

**State of internal medication processes at medical treatment
management of social security organization in West Azerbaijan
province On BSC model basis**

Yagoub Alavi Matin

Departement of management, tabriz, Branch, Islamic Azad University Tabriz, Iran,
Email: alavimatin@iaut.ac.ir

Emamali Saati garemusa

Industrial Management PHD Student, Tabriz, Islamic Azad University (IAU), Tabriz, Iran

Abstract

The present research has been performed to study the situation of internal processes achieved at medical treatment management of social security organization in West Azerbaijan province on the base of BSC model. Using a scaling and descriptive type of research, one hundred and six people from the medication management staff of the social security organization in West Azerbaijan province were chosen through a class random sampling process. In order to collect the related data, a standard strategic programming questionnaire, on Kaplan and Norton model basis, was used. By using Alpha Kronbach coefficient, the stability of strategic planning was measured where $\alpha = 0.91$. Collected data was analyzed through independent (t) and single sample (t) tests along with using Pearson correlation coefficient, on the base of theories and questions of the study. Findings indicated that the situation of internal medication processes at management of social security organization over West Azerbaijan province, on BSC model basis, was in a right and optimum state.

Keywords: internal Processes, Treatment Management BSC Model