Studding Patient's satisfaction Factors of the Tabriz Amir AlmomeninAli Alaihi Salam hospital’s services

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ABSTRACT

As you know patient's satisfaction is one of the most important and crucial factor of Management in all the hospitals, organization and institution. Thus, these days a lot of efforts have been done for increasing of the patient’s honoring culture by researchers, observers and organization's managers. Aim of these studding is to considering of the patient's satisfaction factors. Of the Amir Almomenin hospital. Thus we use the American patient’s satisfaction’s model (ACSI) as theoretical Frame. In this model we define 10 dimensions. And there one main theory and ten secondary theory and all the patients that refer to Tabriz Amir Almomenin hospital make the statistical community. Statistical sample are finding by the sample volume relation in unlimited community for 400 person had been calculated. On account of the collecting of the data we use the asking sheets. For analyzing of the data we use the confirmed active analysis, one community a verge experiment, independent two community average experiment, Anova experiment and phase collection theory. [1]

INTRODUCTION

In this study for calculating of the patient's satisfaction of the services that are given in Tabriz Amir Almomenin hospital, we use the American patient's satisfaction's model as a theoretical frame, and ten patient's satisfaction's dimensions have been defined:
1. relationship by patients: clear explain about the patients and employees phone answering tend [2]
2. Being access and connection canal: informing of services, access to management, hospital department space, calling relationship in the end of working time, [2]
3. knowing and understanding the patients suitable work time, Flexibility of servicing, patient special necessity, acceleration of He employees servicing, improvement of the servicing in martial sector, improvement of the public sector servicing, improvement of the private sector servicing.
4. confidence: all the promise had been done, quality of servicing, guarantee the all of servicing like drugs, diagnosis, methods, share of patient's cost in martial sector share of patient's cost in public sector, share of patient's cost in private sector for all the servicing.
5. Kindly tend of answering: A tends of employees for patient's problems. Suitable in forming, answering to patients question's under any conditions giving services in no time.
6. Skill and mastery: employees skills, employees knowledge, employees ability for answering.
7. State of affairs and equipment: equipments of organization, advanced and new physical equipment, organization of environment and state of affairs are being proper and smart.
8. Politeness and courtesy: employees behavior, being calm and never being nervous, speaking in the manner of calmness on the phone [1]
10. Confidence: have a feeling of confidence to organization.

Research theories:
A) Main theory:
Patient's satisfaction from Tabriz Amir Almomenin services are in the normal range [3]
B) Secondary theories:
1-B): Patient’s satisfaction in relation of Patient servicing are normal range
2-B): Patient’s satisfaction in relation of access and connection canal in Tabriz Amir Almomenin hospital are normal range.
3-B): Patient’s Satisfaction in relation of knowing patients normal range
4-B): Patient’s Satisfaction in relation of confidence to Amir Almomenin hospital are normal range.
5-B): patent’s satisfaction in relation of kindly tend to answering in Amir Almomenin hospital are normal range.
6-B): Patient’s satisfaction in relation of skill and mastery in amount of AmirAlmomenin hospital’s employees are normal range.
8-B): patient’s satisfaction in relation of politeness and courtesy in AmirAlmomenin hospital are normal range.
9-B): patient’s satisfaction in relation of security in AmirAlmomenin hospital are normal range.[3]
10-B): patient’s satisfaction in relation of confidence to Tabriz AmirAlmomenin in hospital are normal range.

Purpose of research:
Total purpose of this research is to appointment the certain and phase of patient’s satisfaction from the services of Tabriz AmirAlmomenin hospital in the relation of below scientific purposes:
1. Determine the certain and phase size of relationship of hospital with patient in AmirAlmomenin hospital.
2. Determine the certain and phase size of easily access to Amir Almomenin hospital.
3. Determine the certain and phase size of knowing and understanding hospital from patient in Tabriz AmirAlmomenin hospital.
4. Determine the certain and phase size of confidence to hospital.
5. Determine the certain and phase size of kindly tend to answering of employees to the patient’s problems in AmirAlmomenin hospital.
6. Determine the certain and phase size of skill and mastery in amount of AmirAlmomenin’s employees.
7. Determine the certain and phase size of state’s affairs in Tabriz AmirAlmomenin hospital. [2]
8. Determine the certain and phase size of politeness and courtesy of employees in AmirAlmomenin hospital.
9. Determine the certain and phase size of security in AmirAlmomenin hospital.
10. Determine the certain and phase size of confidence to Tabriz AmirAlmomenin hospital.

