Influential Factors on patients' satisfaction from employed physicians' and medical students' point of view

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Abstract

Background: Evaluation of patients' satisfaction is very important for the evaluation of health care quality. On the other hand, physicians' attitude is an important factor in making patients' satisfaction. This study determined the attitudes of employed physicians and medical students towards the factors influencing patients' satisfaction.

Methods: In this cross-sectional study, a self-administrated questionnaire was given to 70 medical students. Sampling was done randomly. Also views of 70 employed doctors attending CME courses were collected. Data were collected by questionnaire including five demographic questions and 23 attitude questions. Validity and reliability of the questionnaire were confirmed by experts and via test retest. Finally, the data analysis was performed using spss11.5 software, ANOVA and T-test.

Results: The mean age of the medical students, interns and employed doctors was 19.32±0.91, 25.06±1.39 and 43.61±11.97 respectively. Communication skills, medical ethics and listening to patients with mean scores of 4.40±0.82, 4.38±0.91 and 4.32±0.88 respectively were more important than the other factors. The first priority for intervention was given to the patient's Condition.

Conclusion: Paying attention to patient's condition and having communication skills are important and basic factors in patient satisfaction; Therefore, we need to consider that What factors hinder practice is based on knowledge and Attitudes.