

Iranian mothers role to Dissatisfied with health services by statistical and approval experiments

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Abstract:

In organizations providing health services based activities should be given the needs and opinions are based comrade and how health services to be evaluated continuously. Health Center health services received from the Social Security Organization and dependent care Health Center Iran University of Medical Sciences in 2010 is the year.

This study is a descriptive study. In this study, 300 randomly referred from clients to health centers affiliated with both organizations were selected. Information based on Likert scale and using interviews and questionnaires were collected. Analyze the data using descriptive statistical methods were performed.

Key words: satisfaction, clients, health, social security, medical sciences

1. Introduction

health and human rights each person has the right to claim it. The main objective of health services, providing public health services, through appropriate and necessary health care is provided. Only an efficient health system by providing quality services can provide to its mission, ie to take action in public health and the way the assessment system to evaluate its services. For evaluation of health services, access to views of patients as a reliable source could be considered . Firstly, because patients excellent source to gather information and assess the quality of care and services are and secondly according to their point when planning and evaluating services and their rights must be considered. Rapid progress of medical science, the emergence of new areas of Technology health facilities more desirable on the one hand and changes in the treatment of diseases and how they were found, higher levels of knowledge and improving people's social and economic and

other conditions of life On the other hand, Been the cause of people's expectations and expectations of services in medical centers than the former will have changed even more. Today, people in many societies in all affairs and medical centers are involved Role in the performance of these centers are responsible. Thus satisfying the determinant is very important. Yet these centers for their mutual role play community.

Measuring client satisfaction can determine the factors causing satisfaction or dissatisfaction is.

The only aspect of personal and emotional satisfaction, but not in connection with other social institutions are also. Disease may care to use one of the centers to see and things he will cause dissatisfaction. This dissatisfaction probably at work, home and other general affairs and put his life cause of dissonance that is.

Review patient satisfaction leading to greater awareness of the team care and attention to patient needs and opinions and comments of

comrade quality services are provided, if the dissatisfaction is reflected in their actions lead to increased satisfaction, also get comments cause patients effectively in planning health services and health team communication improves. Should review patient satisfaction in medical centers is something common to domain specific functions and activities of health teams spread (senga bond, 1992, p. 58).

Patient satisfaction in health care process plays an important role. There is no doubt that patient satisfaction reflect the ability and quality of doctors and staff treat or treatment. Evaluation of patient satisfaction and fail to get items necessary measures and do all necessary measures to solve the problems that leads to constantly upgrade the level of care makes it possible.

Dissatisfaction of the health services, the consequences may lead to disadvantage. Satisfaction leads to ill people disconnect the health system or at least lack of participation in services is In addition, leading to unpleasant people feel inadequate and Discontent staff and consequently reduce the efficiency of health systems are, and that finally satisfied, a person's health funds, and if not satisfactory considering the people, unlike the health system mission People who answer to their need for health has acted (Abolhassani, 1375, p. 1).

Therefore, it seems essential that the medical centers seeking to gain experience and identify the needs and expectations and demands of its customers are drawn to understand that different people have such expectations and understanding. Order to better satisfaction of the population centers to improve performance to lead. Overall assessment aimed to motivate competition, determine the qualitative and quantitative indicators and provide appropriate models for improving the poor quality, can play an important role in improving the quality of the hive with determining the direction of healthy competition in the field of optimization services and quality provided.

2. Overview of studies:

Research on patient satisfaction in medical care dates back to late 1960. During the past decades, many articles have been published about it. First, research on patient

satisfaction to the desired clinical outcome (such as being present at meetings of health examination and follow instructions) were unique. Gradually, interest in this topic to the patient satisfaction as a dependent variable to change the vision of patients found important tool in the process of monitoring and improving quality of health care services were. However, various departments will be unable ever to all people at all times to satisfy. But now that the measure can be investigated as more patients are often satisfied and pleased with the hold. Satisfaction of clients with health centers, Qualitative Research in 2004 by the doctor and the doctor Yaghmaei Mahfouzpour done. Data collected by interview was conducted. Results showed that clients of the service ill-health centers were satisfied and its causes include things like: Shortage of doctors in various specialties, pharmacies and drug shortages in health centers, lack of facilities equipped laboratory services to be undesirable in some centers, respectively (Yaghmaei, 2004, p. 6).

