

## Journey of the Home in Hospital

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QSNICH is a tertiary – care hospital, accepted referred patients both in Bangkok and rural areas. Most patients, parents and guardians who must travel to Bangkok do not have accommodation, they have to sleep on the chair or in the walk way of the hospital. Therefore, QSNICH created a cross-functional team to improve the patients’ families’ quality of life while their children were hospitalized by conducting a study on expectation of the families towards a shelter, and utilized these data as guidelines to develop and build an accommodation under the corporate culture of ‘one family one heart’ using Quality Control Circle (QCC) based on the concept of PDCA process (Plan Do Check Act)

QSNICH started seeking for resources; budget, staff and materials. Finally, we found the collaboration from private sectors, Ronald McDonald House Charities (RMHC) who have the objective and experience in shelter for child patients in many countries around the world. QSNICH collaborates with RMHC to build home in the hospitals under the theme “Increase the patients family welfare and good experience in every perspective”, the goals are to keep family close to the child patients, give them the chance to be together, even though the children are hospitalized. The concept of patient holistic care has been proven statistically to comfort and enhance the recovery rate of the patients. QSNICH received funding from the Department of Medical Services, Ministry of Public Health to build the accommodation. RMCH at QSNICH opened in June 7, 2011, the first home-away-from-home in the hospital in Asia Pacific Middle East and Africa (APMEA). Home in the Hospital of QSNICH is a model for child patient family’s accommodation in hospital of Thailand.

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