Aims: Neglecting patients’ bill of rights and patients’ dissatisfaction causes delay in recovery and irritability and also increases hospitalization period and costs. This study was done with the aim of evaluating patients’ satisfaction with physician’s function (19%) and nurse’s function (50%). Patients who were hospitalized in open heart surgery wards had the highest level of satisfaction and patients with lower education levels (under diploma) had more satisfaction. 62.5% of patients were satisfied with health care team of the morning shift. Increased hospitalization days reduced patients’ satisfaction with physician’s function (19%) and nurse’s function (50%). Patients who were documented the answers in a researcher-made questionnaire. Data were analyzed by SPSS 15.

Methods: This descriptive-analytic study was performed on 384 inpatients of Tehran Army Hospitals in year 2008. Research units were selected by quota sampling. Data was collected by interviewing patients and documenting the answers in a researcher-made questionnaire. Data were analyzed by SPSS 15.

Results: 8% of patients were not satisfied with physicians and 17.2% of them were not satisfied with nurses. 62.5% of patients were satisfied with health care team of the morning shift. Increased hospitalization days reduced patients’ satisfaction with physician’s function (19%) and nurse’s function (50%). Patients who were hospitalized in open heart surgery wards had the highest level of satisfaction and patients with lower education levels (under diploma) had more satisfaction.

Conclusion: Patients’ satisfaction depends on length of hospitalization, wards, members of medical team (physicians and nurses) and patients’ education level.

Keywords: Patients’ Satisfaction, Patients’ Bill of Right, Health Care Team

Patients’ satisfaction from health care group in patient’s bill of right observance

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Abstract

Aims: Neglecting patients’ bill of rights and patients’ dissatisfaction causes delay in recovery and irritability and also increases hospitalization period and costs. This study was done with the aim of evaluating patients’ satisfaction about implementation of patients’ bill of rights by health care team.

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