

## Effects of Hospital Storage Room Removal on the Efficiency of Hashemi Nezhad Kidney Teaching Hospital: 2013

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### Abstract

**Introduction:** The amount of goods in the storage room because to lie dormant the investments of institutions have a tendency to downsize their activities in order to improve their efficiency and exploitation. The objective of this study was to explore the effects of hospital storage room removal on the efficiency of its procurement processes.

**Methods:** The study is a correlation case study, which was cross-sectional and applied nature. The statistical population of the research included all senior, junior and operation managers of Hashemi Nezhad hospital. After ensuring the validity and reliability of questionnaire, data collected by researcher-made questionnaire. Subsequently data was analyzed by using both descriptive (frequency and percentage) and inferential (paired-samples T-test) and finally the hypotheses were statistically tested.

**Results:** The T-statistic calculated and the corresponding probability value (0.00). Hypothesis did not mean the procurement of goods (7.102-), quality improvement (11.212-), cost (6.551-) and human resources (14.148), before and after the removal of the storage room (rejected at 0.01 levels). Thus, the relationship between procurement processes, improve quality, cost and human resources were statistically significant. However, there was no significant relationship between the time with T- statistic (2.002-) and storage room removal.

**Conclusion:** Removal of hospital storage rooms for consumable goods that enhance its procurement efficiency, can be combined with the necessary trainings lead to increase hospitals efficiency in all over the country, especially in order to procurement processes, improve quality, save costs, reduce human resources and faster access to the consumer goods.

**Keywords:** Storage Room, Efficiency, Hospital

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## Comparative Study of Committees' Position at National Programs of Evaluation and Accreditation of Hospitals in Iran

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### Abstract

**Introduction:** Nowadays, hospitals allocate considerable resources to encourage different hospital wards in the form of multilateral cooperation groups and committees to improve performance quality. This study was designed to compare the hospital committees' position at both the national evaluation and accreditation programs in Iran.

**Methods:** This was a descriptive – comparative study. To gather data a researcher-developed checklist was developed based on committees' standards evaluation and accreditation programs in Iran with 101 questions and 11 dimensions such as name of active hospital committees (11 questions), aim (11 questions), duties (5 questions), ... Without Adaptability, Partial Adaptability and Complete Adaptability for standards were writhed. Data was analyzed by means of descriptive statistics and comparative tables.

**Results:** Hospital committees in the national evaluation and accreditation programs were 23% Without Adaptability, 54% Partial Adaptability and 23% Complete Adaptability. Also based on aims and tasks, the number of members and method ...were 80% Without Adaptability, 10% Partial Adaptability, 10% Complete Adaptability.

**Conclusion:** It seems that in order to adapt national accreditation program with international accreditation programs it is better remove committees' position at national accreditation program and delegate the duties of committees to the relevant units.

**Keywords:** Hospital Committee, Evaluation program, Accreditation, Hospital

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## The Relationship between Emotional Intelligence to Explain the Deterioration of employees

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### Abstract

**Introduction:** Emotional intelligence community has a vital role in people's mental health and not Emotional intelligence means being prepared in the absence of those kinds of problems, issues and behavioral problems in it. This study examines the effects of emotional intelligence on preventing job burnout among staff at health network of Bukan city.

**Methods:** This study was an applied, descriptive correlational survey. The research population consisted of all the works of Bukan health network (N=1000). So a research sample of 276 person was selected through sample randomized sampling method and data gathered through administration of standardized questionnaires of Muzlack's job burnout scale and Gollman's emotional intelligence. In analyzing the data, the descriptive statistical parameters such as mean, median, standard deviation, and the inference of parametric statistical tests such as Pearson correlation coefficient R and multiple regression was used.

