

# **The relationship between emergency department physicians' moral intelligence and patients' satisfaction in Ardabil hospitals**

## **Abstract**

**Background and objective:** *Moral and ethical codes are crucial part of any decision making especially in medical field. Morality orients the actions to be ethically right. Moral intelligence is the ability to distinguish right and wrong and to act in an ethically oriented manner. This concept seems to be more important in medical professions which are in close contact with patients suffering from various illnesses.*

**Methods:** *The current study was a cross-sectional analytical and descriptive survey in which, 56 emergency department physicians and a total number of 392 patients were enrolled. Satisfaction of patients and moral intelligence of physicians were gathered using standard questionnaires. Then the gathered data has been analysed using SPSSv22.*

**Results:** *Average age of patients was  $40/7 \pm 9/66$  years. Mean mark of moral intelligence of physicians was approximately  $69/3 \pm 10/97$ . Further evaluations showed that patient satisfaction score was  $21/54 \pm 5/53$  overall. There was a significant correlation between moral intelligence of physicians and satisfaction score of patient which had a mediocre power. A significant correlation was found between moral intelligence with age and working years of physicians.*

**Conclusions:** *physicians working at emergency departments of Ardabil had a high level of moral intelligence and age, working years and marital status were influential factors on this index. Also, Moral intelligence of physicians has a correlation with patients satisfaction.*

**Keywords:** *Moral intelligence, Emergency department, Intelligence, Satisfaction*