

Abstract

Background and aim: The health system has a growing role in protecting and promoting the health of people in different aspects, and community health mainly depends mainly on the primary health care sector in a country. Measuring its performance plays an important role in improving the effectiveness and efficiency of the system. Therefore, efforts to assess and ensure the quality of primary care services are important. The aim of this study was to evaluate the primary health care system in areas covered family physician plan Kerman Province.

Method: This study was a descriptive-analytic, which was conducted in a cross-sectional study in 1395. The statistical population of this study were the providers (family physicians) and recipients of health services in two groups of adults (upper 18 years old) and children / adolescents (under 18 years old) in the health centers of Kerman province. The data collection tool was the Primary Care Assessment Standard Questionnaire (PCAT). After completing and collecting them, data were analyzed by SPSS software version 19.

Results: The results of this study showed that in the adult group, the highest score was in the culturally competent care (81.9%) and the lowest in the community orientation care (56.3%); in the child group, the highest score was in the affiliation with a doctor (84.7%) and the lowest in community care (58.1%) and in the physician group, the highest score in the comprehensiveness care (85.9%) and the lowest status was in the first contact care (74.2%).

Conclusion: The results indicated that the primary health care status in Kerman province was more successful in terms of access to services at the first level (first contact) and comprehensiveness of care, compared with coordination of care and continuity of care. as regards that there has been no research on the evaluation of the primary health care system by PCAT model in Iran, so this study could be an important information base for policy makers, senior health and insurance managers, physicians and other primary care providers, in the designing of programs and supportive and education interventions to improve service delivery.

Key words: Evaluation, Health Care Network, Primary Health Care.



Kerman University of Medical Science

School of Management and Medical Informatics

In Partial Fulfillment of the Requirements for the Degree

Master of Sciences of Health Care Management

Title:

**Evaluation of Primary Health Care System by PCAT Model in areas
covered family physician plan Kerman Province 2016**

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2017