A study in 2001 by Texas Association of Community Health Centers in America with the goal of understanding client services, health centers was conducted. In this study of 284 patients referred from 11 centers were studied. Results showed that high quality client service week, the doctors treatment and care, treatment, care and respect they were completely satisfied (blasi, 2001, p. 8). A study by Williams in 2000 to evaluate the effect of a new care model on patient satisfaction of 300 patients admitted to public hospitals was to Brigham City. Five nurses who care behaviors should be part of your care are treated in the new model integrated patient care and satisfaction differences between before and after the implementation of this model looked. The results showed that before and after the implementation of this model, less than half the patients on how to eat and unsettled relationship doctors, nurses and other employees had expressed satisfaction at the next stage of implementing this model, patients on how to eat and only Nurses expressed satisfaction over their unsettled relationship (Williams , 2000, p. 202).

3. Methods:

Due to the nature of the topic and research objectives Methods ((descriptive survey)) is used. Population study, referring to the five medical centers and affiliated to Social Security Organization of Medical Sciences in Iran, were the city, which includes five centers Bouali Clinic, Medical Clinic Aran Bidgol coverage of social security organizations and subspecialty clinics Naghavi, Golabchy Health Center and the Central Emergency Medical Sciences covers are. Considering that referred to these centers are so numerous statistical population of this research is unlimited. The research of August to December 2010 includes the.

Three hundred patients referred to medical centers affiliated with both organizations as the sample size is considered. Because almost equal number of referrals has five centers, each center, 60 were selected. A total of 180 subjects referred to medical centers affiliated with medical sciences and about 120 medical centers affiliated to the clients of social security organizations are. Data collection tool was a questionnaire through interviews and review of three parts, first part of question 10 demographic questions, the second part of questions about factors influencing client satisfaction, 29 questions, including Likert-type part 5 employees (7 questions), medical care (7 questions), facilities and environment (7 questions) and how to provide various services (8question), respectively. In the third section each of the questions about factors affecting client satisfaction in order of preference referred to as the number one priority to the last question number as the weakest preferences were considered were priorities.

The study questionnaire is based on the model Servkoual. The model in the early 80 AD by Parasouramn and colleagues introduced. In this model, customers of the quality of services is measured. Also, a questionnaire designed to include 22 criteria that recipients of services and customer groups focus formed by the Department investigator to evaluate the quality of services was used, these 22 questions various aspects of service quality included and the year 88 CE aspects the other was

added to it. Some aspects and dimensions Servkoual models include: the physical equipment, facilities, staff appearance, means of communication in terms of appearance, ability to perform the promised services accurately and completely reliable, and customer willingness to help provide emergency services, having knowledge and courtesy of employees and the customers are. In this study using a questionnaire within this model fits the terms and conditions designed and health centers were used.

In line with its validity is now considered the content validity, the questions developed with many people seen Certified teachers and specialists psychometrics has been approved. To determine the coefficient of reliability of the questionnaire, "a Cronbach's alpha" is used.

Data analysis research at two levels of descriptive and inferential statistics using SPSS software was conducted. Level descriptive statistics using statistical characteristics such as frequency, percentage and mean to describe the data from this research has been and inferential statistics of Kruskal-Wallis test, Mann-Whitney, chi-square and Freidman has been used.

4. Findings:

The findings showed that the majority of clients in research (63 percent) are female. Ages in the study sample age range is 26-35 years. The majority of clients under investigation (75/3 percent) according to the ratio of operating along their clients were referred. Most have high school education or less and the majority were housewives or were self. The majority of clients (90 percent) were insured and the resort of these insured (70 percent) have a social security insurance "workers" were. The majority of clients for more than two times were referred to these centers. Almost half of patients referred to these centers (45 percent) had a permanent reference.

