ORAL HEALTH SERVICE UTILIZATION AMONG GOVERNMENT EMPLOYEES UNDER SOCIAL SECURITY SCHEME IN MAEHONGSON PROVINCE, THAILAND

KANOKNAT PANCHAROEN

A THESIS SUBMITTED IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE DEGREE OF MASTER OF PRIMARY HEALTH CARE MANAGEMENT FACULTY OF GRADUATE STUDIES MAHIDOL UNIVERSITY 2005

ISBN 974-04-5758-4

COPYRIGHT OF MAHIDOL UNIVERSITY

ORAL HEALTH SERVICE UTILIZATION AMONG GOVERNMENT EMPLOYEES UNDER SOCIAL SECURITY SCHEME IN MAEHONGSON PROVINCE, THAILAND.

KANOKNAT PANCHAROEN 4737963 ADPM / M

M.P.H.M. (PRIMARY HEALTH CARE MANAGEMENT)

THESIS ADVISORS : NONGLAK PANCHARUNITI, D.D.S., M.P.H., Dr.P.H., PHENKHAE LAPYING, Ph.D., JINTANA YHOUNG-AREE, Ph.D.

ABSTRACT

A cross-sectional study was conducted on oral health service utilization among government employees in Muang District, Maehongson, Thailand. The study aimed to identify patterns of oral health service utilization in 2004 and its related factors under their limited oral health benefit provided by the Social Security Scheme (SSS).

Government employees, 431 out of 773 from 35 governmental offices in Maehongson, participated in this study. Self-administered questionnaires were used for collecting data. Statistical analysis was performed using percentage, mean, median, standard deviation, Chi-square, correlation test and multiple regressions.

Oral health service utilization among government employees under Social Security Scheme in Maehongson was high (42.7%) compared to overall. Most of them (61.7%) went for service only once. Major findings of this study were: 1) Most of clients sought curative treatments rather than preventive services. Treatments that they utilized more often were scaling, tooth-extraction and tooth filling. 2) In general, female, higher education and administrative role of work had significant association with the service utilization, χ^2 = 15.52, 9.92 and 11.17, p =.000, .019 and .025 respectively. 3) Knowledge on oral health benefits and attitudes towards dental service were found to be significantly different between the group of 'utilized' and 'not utilized' (t = -2.796 and 2.102, p =.005 and .036). 4) Received oral heath information and SSS-information were found to be significantly associated with the service utilization (χ^2 = 7.18 and 27.23, p =.007 and .001 respectively) 5) Oral health problems informed by dentist had influence on the utilization, as well as oral health information from dentist and received SSS-information, adjusted odds ratio = 4.189 (95%:2.14-8.19), 2.026 (95%:1.05-3.91) and 2.647 (95%:1.29-5.42) respectively.

This study shows the patterns of oral health service utilization which conformed to those among clients under other health welfare schemes. Preventive care should be promoted more for clients to utilize their limited oral health benefits most beneficially, via dentist-patient communication.

KEY WORDS : ORAL HEALTH SERVICE UTILIZATION / SOCIAL SECURITY SCHEME / GOVERNMENT EMPLOYEES

94 P. ISBN : 974-04-5758-4