

Assessment of Delivered Care Service Quality in Inflammatory Bowel Disease from the Patients' Perspective

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Abstract

Background and objectives: Quality of delivered care is a main indicator in health care services which leads to optimum response regarding customer needs. This study aims at assessing delivered care service quality in Inflammatory Bowel Disease from the patients' perspective.

Material and Methods: This cross sectional study was conducted with participation of 94 patients with Inflammatory Bowel Disease using valid and reliable questionnaire and random sampling in Emam Reza hospital and Golgahst clinic. Generally, Service quality was calculated using $SQ=10 - (Importance \times Performance)$ based on patients' perspective. Data were analyzed using SPSS 17.

Results: The results showed that total service quality score was 7.21 which is lower than acceptable point (9). From the service quality aspects, the continuity of care, choice of provider and confidentiality achieved highest scores and aspects of prevention, support groups and safety scored lowest respectively. In this study, the quality of basic amenities and confidentiality had the highest importance and performance respectively.

Conclusion: The study indicates that total service quality and the majority of its dimensions have not got acceptable status and there is a notable gap between the customers' expectations and providers' performance.

Key Words: Service Quality, Inflammatory Bowel Disease

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