

Introduction and objective: Hospital porters play a vital role in the recovery of patients by the correct and rapid transfer of them to the diagnostic and therapeutic departments. These forces also perform a variety of tasks within the hospital, so training and ensuring the patients' competencies is important to increase patient satisfaction and recovery. The present study was conducted to evaluate the occupational competencies of Hospital porters in performing their tasks and design a competency training package related to the knowledge and professional skills of Hospital porters.

Method: This study was a multi-stage mixed study conducted in three qualitative and quantitative phases respectively. In the first stage, by conducting a systematic review the documents, studies and also by interview method, the types of skills required by Hospital porters were determined. The second stage consists of two steps. In the first step, the current status of Hospital porter's competencies was determined by a designed checklist in educational hospitals in one of the metropolises of Iran (Kerman province). In the second step, a Hospital porter's competency model was codified. And in the third phase, by the opinions of experts and research members, the requirements for transferring the training package and training scenarios were designed.

Findings: The findings of the qualitative phase categorized hospital porters' job competency into the two main categories of general and specialized skills and the six secondary categories of communication, respect, management, discipline, displacement and transfer, and professional knowledge. Quantitative phase findings also showed high attention of hospital porters to dimensions such as good appearances, cleaning and disinfection of equipment such as stretchers and wheelchairs. however, they received lower scores regarding patient fitting before transfer and having a friendly behavior toward patients. By holding a meeting with the experts, scenarios such as moving the patient on a stretcher and wheelchair, introducing the patient's duties, planning, etc. were designed.

Conclusion: According to this survey, some skills such as communication, hand hygiene, examination of patients' connections before transfer have low scores among the hospital porters and it is necessary to strengthen these general and specialized skills in various ways. It is also necessary to provide initial and in-service training courses and necessary incentives are essential for them to improve their task performance. In this regard, there is a need for a change in the attitude of health system managers toward the significance of hospital porters and their impact on the effectiveness and efficiency of hospitals.

Keywords: Hospital Porters, Teaching Hospitals, Job Competency, Iran



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