

Effect of Emergency hospital accreditation standards on their performance indicators in sari 1394

Parsa Zoleikani¹, Abolghasem Pourreza², Ali Mohammad Mosadeghrad³, Abdollah Malakian⁴,
 Ensieh taghizadeh⁵

- 1- Health Management (Msc), School of Public Health, Tehran University of Medical Sciences
- 2- , Associate Professor, Health Management and Economics, Tehran University of Medical Sciences
- 3- Assistant Professor, Health Management and Economics, Tehran University of Medical Sciences
- 4- Hospital Supervision and Accreditation Unit, Mazandaran University of Medical Sciences
- 5- emergency medicine resident , Mazandaran University of Medical Sciences

Background and purpose: Accreditation is one of the most important tools to assess health care systems, which in recent years has been of interest to health systems. Given that the emergency department and patient satisfaction has a significant impact on the performance of other sectors, The aim of this study was to evaluate the Effect of Emergency hospital accreditation standards on hospital performance indicators, employee and patient satisfaction.

Materials and methods: For this cross-sectional study two questionnaires were used for the confirmation of validity and reliability. 150 emergency personnel to check employees satisfaction and for patient satisfaction were selected as the sample size of 450 patients. Data accreditation standards and performance indicators the emergency department were collected from mazandaran university of Medical sciences. For Data analysis using SPSS software and descriptive and inferential statistics.

Results: The findings showed there is no significant relationship between emergency accreditation standards and performance indicators of the sector in Sari city hospitals. Accreditation also for correlation with employee satisfaction $r = 0.56$ and $p = 0.89$ and patient satisfaction $r = 0.62$ and $p = 0.88$, which indicates that the relationship between accreditation standards with these two criteria have not been established.

Conclusion: Accreditation of hospitals in Iran started in 1392., and appears to have more time to pass to be able to properly measure its impact on sector performance. It is recommended to perform more accurate validation and monitoring during the year is considered in the investigation. Also The accreditation system standardization with comprehensive standards, the correct procedure accreditation and utilizes professional accreditation assessors can have a significant impact on the performance of the hospital.

Keywords: Standard , Accreditation , Emergency , Performance Indicators

