EVALUATING SATISFACTION OF HOSPITALIZED PATIENTS IN KOHGILUYEH AND BOYER-AHMAD PROVINCE WITH NUTRITION SERVICES

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Abstract- Hospitals are centers of knowledge's transmission and medical skills and form an important and powerful resource of information and technology which by their special facilities and means and also specialized and subspecialty services for producing a product called the protection of return and promotion of physical and mental health of society people and finally providing the satisfaction of customers, play important rules. Satisfaction and gladness of patient are applied to satisfying services. In nourishment part not only foods are considered but also providing and serving suitable nourishments for patients known as the main customers of hospitals and their therapy and satisfaction is the most important aim of these complicated organizations.

This study is descriptive-analytical and sectional. At first, the authorization was achieved by a letter of recommendation from Islamic Azad University branch Marvdasht to Medical sciences and health and medical services of Kohgiloye and Booyer Ahmad province from the University of Medical sciences, then referred to the hospitals of province, of 6 hospitals (4 hospitals related to Medical Sciences, a hospital related to Oil Company, a hospital related to Social Security Organization) and the confirmed questionnaire in previous validity and endureance researches by patients of 4 sections(internal, gynecologic, children and surgery) were completed. According to statistical calculation, the number of samples and regarding the coefficient of correction were computed 1/2 and 430. To analyzing statistical data by SPSS software, version 21 was used.

To investigating the difference of satisfaction from health services in Kohgiloye and Booyer Ahmad from ANOVA test, the results showed that in the level of P(smaller than 0.00), a meaningful difference exists between satisfaction of health services in governmental hospitals and Social Security hospitals and Oil Organization. Meaningfulness of difference between hospitals was used regarding satisfaction of Tukey Test and the results showed that the satisfaction of health services in Social Security hospitals and Oil Organization(p=0/000), was more than governmental hospitals. In clarification of governmental hospitals data which are under the Medical Sciences University of Yasooj, compared to the hospitals of Social Security and Oil Organization, they obey less from the standards. Totally, compared to state standards, satisfaction of nutritious consulting in the hospitals of Kohgiloye and Booyer Ahmad is unfavorable and it seems that there are more considerations in the issue of nutritious advisor's presence in necessity of hospitals.

Keywords- Patient, Nutrition, Satisfaction

I. INTRODUCTION

In twenty first century, managers of organizations faced with many challenges such as quality of services. In this case, hospitals as the most implicated organization of health system, faced more with this challenge. As quality of services is an important factor in sustainability of hospitals that is in managers programme as a guide line. (Sanjita, 2008)(1). Studies done in this field show that quality of food services is a prevalent problem in most of the countries (Abdolhafez 2012)(2). Hospitals are centers of transferring knowledge and medical skills and form powerful and important resourses in terms of information and technology that by using their special facilies and equipment and offering super professional and professional services play an important role towards producing a product called “ preservation , returning and improvement of physical and mental health ness of people in society and finally satisfies customers (Anonomos 2010)(3) Patients known as the main customers of hospitals and their therapy and satisfaction is the most important aim of these complicated organizations (Lamei 1998)(4).

Good nutrition has significant role in health and treatment and is part of health care. patient needs nutritious and appetizing foods to be able to est and help their recovery (Nimr el and partners 2006)(5). Undoubtedly, nourishment part is among the most important parts of a hospital. In nourishment part not only foods are considered but also providing and serving suitable nourishingservices for patient is among thispart responsibility, the responsibility which ignored in most hospitals, because suitable nourishment is an
important factor in decreasing therapeutic costs and improving satisfaction of hospital customers and finally improving the health of society (Yaber 2009)(6).

when hospitalized many patient don’t eat enough food and as the result need edprotein and energy of their body is not supplied that cause weight loss-motor problems , extending convalescence period , pressure and infectious ulcers . The personnels of nourishment part play an important role in improving food services condition , even in situations that there isn’t enough food . They effect so much on improving performance of this part , patient recovery and other people by trying improvement of food quality and raw material in the range of this part , observing serve time , hygiene and their individual behavior .

Accessing to diverse set of safe and healthy food stuff , is a fundamental human right . Appropriate food services and nutritive cares in hospital, has good effects in patients recovery and quality of their lives (Mc vaiter 2006)(8) .

