

Title	資源限定状況下における医療サービスアクセス向上のための変革的医療サービスシステムモデルの研究
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論文の内容の要旨

In the past two decades, the world has seen tremendous changes in service economy, especially in the world's most advanced economies countries. In advanced countries, it has estimated that the service sector contributing 70% to their GDP which finally influences individual and collective Well-being. On the other hand, though the service output is increasing in emerging economies, but still it is lower than the global average. Therefore, service research and implementation are required there in developing countries to foster GDP's growth as well as individual and collective Well-being.

Researchers and scholars have been focusing service and service system research on its trends, challenges, diversion, dynamism, neglecting of service and service implementation process from the developed country perspective where vast resources are common. In this perspective, provided service is called knowledge-based service. Knowledge based service is well integrated with two important components. These components are the technological intervention with service and development of skilled workforces in service system. On the other side, the unequal distribution of knowledge in developing countries leads to unequal economic growth and well-being there where limited resources contexts are the barrier. Surprisingly there is a fundamental lack of service research in a limited resource context. Therefore, service research in a limited resource context is required.

In a limited resource context, services cannot afford by government alone. Public, private, and non-profit organization provides services, collaborate with each other's and improve well-being of citizens'. Along with government services, therefore it is important that non-profit organization provide effective service in a transformative way to increase the overall well-being of the communities and employees. To do so, non-profit organizations needs to develop, retain and sustain their skilled employees and improve their well-being as well.

A study in a limited resource context offers new grounds deriving five services research streams. Transformative service research (TSR) is one of them. TSR is aimed to improve well-being of individual,

families, communities, collectives, and ecosystems. In service organization, well-being of employees is much more important to ensure better and quality services to be provided. Healthcare services provided by non-profit organization is one of the important transformative services in the developing countries perspective. Thereby, healthcare service is selected as the transformative service research for the present study.

The healthcare services in a limited resource context are associated with mountainous problems. These are including severe shortage of human resource for health, lack of access to healthcare service especially in rural and urban slum areas, lack of healthcare knowledge among service providers and recipients as well, and quick changes of technology uses in healthcare service provision. In addition, developing and retaining human resource for health in the healthcare system in a limited resource context is one of the major problem to provide continuous healthcare services. Due to these limitations, primary healthcare services are affecting to provide quality healthcare services and improving well-being as well. Therefore, healthcare service system need to consider innovative solution to create efficient and affordable services.

To provide innovative solution for healthcare service system and improving well-being in a limited resource context, the study adopts two important field of research concepts. The first one is transformative service research and the second is knowledge transfer in knowledge management concept. Therefore, the study aims to identify (1) factors affecting to retain human resource for health in healthcare service system, (2) factors affecting to transfer healthcare knowledge, and find out how healthcare knowledge transfer facilitates healthcare services access and improving well-being as transformative value in a limited resource context. The concept of transformative service research (TSR) and process of knowledge transfer in knowledge management cycle are applied to develop a healthcare knowledge transfer model in a limited resource context. Therefore, finally the study aims to develop a model for transformative service system for healthcare services access in a limited resource context.

A qualitative semi-structured interview method was applied to achieve the main objectives. Two kinds of analysis process have been performed because of contributing to uncover novel causal factors, open new areas of research and result in more holistic thinking about health. This methodological approach is suitable for this study because, the nature of this study was to investigate about the work, life, careers, and challenges that employees are faces during work of service employees of healthcare services in a limited resource context.

The findings of study 1 revealed that BRAC uses a micro-credit system to support the provision of Shasthya Sebika in areas with limited resources. The Shasthya Sebikas share healthcare knowledge with the residents and earn money by selling medicine to them. They are not employees of BRAC. They are therefore motivated to work as well as to improve the health of people in their community. On the other side, 'Shasthya Karmis' are used mobile Health (mHealth) to transfer healthcare knowledge. The first way was the acquisition and provision of healthcare information, and the second was the keeping of patient records in the mobile-based computer system. In addition to providing support during home visits, the Shasthya Karmis' provide support through their mobile phones. Residents can contact them if they face difficulties with their health. Such support was made possible by the implementation of BRAC mHealth, a service used to keep client records and to build

a comprehensive healthcare database, thereby providing point of healthcare services to community residents.

Finally, the study proposed ‘transformative service system model for healthcare services access in a limited resource context’ which can serve as a starting point to develop business and service strategies for access to healthcare services efficiently in a limited resource context with technological advancement and can be extended beyond the healthcare setting. The transformative service system model for healthcare services access should help to improve healthcare organization’s human resource management, knowledge management in healthcare organizations and improve healthcare services access as well.

Keywords: Healthcare, Healthcare Services, Knowledge transfer, Shasthya Sebika, Shasthya Karmi, BRAC HNPP, Limited resources, well-being

論文審査の結果の要旨

適切な医療サービスには設備、人員、知識資源の充実が重要である。しかし限られた資源しか持ちえない途上国、とりわけ地方地域やスラムでは、資源不足による医療サービスへのアクセス課題が深刻である。当該地域において、どのようにその課題を克服できるかという問いは、人間のウェルビーイング（以後、WB とする）にとって重要である。本研究はこうした問題意識のもと、バングラデシュを拠点に活動する非政府組織 Bangladesh Rural Advancement Committee: BRAC の医療プログラム活動を成功事例として分析し、限定的な資源保有化における医療サービスシステムのモデルを提案したものである。

研究で特筆すべき第 1 点は、どのように医療サービスに関わる人員を供給しているかという視点から、同医療プログラムの下でサービスを行う人材の動機づけ要因に注目した点である。BRAC の協力のもと、シャストシェビカ (Shasthya Sebika) と呼ばれる、集落の現場で簡単な保健アドバイスや医薬品販売を行っている現場サービススタッフ 50 名と、シャストコルミ (Shasthya Karmi) と呼ばれる、その指導役 24 名にインタビューを実施した。得られたデータを共起ネットワーク分析した結果、研修を通じて得た知識を基に地域の患者に保健指導したことで（対象者が救われた経験を通じて）自分自身の社会的役割についての価値観が変化し、それを機に、仕事への内発的動機づけを保有する傾向にあることを見出した。

また特筆すべき第 2 点として、モバイルを含めた高度技術との関係から、サービスの質の維持の取り組みを検討している点である。必ずしも教育水準が十分でない地域の患者は、現場サービススタッフが口頭で保健アドバイスをして知識の移転につながらない。その場合は携帯端末を用いて動画で、例えば妊婦の日々の体調管理や子供の栄養の取らせ方について知識を移転している。また、夜間など必ずしも現場スタッフが個人宅に訪問できない場合に、携帯電話を用いて遠隔で相談をする体制も整えている。そうした技術がサービススタッフの指導の下、市民にも受容されていることを、聞き取り調査を通じて見出した。

研究ではこうした知見を基に医療サービスシステムモデルを提案し、さらにそのモデルの特

徴を、途上国で行われている他の医療プログラム事例と比較分析することで明確にした。結果、人材供給と技術利用の観点から、提案モデルは現状のプログラムと比較して持続可能性があること等、他には無い特徴を見出した。サービス研究では、人間の WB を主眼にした領域はあるものの、こうした持続性のある途上国の医療サービスシステムの提案につながる知見は十分に無く、新規性が高い。

以上、本論文は、限定資源化における医療サービスアクセスの課題に関し、サービス学の観点から安定的人材供給と技術によるサービス品質維持の要素を有機的に連結したモデルを提案したものであり、学術的に貢献するところが大きい。よって博士（知識科学）の学位論文として価値あるものと認めた。