Satisfaction among clients of health centers affiliated to the Social Security Organization and the Centers for Medical Sciences under significant difference exists. According to Table 1, based on Mann-Whitney test and

the test statistics with emphasis on the value obtained(-10/402) significant level 0/000 (less than 0/05 is) can be proposed that, Satisfaction among clients of the centers affiliated to the Social Security Organization of Medical Sciences, compared with a

significant difference exists and client satisfaction of services related to higher social security organization of the centers affiliated with medical sciences.

Table (1): case study properties

| Type | Number | Average Rating |
|----------------------------------|--------|----------------|
| Organization of Medical Sciences | 180 | 110/23 |
| Social Security Organization | 120 | 210/91 |

Table (2): Comparison of satisfaction, "Factors affecting client satisfaction," the two organizations in general

| Center | Number | Average Rating "employee behavior assessment" | Average Rating "Doctors assess" | Average Rating "Evaluation facilities" | Average Rating "How service" |
|----------------------------------|--------|---|---------------------------------|--|------------------------------|
| Organization of Medical Sciences | 180 | 110/83 | 126/63 | 117/48 | 140/53 |
| Social Security Organization | 120 | 210/01 | 186/30 | 200/03 | 165/46 |
| Total | 300 | | | | |

Table (3): mann-whitney test results

| | Assess employee behavior | Doctors assess | evaluation facilities services | evaluation How services |
|-------------------|--------------------------|-----------------------|--------------------------------|-------------------------|
| Z statistic | -10/240 | -5/855 | -8/09 | -2/452 |
| significant level | 0/000 | 0/000 | 0/000 | 0/000 |
| results | There is a difference | There is a difference | There is a difference | There is a difference |

According to Tables 2 and 3, between client satisfaction health centers affiliated with two organizations providing social and medical sciences on staff behavior, assess a doctor, clinic facilities and environment, and how there is a dramatic difference in service and social security organization enjoy the satisfaction rate is higher.

sample if the satisfaction more than three to consider, satisfied customers on the operating behavior of employees 74/3percent, on the operating health assessment 82/3 percent, with operating assessment capabilities Clinics and Environment 59/3 percent and client satisfaction regarding how service operating 61 percent is estimated.

Percentage of satisfied customers of the factors affecting satisfaction in the entire

Table (4): describe client satisfaction regarding the situation "employee behavior" Whitney test results

| | Humility and courtesy employees | Commitments in relation to service delivery | Good behavior | Secret Do | Cleaning | Speed and efficiency | Good behavior in crowded |
|-------------------|---------------------------------|---|---------------|-----------|----------|----------------------|--------------------------|
| Z statistic | -5/035 | -4/916 | -5/476 | -4/208 | -8/131 | -5/871 | -6/018 |
| significant level | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 |

According to Table (4), according to Whitney all amounts statistics test for each of the factors significant level 0/000 (less than 0/05 is) obtained indicates that this is the satisfaction customers assessment of the

situation regarding the behavior of employees in centers affiliated with two organizations together are different.

Table (5): describe the satisfaction of customers regarding the status of "doctor evaluation" Whitney test results

| | Time spent | Patient education | Correct diagnosis | How to treat | Number of doctor | Availability of doctor | Respect for patient |
|-------------------|------------|-------------------|-------------------|--------------|------------------|------------------------|---------------------|
| Z statistic | -5/527 | -5/559 | -1/76 | -4/835 | -2/098 | -1/624 | -3/819 |
| significant level | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 |

The results in table (5) shows that this situation of client satisfaction regarding the assessment centers, physician organizations affiliated with each other, both are different. Apart from two factors, confidence of the correct diagnosis of the physician and the

availability of physician satisfaction in situations that require their significant level of 0/05 higher. This means that satisfaction of these factors depends on the centers of both organizations have no difference compared with each other.

