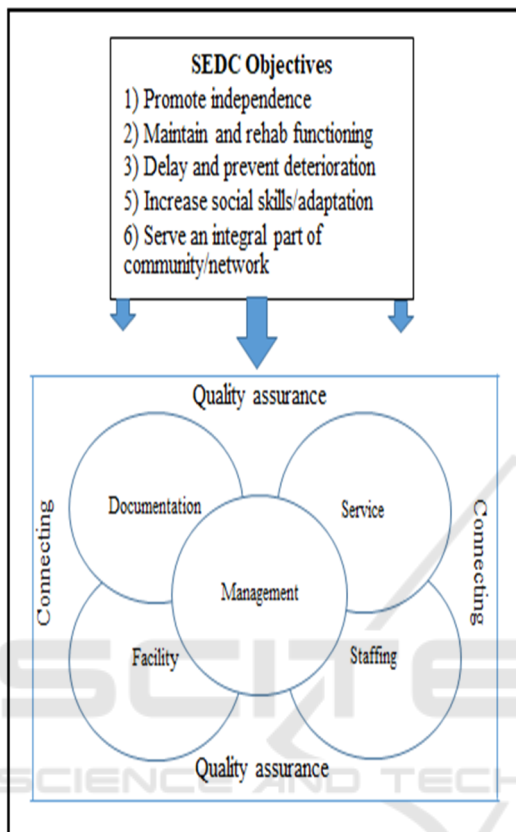


Figure 1 Songkhla PAO Elderly Day Care model (SEDC model)#

Objectives of the SEDC were to: (1) promote the elderly's maximum level of independence. (2) maintain the elderly's present level of functioning. (3) rehab the elderly's present level of functioning. (4) delay and prevent further deterioration. (5) increase the elderly's social skills and adaptation. (6) serve as an integral part of the community service network for the elderly.

The model consisted of integrated components of ; (1) management. (2) staffing. (3) facility. (4) services. and (5) documentation. The details of a particular system were presented in table 2. The connecting and quality assurance were needed to sustain the systems.

Table: 2. Components and details of SEDC Model

Components of the SEDC model	Component details
Management	leadership (leadership style, visionary, charisma, policy, good governance)
	law and regulation
	management process (authority and responsibility, organization, plan, implementation, direction, budget and evaluation)
	resources/ income seeking and allocating
	Application of modern management concept (lean, risk management etc.)
	evaluation
Facility	transportation
	building design fitting for the elderly/disables
	safety and sanitation
	beauty salon
	religious corner
	lockers for the elderly's belongings
Services	health screening
	Counselling
	health promotion (exercise, recreation, meditation),
	disease prevention (brain improvement, music therapy, creation),
	health rehabilitation (Thai massage, physical therapy)
	occupational therapy
	quality of life enhancement
	continuous education
	'friend reunion' facility
	Quality services: friendly, nice and empathy
Staff	management (board of directors, advisory board, managerial board of the SEDC)
	The SEDC staff (psychiatrist, psychologist, nurse, physical therapist, Thai massage officer, recreational staff, occupational staff, the elderly assistants, clerk, security guard, housekeeper)
	volunteer and internship students (need orientation and understanding a care plan before work)
Documentation	Documentation was pivotal to: -protect customer right -promote the elderly health assessment -respond to legal aspect -provide data for referral case -report for accreditation. The required documents were legislation, regulations, standards and guidelines, customer right, consent forms, personal contact, customer health history, daily report, progress report etc.)

The quality Assurance was developed by modifying the Mississippi Division of Medicaid Adult Day Care Services Quality Assurance Standards which is the international adult day care standards. The guideline consists of Administration and Organization, facility, staffing, services, and documentation. Then the dimension of “connecting” emerging from systematic review and data collection was added into the quality assurance system. Connecting meant understanding the customers/stakeholders, sharing with others (agency, people, community etc.), and creating and maintaining the collaboration. The SEDC model will fit the Songkhla PAO context and be expected to be generalized for the PAO of the elderly day care.

## 5 CONCLUSION, DISCUSSION AND RECOMMENDATION

The SEDC model consists of some objectives, components, and quality assurance. The model was developed by the lesson learnt from the elderly day care agencies, especially the one in the US. This is the first PAO of the elderly day care. Thus, evaluation and refinement of the model will be needed at the early period of providing the services.

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