EVALUATION OF PATIENTS’ SATISFACTION WITH THE PHYSICAL ENVIRONMENT OF HOSPITALIZATION ROOMS OF THE SHOHADA MAHMOUD ABAD HOSPITAL

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ABSTRACT

Health is fundamental right of every human and a social goal and hospital is the most important organization in providing health services. In the meantime, satisfaction is one of the evaluation criteria in health system. With the increasing growth of the disease, and lack of hospital beds in the country, we can provide very favorable conditions for reducing treatment time and financial costs of patients by more understanding of the needs of patients, and the optimal design of the physical environment of the hospital rooms, with the more satisfaction. The present study aims to identify the satisfaction level of patients with physical environment of the Hospitalization rooms as a suitable framework for understanding the needs of patients, and use the results to design similar hospitals in other parts of the country. This research is a descriptive - analytical research and is an applied research. The population of this study was hospital patients of the Shohada Mahmoud Abad hospital, who were referred for treatment to a health center, a total of 300 samples have been direct questioning. After collecting the data through questionnaires and using SPSS software and correlation coefficient Statistical test (correlate), etc., the relationships between the research variables were tested. The results of this study, using correlation coefficient analysis showed that, among the variables defined, a significant relationship was observed between the variables of bathrooms, the color of the rooms and satisfaction of the patient with the relevant department and the satisfaction of patients with Hospitalization rooms, respectively, at 5, 5.1% level, but there was no relationship with other variables. Where, respectively, 84, 82 and 86 percent of respondents have evaluated the effect of this issue on the satisfaction level of patients with Hospitalization rooms in a rather desirable to quite favorable.
Keywords: hospital, Hospitalization rooms, satisfaction, physical environment, mahmoudabad

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