

## Development strategies to improve patient safety in the 15khordad hospital in Tehran

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### ● Abstrat

**Background:** Patient safety is one of the main components of quality of health care implying preventing any damage to the patients during delivery of healthcare services. The main purpose of the healthcare systems is to protect and promote the health; therefore, patient safety is the major concern of these systems.

**Objectives:** The purpose of the present study was to develop strategies for improving patient safety in hospital.

**Methodology:** Fifty five individuals were enrolled in the survey, including the chief of the hospital, top and middle managers, and doctors and nurses with over ten years of experience in the target hospital. A researcher made questionnaire was used to collect data. The data were analyzed using descriptive statistics as well as analytical methods, including matrix of evaluation of external and internal factors, SWOT matrix, internal and external matrix and matrix of quantitative strategic planning.

**Results:** Evaluation matrix of internal and external factors were 2.56 and 2.86, respectively. Based on the evaluation of these matrices, aggressive strategies were chosen.

Using QSPM matrix, the chosen strategies were prioritized. The best strategy, i.e., development of the governance and leadership with score of 6.657 was chosen.

**Conclusions:** Adopting aggressive strategies, especially in the areas of governance and leadership, can lead to an improved patient safety in hospital.

**Keywords:** Patient Safety, Strategy Development, Hospital

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## **A Study of the Relationship between Employees' Emotional Intelligence and their Perception of Organizational Justice in Yazd Hospitals**

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**Introduction:** Perceived organizational justice means the degree to which the initiatives of an organization toward employees is perceived to be fair. The objective of this study was to examination of the relationship between employees' emotional intelligence situation and their perception of organizational justice in Yazd hospitals.

**Methods:** This descriptive, correlation study was done cross-sectional during the year 2012 in 6 public, private and charity hospitals of Yazd city. The research population was comprised of these hospitals' employees. A total of 259 employees contributed in the study. The required data was gathered trough Beugre perceived organizational justice and Sharing emotional intelligence questionnaires. Data analysis was done through SPSS<sub>18</sub> and using descriptive statistics, ANOVA and Pearson's correlation coefficient.

**Findings:** The mean scores of distributive, procedural, interactional and systemic justice of studied hospitals were  $71.31 \pm 14.61$ ,  $58.91 \pm 16.15$ ,  $48.26 \pm 17.21$  and  $93.99 \pm 24.70$ , respectively. Also, the mean score of perceived organizational justice was  $59.10 \pm 11.56$ . The mean score of employees' emotional intelligence was  $67.26 \pm 4.60$ . Indeed, the emotional intelligence, only in private hospitals had statistical relationship with employees' perception from organizational justice.

**Conclusion:** Although, previous studies have indicated that some individual features can affect the employees' perception from organizational justice but this study showed that perceived organizational justice is independent from employees' emotional intelligence status.

**Keywords:** Justice, Organizational Justice, Emotional Intelligence, Hospital

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## Designing evaluation model for the readiness of hospitals to implement RFID

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**Introduction:** Using the Radio Frequency Identification or RFID can provide better services in the hospitals for patients. But it may be difficult to implement this technology and increase the chance of failure. This paper proposed a model to evaluate the readiness of hospitals to implement this technology.

**Methods:** This research from the point of methodology is descriptive and as a point of goal and result is a practical. After reviewing the advantages and disadvantages of RFID implementing in hospitals, the pattern was designed with Delphi method to evaluating the readiness of hospital and this model dedicated to 38 experts as a questionnaire form. Finally this model is validated and confirmed by aggregation of experts' opinions with group decision making method.

**Results:** After collecting completed questionnaire and summarized the experts' opinions, conceptual pattern was presented to successful implementation of this technology. This model is designed with the 9 main indicators includes: Human, Social, Cultural, Managerial, Organizational, Technology, Information and Communication, Economic, Physical Environment and some sub criteria. Abundance experts' opinions show that most of the indicators, evaluate with the score of 50 or more and the average of experts' opinions were more than 80.

**Conclusions:** Hospital managers can evaluate the strengths and weaknesses of their hospital before implementing this technology and increase technology success before performing this method.

**Keywords:** Radio Frequency Identification, Evaluate Readiness hospital, Technology Adoption.

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## Survey the reasons of cancelled surgical operations in Shohada hospital in Kermanshah: first six months 2012

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**Introduction:** Productivity of hospital operating rooms is one of the main factors in determining hospitals` costs. These health care facilities allocate a lot of resources to operation room management those surgical operations to be performed in timely. However, cancellation of operation room has been considered as one of the main reasons in inefficiency and wasting resources and causing stress and frustration to patients and their relatives. The aim of this study was to conduct a survey of surgery cancellation rates and reasons in Shohada hospital of Kermanshah.

**Materials & Method:** this study was cross-sectional. Data was gathered from statistics unit and according to surgical groups, divided to five sections (orthopedic, ophthalmology, general surgery, cosmetic surgery and urology). Reasons of cancellation surgical operations were divided into five sections: factors related to the surgeon, anesthesiologist, patient clinical problems, problems related to the operation room and patient. Data were analyzed using SPSS16 software, and descriptive statistics indicators.

**Findings:** among 3612 surgical operations, 1.3 percent was cancelled. The most rates related to general surgery service with 2.31 percent and the lowest rates related to ophthalmology with 0.54 percent. Patient clinical problems with 64 percent placed at highest and factors associated with operation room with 6 percent, considered as lowest were reasons for surgical operations cancellation.

