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NEW FINDINGS OF THE DISSERTATION

Thesis title: *“Current status and effectiveness of solutions to improve certain quality components of the hospital during the COVID-19 prevention and control phase at Dien Bien Provincial General Hospital”*

Major: Public health

Code: 9720701

PhD Candidate: Pham Van Man

Scientific Supervisor:

1. Assoc. Prof. Dr. Vu Phong Tuc
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Institution: Thai Binh University of Medicine and Pharmacy

NEW CONTRIBUTIONS OF THE TOPIC

- The proportion of healthcare workers (HCWs) with accurate knowledge regarding overall patient safety was 54.9%, while accurate knowledge concerning medical adverse events reached 62.5%. A total of 307 medical adverse events were reported in 2021. The incidence of hospital-acquired pneumonia in the Intensive Care and Poison Control Department was notably high (83.1%). The average satisfaction score concerning inpatient access was 3.59 ± 0.33 , and for outpatient access, it was 3.53 ± 0.27 . The proportion of HCWs with adequate knowledge regarding COVID-19 prevention and control was at a moderate level (70.2%).

- The findings of this dissertation suggest that hospital administrators, departmental leaders, and policymakers should consider implementing more appropriate and targeted measures and strategies in the areas of health communication and education; continuous training in the 5S methodology, professional communication, hospital social work, and the enhancement of medical equipment. These efforts aim to improve overall hospital quality for key hospital personnel and the entire healthcare workforce in the coming period.

Scientific Supervisor

Hung Yên, .../ 8 /2025
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