

The impact of personnel and client instruction on Patient's Rights Compliance Improvement in Physiotherapy Clinic of Tabriz Rehabilitation Faculty

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Abstract

Background & Aims: Patient rights include of care issues that patient expect to receive them. Studies show that compliance of patient rights aspects led to improvement of therapeutic outcomes and clients' satisfaction. The purpose of this study is to survey the Patient right's compliance and improve it in physiotherapy clinic of Tabriz Rehabilitation Faculty in 1389-1390 by using of effective and efficient interventions.

Methods: This is a descriptive-interventional study that is done in 15 months by participating of 204 patients and its coadjutors. Data was collected by using of a self-create questionnaire that its validity and reliability was assessed and approved. The questionnaire has 7 questions in demographic factor and 38 questions in 11 aspects of service quality. The collecting data was analyzed by using of SPSS 16 software.

Results: From the assessed aspects, aspects of choice of provider, safety, prevention and early detection, Dignity, Autonomy and Availability have non-acceptable service quality scores, that by doing of effective and efficient interventions were improved and their scores were achieved to acceptable situation.

Conclusion: By regarding to obtained results, concluded that managers can improve patient's rights problems by analyzing and prioritization of them and propose and implementation of scientific interventions. The acquired results from this study can be used in same context and all field of medicine sciences and can make a respectful environments in health care services.

Key words: Physiotherapy services, Clinic, Patient's Rights

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