Table (6): describe the satisfaction of the clients current situation regarding the "Evaluation facilities and environment," Whitney test results

| | Appearance and building facade | Environmental Health | Comfort equipment | Advanced Equipment | Signpost | Focus on different parts | Travel route |
|-------------------|--------------------------------|----------------------|-------------------|--------------------|----------|--------------------------|--------------|
| Z statistic | -10/914 | -9/362 | -5/406 | -4/716 | -7/249 | -4/709 | -0/761 |
| significant level | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/447 |

The results in table (6) This represents the satisfaction of the clients current situation regarding environmental assessment clinic facilities and centers affiliated to the two organizations together are different. Apart from access and operating transportation

route to the clinic the significant level of 0/05 higher. This means that the satisfaction factor in centers affiliated with both organizations no difference compared with each other.

Table (7): describe the satisfaction of customers regarding the status quo "evaluation services" Whitney test results

| | According to emergency patients | Accepting various insurance | Satisfaction of spending | Services on holidays | Services promised at the time | Service rules | Amount of management control | Advised the patient to others |
|--------------------|---------------------------------|-----------------------------|--------------------------|----------------------|-------------------------------|---------------|------------------------------|-------------------------------|
| Z statistic | -4/846 | -0/050 | -6/710 | -9/916 | -4/989 | -7/885 | -6/708 | -5/783 |
| significance level | 0/000 | 0/960 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 | 0/000 |

The results in table (7) indicates that this client satisfaction evaluation of the situation regarding how the service centers affiliated with two organizations together are different. Apart from the types of insurance agent accepting the significance level of 0/05 higher. This means that the satisfaction factor in centers affiliated with both organizations no difference compared with each other.

Centers affiliated to the University of Medical Sciences between people attending than the original and satisfaction of employee behavior in this center client relationship exists and the mother had the lowest satisfaction. Between education and client satisfaction they generally lack the centers studied had the highest rate of illiterate people are satisfied.

Job satisfaction among customers at the exact center study are related jobs and housewives free, and most satisfying occupations such as private employees have the lowest satisfaction.

Satisfaction of client health centers affiliated with the University of Medical Sciences sex ratio, type of insurance and see why clients are related. But with age, education, occupation, number and sex of the service provider see no connection. Satisfied clients of the centers affiliated with the organization of social security and education correlated with the number of people go, but with gender, age, ratio, job, insurance type, sex and cause of the service provider does not refer to communication. In total between gender, education, occupation and type of insurance clients of the centers affiliated with the consent of both organizations there is a relationship.

Insurance type and satisfaction among clients of the centers studied are related and Social Security insured "workers" enjoy higher satisfaction.

Results indicate that between gender and satisfaction of clients in both medical centers affiliated with an organization exists and female clients are more satisfied.

5. Conclusion:

The findings of this study showed that 74/3 percent of clients of employee behavior in organizations related to social security centers have been satisfied with the finding that satisfaction research as admission units referred to teaching hospitals affiliated Iran University of Medical Sciences in 2006 by Sheikh Taheri was the findings showed that Client behavior and relationships of workers have been satisfied (15/78 ±2/9) is consistent. With these findings as well as a

study of patient satisfaction over the hospital foot clinic Ayatollah ... 2002 by Taleghani et Roudpeyma done. Results indicate that staff in health services, (74/5) percent of the clinic receptionist, and (74/1) Percent clinic staff were satisfied, is consistent.

In another study by Chan in Hong Kong in 2005 was to treat the majority of patients were satisfied with staff and other research by Vykheldt in Sweden Apsala of satisfaction in burn patients for 1 to 6 years damage was done in 2008, Was observed that the scores given for the high quality of staff communication. In our study of the behavior of client satisfaction in health service staff about 74/3 percent and is the acceptable level that can be better too.

Many studies proved that the consent of the employees how to deal the most important factor in overall satisfaction of service and medical centers see a significant factor for this is a medical center. This importance of appropriate behavior with clients as well as shows.

