Providing Support Services in Selected Decentralized Hospitals

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Abstract

Background: Upon the implementation of the plans of the selected hospitals in Paragraph (C) Article [88] of the Law of the Fourth Development Plan, the amount of assessment relative to the execution of each of the Paragraphs related to the directives or guidelines of the mode of managing these hospitals is compulsory. The present article has made efforts to assess the implementation basis of Paragraph [9] of the above-mentioned directives and a survey of conditions as to the performance of the support services in these hospitals. Methods: This study rested on the performance of 14 supporting activities of 18 selected decentralized hospitals that took place in 2007. Data were collected from questionnaire that had 6 parts about support services and how they were done in each hospital. Then the data were analyzed with Excel software. Results: In hospitals 35.60% of the activities are performed by the contractor. The materials utilized in activities are 10.34 percent, equipping is 26.48% and equipment repair is 31.47% of the cases are secured by the contractor. Results pertaining to the survey of manpower engaged in activities show that 62.71% of the manpower engaged has an intermediate level of education and the relative average of manpower active in such work as of functional beds can be stated as 0.64, likewise, the average satisfaction rate of the services rendered was 71%. Conclusion: A strategy leading to a decrease of incumbency and an elevation in the support service quality can bring about an increment in the quality of support services being presently rendered in hospitals which could prove effective.

Keywords

Support services, Decentralized hospitals, Outsourcing,