



**KERMAN UNIVERSITY
OF MEDICAL SCIENCES
Faculty of Medicine**

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Title

**Assessing response to non-clinical needs of patients in reference hospitals for
Corona in Kerman and Shiraz cities during the Corona epidemic and providing
appropriate solutions**

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Abstract

Background and purpose: Health system responds to people's reasonable expectations about non-clinical aspects. The purpose of this paper is to evaluate the response to the non-clinical needs of patients during the COVID-19 epidemic.

Materials and methods: This study is a combination of sequential explanatory type that was conducted cross-section ally in 1401-1402 at Afzalipur Hospital in Kerman and Ali Asghar Hospital in Shiraz. This study was carried out in three main phases : in the first phase, the World Health Organization's standard questionnaire was used by patients who referred patients with corona virus who had a history of being hospitalized in the Covid department of Afzalipur Hospital in Kerman or Ali Asghar Hospital in Shiraz in the last six months, by phone and in person. completed and then the response status was evaluated. In the second phase, a comparison of Afzalipur Hospital in Kerman and Ali Asghar Hospital in Shiraz was made using descriptive statistics of mean and standard deviation. In the third phase, based on the results obtained from the first phase, a focused group meeting (4-6) was held, the participants of which were key informants, hospital managers, doctors, nurses, managers of public and administrative affairs of hospitals or their representatives. Obtaining management solutions was called for.

Results: Based on the findings of the quantitative section, the percentage of satisfaction with the components of Prompt attention (65.1%), respect for dignity (65.8%), confidentiality of personal information (63.9%), autonomy (50.3%), right to choose (50.3%), clarity of communication (47.5%), Quality of basic amenities (57.9%), and social support" (46.5%) were the most frequent. The highest score of responsiveness in Ali Asghar Hospital in Shiraz was related to the dimension of confidentiality Personal information and the lowest average response score belonged to the dimension of choice and clarity of communication, and in Afzalipour Hospital of Kerman, the highest score was related to the dimension of respect for dignity and the lowest average was related to the quality of the environment and access to family and social supports. Comparison of dimensions was done in Ali Asghar Hospital in Shiraz and Afzalipour Hospital in Kerman, where there was a significant difference in the two dimensions of access to family and social support and the quality of the environment, and there was no significant difference in other dimensions.

conclusion: Based on the results of the present study, a wide range of factors affecting the health system's readiness in responding to the non-clinical needs of patients were identified, therefore, managers and policy makers can use this information to evaluate their health systems in terms of their level of readiness and take measures. It is necessary to use them to improve the conditions.

Keywords: Non-Clinical Needs, Responsiveness, COVID-19 Disease, Corona Epidemic, Corona Reference Hospitals
