Abstract

Aims: Not caring to patient's right charter and not having satisfaction from health givers function caused delay in recovery and increasing hospitalization days, anxious and increasing costs. This study is done with the aim of evaluating patient's satisfaction from health care givers function in the army hospitals in Tehran 1387.

Materials & Methods: This research is a descriptive-analytic study which consists of 384 patients who had hospitalized in army hospitals. We use a questionnaire for data gathering by interview from patients. Data were analyzed by SPSS 15.

Results: The results displayed that 8% of patients have satisfied from physicians and 17/2% have not satisfied from Nurses. 62/5% of them satisfied from health care team in the morning shift. But because of the increasing hospitalization days, the patients satisfaction rate decreased from doctors function (19%) and nurses function (50%). Also Patients who hospitalized in open heart surgery wards had the highest level of satisfaction and patients with the lower level of diploma certification had more satisfaction.

Conclusion: According to this investigation, patient's satisfaction from Health care givers depends on these factors: length of hospitalization, wards, physicians and nurses and the level of patient's education.

Keywords: patient's satisfaction, patient's right charter, health care givers