**Discussion & Conclusion:** results showed that patient clinical problems were the main causes of surgical operations cancellation, so assessment of patient before surgery can solve this problem and made better management of operation room, resources effectiveness and patient satisfaction.

**Key words:** hospital, operation cancellation, surgical operation

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## Effect of components of internal marketing of Performance improvement with hospital personnal in shahid sadoughi hospital

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### ● Abstrat

Realm of health care organizations have faced in recent years. high level of dynamism Is characterized , Nowadays hospitals to acquire and maintain a sustainable competitive advantage, Looking for new ways to attract and retain customers requirements.for achieve to this order Hospitals must tools for improve and infrastructure necessary for providing. Internal marketing is an administrative tool. This type of marketing will require, all staff in dealing with customers are Customer or market-oriented behavior and thinking. department of Internal Marketing are employees. Today, internal marketing as a strategy for the implementation of programs, known. Internal marketing activities through influence and motivate staff, Improve the competitiveness and enhances competencies. This study reviews Scale survey of internal marketing Trying to create a strategy for the implementation of programs and Design strategies for Quality development of Service organization.

**Methodology:** Sampling method used in this study, was selected randomly or contingency . based on 351 managers of experts, select were staff in hospital. for selection used of systematic metode .for processing information from multiple software including SPSS 15 and Microsoft Exel has been used. Descriptive statistics of different methods to evaluate and compare the data obtained through questionnaires that were used. Inferential statistics section of the t-test was used.

**Findings:** Six questions were examined in this study. In terms of job security component scores 32/4 per cent , of broad education component scores 35/07 percent , offering a reward and encouragement of component scores 38/76 percent , in terms of information - sharing component scores 40/11 percent , employee empowerment component scores of 32/81 percent , reducin the gap between the staff of the component scores 41/34%. Data analysis results show that hospitals shahid sadoughi of 100 pointsconsidered, to obtain 36/74.

**Result:** regard relationship direct and positive Internal marketing and satisfaction and employee commitment, The organization must Through the focus on Internal marketing action according to output staff and Organizational satisfaction employee.of among measures can be enhanced internal marketing Knowledge finding of Value Changes in View employee, Understanding of qualification Labor market , Understanding internal segmentation of special employee Based on the characters and desires, and Design strategies is for Customers.

**Keywords:** Internal marketing, organizational performance, service quality, Internal customers.

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## The effect of quality management system on job satisfaction in eight inpatient medical centers of Tehran Social Security Organization

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The importance and positive effects of medical staff job satisfaction on health condition of the society is obvious. In some of medical centers beside the compulsory ones other types of medical standards are used as a way to improve medical processes. Implementing and aligning these standards with job satisfaction factors, could be a way to elevate job satisfaction level of medical employees.

**Methodology:** This descriptive study was done over two experimental and control group of eight medical centers of Iranian Social Security Organization in Tehran. Two research methodologies, participant observation and standard JDI questionnaire with  $\alpha=0.89$ , were performed by two researchers in control and experimental groups. The statistical group was formed by randomly selecting 357 employees in medical centers and the collected data were analyzed using SPSS.

**Findings:** Analyzing results in 5 categories revealed that average job satisfaction was 3.8 for experimental group and 2.9 for control group in linear scale of 1 to 5. Highest job satisfaction level was found in supervision and administration categories, and lowest level was found in salary category. In experimental group job satisfaction of medical employees (3.9) was higher than administrative employees (3.7). Pearson's chi-square test showed a significant relationship between job satisfaction and gender ( $\text{sig}=0.002$ ) and no relationship between education level and job satisfaction ( $\text{sig}=0.733$ ).

**Conclusion:** Implementing a quality management system in the studied hospitals has elevated job satisfaction level in all categories except for salary category.

**Keywords:** Job satisfaction, Quality Management, Social Security Organization Hospital

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## The Relation of Hospital Bed Indicators with Electricity Consumption rate in Hamedan University of Medical Science Hospitals



### Abstrat

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**Introduction:** With a look at the energy consumption and in Iran and a comparison with other countries we will understand that we have a lot of waste in public and governmental sections such as hospitals. The aim of this study is to determine and evaluate the Electricity consumption and defining its relation with hospital bed indicators in three subjected hospitals during past three years (2007-2009).

**Methods:** This study from the practical study and form the methodological study method is correlation. The sampling method is to census all the educational and remedial hospitals of Hamedan university of Medical Sciences. The information about the Electricity consumption and Electricity expenses is collected attending Electric Power organizations and also all the information related to hospital bed indicators have been derived from the stored information in the statistic and information section of the hospitals and we have used, analysis of variance , Pearson coefficients and Linear Regression test.

**Results:** The average of Electricity consumption for bed occupancy day in the subjected hospitals is 24.5 kw/hour. The hospital bed indicators such as perencent of bed occupancy with Electricity consumption have a meaningful and a diverse relation. Also the bed turn rate has a meaningful and diverse relation with electricity consumption. The length of stay has a direct meaningful relation with electricity consumption(p-value<0.05).

**Conclusion:** for reduce the Electricity expenses and consumption in hospitals, can the increase in perencent of bed occupancy and bed turnover rate . One through to change the consumption culture, hiring an energy manager of expert in the hospitals and setting a committee to amend the consumption pattern in hospitals.

**Keyword:** Perencent of bed occupancy, Bed turnover rate, The length of stay, Bed occupancy day, Electricity consumption .

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