Abstract

Introduction and Objectives: Health care is considered essential component. Improve the quality of nursing care and attention recipients of health services and health authorities of the country. Check what quality of care and the views in this regard could help to develop strategies to improve quality. The aim of this study was to determine nurses and patients about the quality of nursing care in hospitals affiliated to Ardabil University of Medical Sciences.

Methods: In this descriptive study in the interior, general surgical, and gynecology Ardabil hospitals to teaching hospitals, 384 hospitalized patients with available sampling and 97 nurses in these hospitals were selected through census. The data collection instrument was a questionnaire in two parts. The first 12 questions to measure demographic researcher for patients and 9 questions for nurses. In the second part of the questionnaire quality of care (QUALPAC) with 72 statements of three physical, psychological - social and communication were used. Data using descriptive and inferential statistics using statistical software SPSS19 were analyzed.

Results: the care quality in psychosocial aspect of patients perspective 33.6% and from the perspective of nurses 66%. in the physical aspect of patients perspective 38% and 77.3% of nurses views and in communication of patients, 31% and 50.5% of nurses perspective were desirable. The overall quality of patient care with 65.1% somewhat desirable and nurses, 72.2% it is desirable described.

Discussion and Conclusion: Despite taking nursing on patient-centered care unfortunately, some aspects of patient care in aspects psychosocial, physical, communication is neglected. Nurses are understanding their behavior and act of care and the needs of patients as well not recognize and this makes it important to be neglected other aspects of care and quality of care is not desirable.

Keywords: Quality, Care, Nursing care, Viewpoint, Patient, Nurse