

عنوان مقاله:

Investigation of Complaints Received from Affiliated Centres in the Treatment Supervision Department of the Iran University of Medical Sciences in ۲۰۲۰

محل انتشار:

فصلنامه سیاستگذاری، مدیریت و اقتصاد سلامت مبتنی بر شواهد، دوره 6، شماره 3 (سال: 1401)

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خلاصه مقاله:

Background: Complaints are expressions of dissatisfaction that need to be addressed and are a very effective tool for improving the quality of care and treatment services. This study was conducted to investigate the complaints received in ۲۰۲۰ in the treatment supervision department of the Iran University of Medical Sciences. **Methods:** The present study is a retrospective descriptive study. All registered complaints, including written, oral and telephone, were reviewed by the complaints officer of the treatment supervision office in ۲۰۲۰. The data obtained from the review of complaints provided by clients of affiliated centres, including personal information of the complainant, the complainant was classified in an Excel file and analyzed by using descriptive statistics Such as number and percentage. **Results:** Of the total number of complaints received in ۲۰۲۰ with ۲۱۲۱, the cases included complaints about the provision of care and medical services ۸۰۹ cases, tariff ۳۰۱ cases, health and infection control ۲۲۲ cases, the activity of unauthorized persons ۱۹۴ cases, visit services ۱۲۵ cases, defects, respectively, Technical equipment ۷۶ cases, lack of licenses ۷۶ cases, admission and clearance services ۶۹ cases, induced demand ۶۶ cases, drugs ۶۴ cases, how to deal ۶۳ cases, center closure and non-service ۲۰ cases, forgery and misuse ۱۸ cases, illegal advertising ۱۰ cases, manpower shortage ۸ cases. **Conclusion:** It seems that by identifying the effective factors in the occurrence of complaints and dissatisfaction and adopting solutions regarding Training in improving behavioural, communication and professional skills, periodic monitoring visits, reporting functional deficiencies to affiliated centres to correct and eliminate deficiencies, can be done to satisfy and prevent dissatisfaction so that the patient and with a pleasant memory of the process if necessary, refer others to the mentioned centre if necessary.

کلمات کلیدی:

Complaint, Accountability, Satisfaction, Patient rights

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