Nutrive service in hospital is a main factor in therapy procedure which effect the recovery , time span and patient life quality (sahin 2006)(9) . In hospital , providing food is a difficult and complicated procedure and maybe one of the most drivers procedure in hoteling part of hospital . Studies show that successful management of food services is an important factor in patient satisfaction . Among important factors affecting patient satisfaction can mentioned to patient desires . So quality of food stuff is a difficult affair as depends on consumer evaluation . The most important factors in patient judgment about quality of foods are appearance , perfume , shape and temperature of food stuff . Fibre and perfume of food effect its perception and acceptability so much . So knowing fibre of each food , we can increase the patient satsis factory and quality of foods (Hartool 2007)(10) .

Patient satisfaction refers to satisfying the need and inner feeling and tendency of patients from offering hospital services in reaching health (Kliford 1992) (1) .

Satisfying the needs , tendencies an dieres of patients from offered services is complicated an appeared as compliance . As patient is the main consumer of services and is the hospital pivot so his satisfaction can be partly indicative of properly serving services . There many indicators for evaluating the quality of hospital services such as hospital mortality hospitalization duration , readmission and relaps percentage . But in DOMing theory , emphasised on providing consumer satisfaction and know this as continuous improvement of quality principles (Lamer 1378 ) (4).

This research is done , for the first time , in Kohgiloye and Boyer Ahmad . Although some researches has been done about health cars satisfaction but there is no research which just studies the patient satisfaction so this research is new of its kind .

First with refrences from Azad university of Maevdasht unit to health care services medical science university of Kohgiloye and Boyer Ahmad university , necessary licence for research obtained then by referring to hospitals of this proviccece , total six hospitals , four hospitals under the science unversiery , one hospital under ministry of oil and one hospital under social security , a questionary which its validity and stability was approved in pervious studies , was completed by patients in 4 section (internal,weman,children,surgery) . Numbers of samples calculated according statistical calculation and by considering correction factor was equal to 430/21 .

The questionary of evaluating satisfacation of hospitalized patient about quality of nutrition unit services of hospital was done . Weighing was done by digital scale with 0/1 kg error . By stadio meter with 0/5 cm error , patient size was obtained Kronbakh alfa was 94 for all question . Analyzing statistical data done by SPSS soft ware version 21.

II. FINDINGS

This research findings show that 125 persons (29/1%) of sample were hospitalized in internal sector , 24/4 percent (105 persons) in weman sector and 22/14 percent (95 persons) in surgery sector .

5 precent (84 persons) were ignorant , 14% (60 persons) were under diploma , 18/8%(81 persons) wrer diploma , 20/9% (90persons) were associate ,21/4% (92persons) were Bachelor , 5/4% (23persons) have master of science and upper degree . 8/8/6% (384persons) were married , 11/4% (49persons)were single . 6%(26persons) were 20 to 21 years , 45/4% (195persons) were 21-40 years old , 22/6% (97persons) were 41-60 years and 17/6% (76persons) and 8/4% (36 persons) were up then 80. 41/6% (179 persons) hospitalized less that 3 days , 40/9% (176 persons) hospitalized 4-6 days and 17/4% (75 persons) hospitalized more that 7 days . 23/3% (100 persons) hospitalized Imam Khomeini hospital in Dehdasht , 18/1% (78 persons) in Shahid Rajaie hospital in Gachsaran , 14/2%(61 persons ) in Sherkat naft hospital in Gachsaran , 9/5% (41 persons ) in Shahid Rajaie hospital in Yasooj ,
20.9% (90%) in Emam Sajad hospital and 14% (60 persons) in social in Yasooj.