Method of research:
This research as purpose, uppers in the application research and from essence of doing task appears as descriptive-measurement.
Statistical community of this research are the patients or referees to the Tabriz AmirAlmomenin hospital. By notice that service receiving community appear as unlimited community, for determine the volume of the research sample as an unlimited community, for determine the volume of the research sample all use the relation number one. In this relation \( \zeta = 0/512 \), \( \varepsilon = 0/05 \), \( Z_\alpha=1/96 \) on this numbers volume of sample is 171 person.

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 n = \left( \frac{Z_\alpha \times \zeta}{\varepsilon} \right)^2 \quad \text{(Relation 1)}
\]

Knowing this for determined the criterion deviation, one 30 sample from asking sheet and criterion deviation have been calculated.
Simple random are the way of sampling in these research. Same enhance for all the members in this meshed has been. In this resealed Ion collecting the research controversy in formation use the library method and collecting the data For answering the research question and research theories experiment use open space method In this research for colleting the research controversy information use the research for collaring the research controversy information use the research bills also for collecting the data pertain to patient’s satisfaction and it’s use standard asking sheet’s ASCI In these research an account of using standard asking sheets of asking sheets we use confirmation analysis.[1]
KMO indicator shows the Bracelet statistic experiment, freedom rate and meaning level. From that KMO indicator has calculated 0/778 numbers of samples are enough For analysis, also amount of meaning level (sig) Bartlet experiment are small than 5 percent than this shows that analysis For structure re cognition are suitable By noticing to participation extractive participation are Fixed.

Patient’s satisfaction Model in American:
This Model had been performance in Michigan trade university by the help of American quality society and it has been copied From Sweedin Model American patient’s satisfaction Model has include some variable and relations Betuen them patient’s satisfaction Model are in the Middle of it. Expectation, value of understanding and quality are the most important factors on the patients in this Model and From other side patient’s Loyalty and patient’s complain are the exited of this Model. asking sheet by in questions have been execute From 6 model and all the questions have the value Between 1~10. [4]
Patient’s satisfaction Model in Europe:

American and Sweedian successful experience cause the European country design the same Model and European organizations like European quality institute and European quality management by European support are making this model. European patient’s satisfaction Model in elude the loyalty and other satisfaction factor in this Model like imagine of understanding From company, patient expectations quality and understanding value. Cream explain the quality of servicing in 2 section: quality of hardware in the meaning of quality that pertain to production or services and other is the quality of soft ware it means that the part of the quality that shows the partner’s sadist faction also we should know this in Fact there are many relation Between variable factors there are 7 variable Model in this relation each of them had been explain 2 or 6 other variable factors the we found them from patient’s answering we can explain the American and European’s patient’s satisfaction Model in 4 sentences.

1. American patient’s satisfaction Model involved some hidden variable Factors are explain by patient’s answering sheets.
2. American patient’s satisfaction Model are used caused and effect between inner and other variable. [4]
3. in this Model patient’s satisfaction are the total indication.
4. main purpose of this Model base on the patient’s loyalty.

Conclusions:

1. By studding and surveying from Amir Almomenin hospital’s patients, all of them are satisfy from all kind of services that they receive in Amir Almomenin Ali Alaihi Salam hospital in Tabriz.
2. Having good relationship by patients are one of the most crucial factor for patient’s satisfaction tending to answering in time services and have suitable relation by patient make this factor Better and fortunately Amir Almomenin Ali Alaihi Salam hospital are in good range of this factor according to patient’s ideas.
3. Having confidence is the other important and vital factor in patient’s satisfaction and Amir Almomenin Ali Alaihi Salam hospital’s range of this factor are outstanding according to people and patient’s motion.
4. Amir Almomenin ali Alaihi Salam hospital are in a suitable ranking in people and patient’s ideas in this 10 studding and surveying factors.

REFERENCES