Results: Our findings suggest that the client satisfaction of services related to social security organization affiliated to the University Medical Centers and more differences were significant. Even between client satisfaction of services covered by each of the two organizations there are also significant differences. Satisfaction of client health centers affiliated with the University of Medical Sciences sex ratio, type of insurance and see why clients are related. Satisfied clients of the centers affiliated with the Social Security Organization and the number of educated people see are related.

In this study, the majority of the visitors 82/3 percent of doctor services, health centers, which were expressed satisfaction with the research findings Chandar and Jamal al-Din (1999) in India means that the majority of physicians and 77 percent of patients were satisfied with their behavior and qualitative research Bliss, Texas, in 2001 America in which the note referred to treatment and care physician, having treated respectfully and was satisfied an interpreter, and a study of patient satisfaction as nursing services, medical and welfare Asr Hospital by Mahmoudi Rad Birjand in 2005 in which the satisfaction of physicians with patients how

to eat on 3/59= μ , physician visit time 3/57 = μ Patient education 3/03 = μ had a good level of satisfaction is consistent. It also has a study under review patient satisfaction of services in the emergency department of Imam Khomeini Hospital in Tehran by Jalili and colleagues was conducted in 2007. Results showed that the satisfaction of how the medical personnel including doctors hit percentage is 22/89 is consistent.

The results showed that client satisfaction regarding facilities and operating environment assessment clinics is 59 percent. These findings with a study entitled satisfaction of clients health centers, Qualitative Research in 2000 by the doctor and the doctor Yaghmaei Mhfouzpuor done. Data collected by interview was conducted. Results showed that clients of the service ill-health centers were satisfied and its causes include things like: lack of doctors in various specialties, pharmacies and drug shortages in health centers, lack of facilities equipped to be undesirable in Services Some of the centers is consistent. Also, a study entitled Evaluation of consent to emergency patients is one of the teaching hospitals in Mashhad in 2006 by Saadati were results showed that satisfaction of the physical environment and structure of parts and equipment 66/6 percent was compatible.

The statistical relationship between the level of services satisfied Employee, medical and welfare facilities and demographic variables revealed that gender, age, occupation, type of insurance, refer to the number, cause see, sex service provider customers on satisfaction on employee behavior, there is no relationship . But the education level and client satisfaction regarding employee behavior are associated. These findings resulted in a study of patient satisfaction as nursing services, medical and welfare Asr Hospital Birjand by Mahmoudi Rad was in 2005, it became clear that between patient gender, residency, age and job satisfaction of their employees and level of relationship there, but the satisfaction of employee behavior with increasing education and fell in singles, and this is probably because of high expectations and educated people single employee has been consistent.

A study also referred to as the satisfaction of urban health centers affiliated to Tehran University of Medical Sciences of the martyr Beheshti care system by Sydyandy and colleagues conducted in 2008 that turns, people with lower education significantly higher than satisfaction enjoy, were compatible.

Relationship satisfaction of medical and personal details revealed that among sex, age, ratio, job, insurance type, number of visit, refer to the cause, sex service provider and client satisfaction regarding the assessment there is no physician communication And this finding with a study of patient satisfaction as nursing services, medical and welfare Asr Hospital by Mahmoudi Rad Birjand in 2005 was, it was found that gender, residency, age and job satisfaction their clients with communication not significant, is consistent.

Differences in satisfaction may be due to differences in how services, the use of qualified doctors, the suitability of employee behavior, the various facilities and their commitment is associated with the patient. According to the results, it seems to be satisfaction of patients over the considered and as a factor in the improvement of health system should be used. Increasing share of client satisfaction rating assessment of treatment centers, and especially particular emphasis to the assessment process and management system, patient satisfaction, in addition to providing the people's rights, of development in our health system will follow.

The results showed that satisfaction of the studied subjects health centers affiliated with the Social Security Organization to health centers affiliated with medical sciences is much higher. Quality and more satisfied clients for both organizations, especially for centers under medical sciences is essential. In addition it was found that mothers of how health services both are unhappy Center.

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