**Results:** The results showed that there was a significant negative relationship at  $P=0/01$  between emotional intelligence and the extent of job burn out among the staff. On the other hand the analysis of sud-hypothesis showed that there was a significant negative relationship at  $P=0/01$  between emotional consciousness components With job burnout and components , Emotional consciousness 16 percent, realism 17 percent, social responsibility 16 percent , empathy 16 percent and self-expression 17 percent with the rate of job burn out.

**Conclusion:** In general there was a negative and significant relationship between emotional intelligence and its components and job burn out , so it can be said that emotional intelligence job burn out among staff.

**Keywords:** rate of job burn out, emotional intelligence, Components of emotional intelligence

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## Assessment on Causes of Physicians Abdication from Rural Family Physician Plan in 2012

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### Abstract

**Introduction:** Given the importance of family physicians plan in the health sector and engaging the best crew, as heads of family physicians on health team and providing their maximum satisfaction, this study is looking for the causes of turnover and withdrawal of family physicians from engagement in this project.

**Methods:** present study the kind of practical studies and is a descriptive analysis that has been on all family physicians working in Tehran University of Medical Sciences the census has been done. (N=26) (N=) method of collecting DATA in this research using the tools questionnaire by researcher investigating and studies done of compilation of, has been used validated and reliability and it too. (Alpha = 0. 96) with the use of the crude methods of the software side 19 in the two level of descriptive statistics (percent abundance and average Standard Deviation) and analytical (t test example portraits, t test two example and the analysis variance and analysis. no meaningful level test in all levels 0. 05 in the government.

**Results:** Based on views and MD family physicians about the causes resignation, average scores components "environmental problems, welfare and training" in about 3. 68, components "system problems" 3 views score the average. 56 with the average economic problems 3.36 as the least effective in resignation), t test exit components around the administrative problems "also like components" Economic problems "the lack of the influence of these components on the resign from physicians of the project components and finally social problems-cultural with probability 0. 95 with the average score 3. 69 as the most important factor for effective have been known.

**Conclusion:** With regard to the effective components in social and cultural resignation and leave family physicians in the main step of implementing this national plan, optimally between the two sides in a suitable provider of service and recipient country according to current laws will be. In this continuous educational planning at all levels to enhance knowledge, attitude and proper culture of handicap services family physician is necessary to the executive, buyer service and providers in the field more information public and their being informative the villagers. The authorities must therefore for improving awareness and the creation of appropriate cultural bed to improve efficiency and increase motivation personnel work plan family physician more effort.

**Keywords:** Physicians abdication, Family Physician plan, health system

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## Assessing Level of Public Relations Hospital and its Relation with Patients Loyalty in Governmental Hospitals in Yazd and Arak

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● **Abstract** Bahrami M.A<sup>1</sup>, Aghily M<sup>2</sup>, Montazerolfaraj R<sup>3</sup>, Eshrati B<sup>4</sup>

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**Introduction:** Public relations are a management function, which enables hospitals to understand the customer beliefs, attitudes and values; and increase the quality of communication with patients and their loyalty to the hospital. The aim of this study was to determine the level of public relations and its relationship with patient loyalty in selected teaching hospitals in Arak and Yazd.

**Methods:** This cross-sectional and analytical study was conducted in 2014 in Arak and Yazd, Iran. A total of 160 discharged patients contributed in this study, randomly selected from 4 governmental hospitals in Arak and Yazd. A questionnaire was used for data collection; consist 48 items (36 items about Public relations and 12 items about loyalty). Data analysis was done through descriptive statistics and, Kreskas Wallis, Mann-Whitney and Spearman's correlation coefficient in data analysis.

**Results:** The total mean scores of patients public relationship and loyalty were 3/48 and 3/29. Results showed that there is a significant positive relationship between public relations and loyalty ( $r=0/811$ ,  $p= 0/001$ ).

**Conclusion:** Managers need to adopt specific strategies to implement programs to improve public relations. Dynamic public relations can be considered as a policy for promotion of satisfaction, trust, and loyalty of patient in hospitals.

