

Abstract

Background & Objectives: Patient safety, as one of the main components of the quality of health services, means preventing any harm to the patient. The WHO's attention on patient safety is not limited to hospital care, while consists the entire care chain, including primary care. Since the health centers are the first level of health care provision where patients receive health services, and due to the variety of activities in these centers, the issue of patient safety becomes very important.

After the positive results of the program patient safety in hospitals, the EMRO office of the WHO initiated the patient safety project in primary care. Patient Safety Friendly Primary Care standards are a set of very important requirements to increase safety in providing primary care. Considering the importance of primary care in the safety of those visiting these centers, and the lack of studies related to this issue in Iran, the present study was conducted with the aim of evaluating comprehensive health service centers in Kerman based on the framework of patient safety friendly primary care.

Methods: The current research is a descriptive and quantitative study that was conducted cross-sectionally in Kerman city and in 5 comprehensive health service centers of this city in 1400-1401. In the first stage of this research, the checklists in the patient safety-friendly primary care framework booklet were translated and localized, and then their validity and reliability were verified. In the second stage, which was the phase of determining the status of the centers, the action-research method was used. The data collection tool in this phase was a valid and reliable checklist for assessing patient safety friendly standards. The obtained data were analyzed using SPSS software.

Results: The current research is a descriptive and quantitative study that was conducted cross-sectionally in Kerman city and in 5 comprehensive health service centers of this city in 1400-1401. In the first stage of this research, the checklists in the patient safety-friendly primary care framework booklet were translated and localized, and then their validity and reliability were verified. In the second stage, which was the phase of determining the status of the centers, the action-research method was used. The data collection tool in this phase was a valid and reliable checklist for assessing patient safety friendly standards. The obtained data were analyzed using SPSS software.

Conclusion: According to the results of the research, the general condition of the safety infrastructure in the selected centers was at an average level based on five domains and in three dimensions. But when we evaluated patient safety separately based on different criteria, patient safety was at a weak level in all three dimensions (Critical, Core and Developmental).

Keywords: Evaluation - Primary care - Patient safety-friendly - Patient safety - Comprehensive health service center



KERMAN UNIVERSITY OF MEDICAL SCIENCES

Faculty of Management and Medical Information

n Partial Fulfillment of the Requirements for the Degree Msc

Title :

**Evaluation of Centers of Comprehensive Health Services in Kerman Based on the
Framework of Patient Safety-Friendly Primary Care**

By:

Gloria Shahsavari Pour

Supervisors :

Dr. Reza Dehnavieh

Advisors :

Dr. Somayeh Noori Hekmat | Dr. Masoume Ebrahimi Tavani | Mr. Khalil Kalavani

Thesis No : (10/29/948)

Date : (March 2024)