



UNIVERSITY OF MEDICAL SCIENCES
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In Partial Fullfillment of the Requirements for the Degree (MSc)

Title

Investigating and Evaluation the Quality of Outpatient Visits in the Comprehensive Health Services
Centers in Mashhad from the Perspective of Patients in 2020

By

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2020

Thesis No:10/29/782

Abstract

Background and Objective:

Communication between physician and patient is the most important part of medicine and the focus of all clinical procedures has been described. The purpose of this study is to investigate the factors that improve the quality of outpatient visits in comprehensive health service centers in Mashhad from the perspective of patients in 2020.

Method:

This study is a combination of applied purpose and descriptive-analytical-cross-sectional information collection which was performed in two phases: quantitative and qualitative. The statistical population of this study is all clients and physicians of Mashhad Health Services Community Centers. The quantitative phase included the completion of a questionnaire and the qualitative phase included a semi-structured interview to identify physicians' opinions regarding the structural quality, process and consequence of waiting time and visit of clients in comprehensive health service centers in Mashhad.

Findings:

94.8% of the sample were in Mashhad, 0.9% in other cities of Khorasan province and 4.2% in the villages of Khorasan province. The mean age of physicians was 48 ± 5.8 , and the mean age of patients was 40 ± 14.5 . 41.7% of patients reported very high quality, 37.3% high quality and 19% moderate quality. The mean waiting time before admission was 8.95 ± 13.86 , also the waiting time for examination was 13.8 ± 19 and the duration of visit was 6.3 ± 4.6 . In general, the average quality of outpatient visits in comprehensive health service centers in Mashhad from the perspective of patients is 78 ± 18.65 . The quality of the outpatient visit is in good condition.

Conclusion:

Managers can work by establishing communication between physicians and patients in order to improve the quality of visits and thus diagnose patients and provide a favorable environment for patients to relax. Continuing to establish standards for patient visits requires the support of senior hospital managers.

Keywords: Quality Visit, Outpatient Visit, Visit Standards, Health Services Centers, Patient