Mean, standard deviation, and patient satisfaction of health care services

Table 1

<table>
<thead>
<tr>
<th>Name of hospital</th>
<th>Mean</th>
<th>Number of patients</th>
<th>Standard deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dehdasht Imam Khomeini</td>
<td>76/13</td>
<td>100</td>
<td>5/5</td>
</tr>
<tr>
<td>Gachsaran Shahid Rahie</td>
<td>80/94</td>
<td>78</td>
<td>4/5</td>
</tr>
<tr>
<td>Gachsaran Oil Company</td>
<td>123/7</td>
<td>61</td>
<td>9/1</td>
</tr>
<tr>
<td>Yasooj Shahid Beheshti</td>
<td>78/9</td>
<td>41</td>
<td>1/6</td>
</tr>
<tr>
<td>Yasooj Imam Sajad</td>
<td>86/85</td>
<td>90</td>
<td>10/1</td>
</tr>
<tr>
<td>Yasooj Social Security</td>
<td>105/61</td>
<td>60</td>
<td>5/7</td>
</tr>
<tr>
<td>Total</td>
<td>90/36</td>
<td>430</td>
<td>17/9</td>
</tr>
</tbody>
</table>

To investigate the difference between satisfaction from health care services in Kohgiluye and Boyer Ahmad, Anova test was used. Results show that in level of p<0/05 there is significant difference between satisfaction from health care services in public hospitals with social security hospital and Oil ministry hospital. To probe the significance of difference between hospitals with view to satisfaction with health care services, toky test was used. Result show that in social security and oil company hospitals satisfaction with health care services was more than public hospitals (p=0/000). These findings can be explained by the fact that standard in public hospitals which are under medical science university of Yasooj regarded less than social security and oil company hospitals.

Satification with dietary advice was 4/46% which in compare with Hachinson research (2013) (12). (satification was 3/42), although the differences are close, but it shows that in hospitals under study level of satisfaction with providing health care services is low.

Study by Hajan (13) about level of satisfaction with ways of offering health care services in Shahid beheshti and Yahya nezhad in Babol, shows that nutrition and walefare services is in a rather low level (3/45), which is consistence with our results, on other hands, compare with hili and martin (2010) (14) in which satisfaction with food services was 8/72 and salmi and somoie (2001) (15) about satification of hospitalized patients with provided services in academic hospitals in Isfahan was 2/74%. Study of Fatahi and his partners (2001) (16) about the satification of hospitalized patients with food services offered in private hospitals in Tabriz in which mean of food services satification was 23/72%, Ahmadi and his partners study in (2010) (17) about first tip hospitalized patients satification of medical science hospital food status was 78/8%, Azami and akbarzade (18) study about level of patient satification in medical science hospital, satification with affairs related to nutrition was 2/79 (2005)(18).

Motreko and his partners (2004) (19) in a research about satification in different parts of public hospitals in Europolitan countries among 125 persons, found that 75% of patients satisfied with food services.

In study by Masood and his partners (20) about satification rate of patients released from Shahid Beheshti hospital in Kashan, satification rate of patients from doctors illustration about diet was 3/66 in study done by Hasan Ansari and his partners (21), satification rate of patients covered by medical science university of Iran in 2003, satification with food services was 62/8% (Ansari and his partners 2003). Goonzala and his partners, the, satification status of patients from different parts of several public hospitals material was in good level and quality of cooked food material was in good level and 92 percent of patients were satisfied with nutrition sector services (Gonzalesz – Valentin-A et al 2005).

The above mentioned research show that satification rate in Kohgiluye and boyer Ahmad hospitals compare to studies done in the country and studies done abroad, is much low, the fact which need more contemplation.

According data obtained from oil company and social security organizations, satification rate in hospitals under these organization insurance was more than hospitals related to medical sciences university (p=0/000). It seems that although services offered in mentioned hospitals are in lower level of patient satification, but considering the special condition or because of patients referred to these hospitals are some how related to the organizations, compare with public hospitals in which referred patients are among all different groups of society, provide better services.

Also the special condition of such hospitals, provides more appropriate opportunities for managers in the field of planning and monitoring services for service providers and recievers or may be these differences could be as the result of difference in quantity and quality of offering the services or patients demands or desires from provided services or different level of education. Generally as the result of differences in social
and cultural context and probably higher level of literacy in different urban and rural areas, which naturally affect the desires and demands of referred person in hospitals of under studying, may be cause lover grade in patient satisfactory in the hospitals.

Generally compared with state standards, satisfaction with dietary advice in Kohkiloye and Boyer Ahmad hospital was undesirable that it seems that nutrition professionals attendance and increasing these professionalism in these hospitals is necessary.

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