

Patient satisfaction with food services in teaching hospitals of Tabriz; 2012

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Abstract

Background and Objectives: Results of the previous studies admit that nutrition ward as one of the basic elements in patient safety, is neglected as well as plays a minor role in treatment process. Likewise dysfunction of this ward may be affected patient satisfaction and the whole treatment stages. This study aimed to assess patient satisfaction with food services in teaching hospitals of Tabriz university of medical sciences .

Material and Methods: This cross sectional study was conducted in teaching hospitals of Tabriz university of medical sciences. Total 314 active beds were selected. Data gathering tool was a LIKERT-based self-designed questionnaire with 15 questions. Validity and reliability of the tool verified by Delphi method and Cronbach's alpha test of 0.91. Sample t-test and ANOVA were used to analyze data.

Results: This study's findings declared a minimum satisfaction regarding hospitals' food services that is including: patients' demands, assistance while eating, enforce nutritional values to improve health conditions, appropriate appearance of meal services, clean food, observing health standards and respect by distributors. The findings revealed a significant difference among different nutritional services in studied hospitals. However there was not a meaningful relationship between the level of satisfaction and gender, occupation, education, place of residence.

Conclusion: Based on the results of this study hospital managers are recommended to carry out activities to promote awareness of food services personnel regarding food safety programs, add the number of nutritionists, motivate personnel to operate more active, provide freedom of choice for patients.

Keywords: Hospital, Satisfaction, Food Services, Patient, Active Bed

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