

Evaluation of student care process in urban and rural health care centers and health house in Tabriz using Tracer methodology

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Abstract

Background and Objectives: Tracer methodology is a novel evaluation method which propose is to provide an accurate assessment of systems and processes for the delivery of care, treatment, and services at a health care organization. This study aims to assess student care process in Tabriz using Tracer methodology.

Material and Methods: The study was a cross-sectional study that was done in autumn 1391. Simple sampling method was used to choose an urban health care center, a rural health care center, a health house, and two schools in urban and rural areas which were selected by simple sampling method. Also all problematic processes were chosen to assess the related documents. Data were collected with interviewing, observing, and surveying documents, and were compared with current standards.

Results: The results of this study declare percentage of points that each target group gained from tracer evaluation. student care process was 77% in health house, 90% in rural health care center, and 83% in urban health care center. Findings indicate that documentation was the main weak point.

Conclusion: According to the results of this study, student care process is sufficient; despite the fact that there are some deficiencies in caring process, as it may be improved through appropriate strategies. In conjunction with, tracer is a reasonable method to evaluate various levels of health care system.

Keywords: Evaluation, Student Care, Tabriz, Tracer Methodology

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