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The Gap Between Perception

Managers from Evaluation)Hamedan Hospital(and Expectation of

System , 2003

Jaafari – Pooyan , E[1] . MSPH . Akbari – Haghighi ,F[2] . Ph.D. Mahmoodi , M [3] . Ph.D.

Abstract

Introduction: Evaluation assure success of each project, program, activity etc. and is one of the most important components of management process. Loss of an effective evaluation mechanism in a hospital(or each other organization), due to high importance of this organization, not only increases costs, but also endangers community health. Therefore, current study tries to assess perception and expectation of Hamedan Hospitals' managers and deision making board from evaluation system and determine gap between them.

Method: This study is an applied one and has a cross – sectional appraoch. Its target group, for each hospital, includes : head, manager, metron, emergency adminisrator, medical record adminisrator, laboratory adminisrator, radiology adminisrator, pharmacy adminisrator, evening supervisor, night supervisor**.** This group was determined through census (about 200). At last data was collected through a questionaire and analyzed using spss program .

Findings:

- The highest score of target group expectation from evaluation indices was related to " patient safisfaction" index.
- The highest score of target group perception from evaluation indices was related to " values and norms" index.
- All of gaps between target group's perception and expectation from evaluation indices were significant.
- The highest percentage of gap between target group's perception and expectation was related to "staff satisfaction" index and the lowest one " values and norms " Index.

Key Word : *Gap, Perception, Expectation, Hospital Evaluation System, Hamedan Hospitals, Managers and Decision Makers*

1 . Ms of Health Care Management .

2 . Department of Health Services, School of Public Health and Institute of Public Health, Tehran University of Medical Sciences.

3. Department of Epidemiology and Bio Statistics , School of Health and Institute of Public Health, Tehran University of Medical Sciences.