Abstract

Introduction and Objectives: Nowruz's holidays as one of the most important holidays in Iran can lead to changes in quality of hospital servicses. Because in these days road accidents increase, hospitals become crowded and lifestyle changes. Therefore, the present study was aimed to investigate the impact of Nowruz holidays on quality of services provided at teaching hospitals affiliated with Kerman university of medical sciences from 23rd Aug 2013 to 21st Sep 2016.

Methods: This was a mixed-method study conducted in teaching hospitals affiliated with kerman university of medical sciences. In the quantitative section, the research population included all hospital deaths, discharge against medical advice and readmission during the period from 23rd Aug 2013 to 21st Sep 2016 in studied hospitals. Data on these indicators were collected on a daily basis from HIS. Data were analyzed by t-test, Chi-square, and ANOVA and time series regression models using Stata software version 13. In the qualitative section, semi-structured interviews were conducted with 27 nurses interested in the topic, selected through purposeful sampling, and the results were analyzed according to content analyzing using Colaizzi's appraoch.

Results: The majority of holiday deaths were male (57.14%) and were in 60-79 years age group. happened in the morning shift (59.88%), caused by injuries, poisoning and other consequences of external causes (25/31%), were hospitalized at ICU (53.88%). Hospital death and discharge against medical advice were higher than working days death ($P < 0.05$). Eight subthems under three themes of patients, human resources and hospital related factors were identified as the reasons of quality variation.

Conclusion: Reduced quality of services during the holidays is a warning for hospitals. Therefore, regardless of the current conditions of Nowruz holiday, hospital managers can

improve the quality of services by identifying the root causes accurately and taking measures such as increase and distribution of the proportionate human resources, equipping hospitals and improving supervision at these days.

Keywords: Nowruz Holiday, Quality, Hospital, Kerman

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By:

Mohadeseh Ghanbari Jahromi

Supervisors:

Mohammadreza Amiresmaili, Ph.D

Advisors:

Reza Goudarzi, Ph.D

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