**Keywords:** public relations, customer loyalty, hospital, patient

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## The Scale Impact Personality Characteristics Entrepreneurs on Productivity Human Might in Yazd Shahid Sadoughi Hospital

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### Abstract

**Introduction:** personality characteristics entrepreneurs to title one of the factors, which affect on Staff efficiency. One of the factors affect on Productivity at organization. the present study for study impact personality characteristics entrepreneurs on Staff efficiency.

**Methods:** The research method is descriptive – correlation. Sample this study, 291 of employees of Yazd Shahid Sadoughi Hospital. In addition, used of random sampling .To test the hypothesis used of two questionnaire. which covering personality characteristics entrepreneurs and Employee productivity. reliability coefficient Calculated by Cranach's alpha coefficient .Reliability coefficient of personality characteristics entrepreneurs 86 and Employee productivity 93. For analysis data used from test of Spearman correlation and test of Friedman.

**Results:** correlation coefficient between Achievement and Labor productivity 0.445, between Risk-taking and Labor productivity 0.465, between Internal control and Labor productivity 0.763, between Creativity and Labor productivity 0.645, between Tolerance of ambiguity and Labor productivity 0.853. which indicative relationship of significant and positive between personality characteristics entrepreneurs and Labor productivity.

**Conclusion:** The study results were relationship of significant between personality characteristics entrepreneurs and Labor productivity. Results indicative relationship of positive between personality characteristics entrepreneurs and labor productivity.

**Keywords:** Creativity, Seeking Success, Labor productivity, Personal characteristics of entrepreneurial

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## Attitude of Health Staff to Organizational Factors Influencing Risk Management Pre-Surgery in Al-Zahra Center of Rasht

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**Introduction:** Improving health systems depends on the identification of risk factors. The risk of health systems is a major cause of morbidity and mortality costs. Identify factors affecting risk management in the pre-operative in Al-zahra medical center of Rasht.

**Methods:** This research is survey method, is a kind of Descriptive-research type. The people include all medical staff related with patients in Al-Zahra. Reasercher made Questionnaire is used as a tools for collecting data. A questionnaire was distributed with the necessary licenses. In addition to descriptive statistics, t-test, anova test, Kolmogorov-Smirnov test and factor analysis using Spss software version 21 and LISREL software version 8/5 was investigated.

**Results:** Among the organizational factors associated with appropriate facilities for patients (73%) and adequate supervision for staff of the hospital (66%), the work pressure on staff (64%, respectively, had the highest Load Factor.

**Conclusion:** Considering the factors of organizational factors can be concluded that the role of the Organization in Creating a very risky. Planners should Consider these Factors.

**Keywords:** Risk Management, organization Factors, Strategies, Attitude

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## **A Survey of Preparedness of Affiliated Emergency Hospitals of Qazvin University to Confront Disasters Management and Organization Perspective: 2012**

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### **Abstract**

**Introduction:** In case of disasters hospitals as one of the first centers to admit casualties need to be well prepared. Hospital Emergency preparedness in dealing with these disasters is essential for their success in providing quality services. The aim of this study was to evaluate emergency preparedness in hospitals of Qazvin to confront disasters.

**Methods:** This was a cross - sectional and applied study of six hospital emergencies of Qazvin University of medical sciences. Hospital emergency response checklists of the World Health Organization, interviews and observations collected data. Data analysis was performed using central indexes.

**Results:** The most and the least emergency preparedness to confront disasters was command, control (83.80%), materials, and inventory management with 57%. The overall level of emergency preparedness of hospitals to dealing with disasters were evaluated 70/72%.

**Conclusion:** Regarding the previous of crises and disasters in the studied provinces and the good preparedness of the hospitals, having an estimate of the essential sources, equipment maintenance, rapid preparation of materials and strengthening the hospital buildings will be effective in enhancing the preparation of the hospitals.

**Keywords:** Preparedness, Hospital, Emergency, Disaster, Management

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