

عنوان مقاله:

The Relationship between Nursing Care Quality and Patients Satisfaction among Hospitals affiliated to Zahedan University of Medical Sciences in ۲۰۱۴

محل انتشار:

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نویسندگان:

مهناز قلجه - zahedan, iran

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خلاصه مقاله:

Background and Objective: Obtaining the means of promoting nursing care quality have been always considered by nursing managers. The present study was conducted to determine the relationship between nursing care quality and patients satisfaction in the hospitals affiliated to Zahedan University of Medical Sciences in ۲۰۱۴. Methods: The present cross-sectional study was accomplished on ۶۸ employed nurses and ۲۰۴ patients during a ۴ month random sampling time interval. Three patients per nurse who had utilized at least ۷۲ hours of nursing cares and were about to discharge at the time of research were chosen. Data collection tools were the standardized questionnaires including nursing care quality measurement tool (Quality patient care scale: QUALPAC) and Patient Satisfaction Instrument (PSI). The data were analyzed using Chi-square, One-Way ANOVA and Pearson correlation coefficient tests. Results: The average age of the nurses and patients were respectively 30.8 ± 4.9 and 37.9 ± 10.7 . The average score for QUALPAC was 61.3 ± 12.5 and the quality of care was desirable in ۵۵% of cases. Moreover, the average score for the satisfaction of patients was 71.8 ± 10.9 and the patients expressed an intermediate satisfaction in ۶۱ percent of cases. There was a positive significant correlation between the nursing care and patient satisfaction ($P=0.001$). Conclusion: It seems as if the health care system can provide the satisfaction of patients by enhancing nursing care quality or to employing more skilled nurses.

کلمات کلیدی:

Care Quality, Nursing care, Patient Satisfaction, Nurse
پرستاری، رضایت بیمار، پرستار

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