

عنوان مقاله:

Comparison of Patient Satisfaction with Self-operating Food Services and Food Service Contractors in the Teaching Hospitals of Tabriz, Iran

محل انتشار:

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خلاصه مقاله:

Background: Nutritional satisfaction is essential to the reduction of hospital costs given the faster recovery of patients. Food satisfaction may be influenced by self-operating or contractor food service management. This descriptive study was aimed to assess patient satisfaction with the dinner served in two hospitals of Tabriz, Iran by contractors and a self-operating system in ۲۱۴ participants during April-May ۲۰۱۴. Methods: Data were collected using a researcher-made questionnaire with ۲۰ items on demographic and food satisfaction data. Data analysis was performed in SPSS, and the intragroup and intergroup differences were evaluated and compared at the significant P-value of less than ۰.۰۵. Results: Overall food satisfaction was significantly higher in hospital A (contractor-supported food service) compared to hospital B (self-operating food service) ($P < ۰.۰۰۱$). In addition, a negative correlation was observed between food satisfaction and the literacy level of the subjects. Having a companion also reduced the satisfaction score of the patients. Conclusion: Our findings could provide useful information for the legislation of new policies to increase the food satisfaction of inpatients and exploit its advantages, while contributing to the decision-making regarding the choice of financial support for hospital food services.

کلمات کلیدی:

Food satisfaction, Self-operating food service, Contracting food service

