

Determinants of staff's knowledge of insurance companies from the patient's bill of rights

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Abstract

Health insurance as a part of welfare and social security system of the country is continuously undergoing changes and reforms in order to improve the quality, set up ice, increase coverage, enhance patient satisfaction, etc. However, no study has been conducted yet to evaluate the dimensions of patient's rights in insurance organizations and to determine how much this organizations are familiar with the Patient's Bill of Rights. Therefore, this study was aimed to evaluate the knowledge of employees working in insurance companies about the Patient's Bill of Rights and the related influencing factors. This study was performed on insurance companies in Semnan City, Iran, in 2015. In this study, a census method was used. A researcher made questionnaire has been used in this study. The 168 (93%) had inadequate awareness. Logistic regression analysis showed that job experiences (OR = 1.136, p = 0.002, 95% CI) has a direct correlation with increasing of awareness. The results indicated that a small number of employees working in insurance companies had sufficient knowledge about different aspects of patient's rights. The results of regression analysis showed that the work environment could affect the awareness of employees.