
Evaluation the satisfaction of insured people from hospital services delivery following the implementation of healthcare reform plan (Case study: Two hospitals in Guilan Province)

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Abstract

Introduction: Health is a worthwhile capital that its preservation and promotion should be considered as one of the most important efforts of everyday life of human beings. A healthy man is the pivot of sustainable development and health is essential for the benefit of mankind from divine merits. Therefore, maintaining and improving it, is always an important priority. The main mission of the health system is to raise the level of health and respond to the needs of the people and society.

Methods: This is a descriptive study and 238 patients admitted in two hospitals in Guilan province were eventually studied. The data collection tool is the standard questionnaire based on the licert spectrum and finally, data analysis was performed using SPSS software based on descriptive statistics such as mean, standard deviation and T test.

Results: The degree of satisfaction of patients in order of priority is from Insurance(4.52), pharmacy(4.24), Reception(4.17), Information(4.16), Laboratory(4.13), Patient rights(4.06), Radiology and sonography(3.99), Nursing(3.97), Accounting(3.96), Clearance(3.94), Electrography(3.88), Management(3.83), Other services(3.77), Guard(3.76), Nutrition(3.67), Amenities(3.61), Surgery(3.09), Medical services(3.07).

Conclusion: With regard to the results and their confirmation, it can be concluded that evolution plan of health system has relatively satisfied the various dimensions of patient satisfaction.

Keywords: *Patient admission, Satisfaction, Evolution plan, Health system, Insured*

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