**ID: 1727**

**Congress: The First International & 4th National Congress on health Education & Promotion, 2011**

**Title:** Improving the health of physiotherapy services clients through Service Quality improvement

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**Abstract:** Background & objective: Service quality refers to the delivered services accordance with customers' expectation and response to their needs and demands, and generally refers to the non-health aspects of care including physical, managerial and organizational and patient-care provider relationship. Regarding to the importance of such aspects, current study aimed to survey the service quality of physiotherapy clinic in rehabilitation faculty of Tabriz University of medical sciences.

Method: This cross-sectional study was conducted using a self created validated and reliable questionnaire in 2010. Tow hundred and four patients and their relatives participated in this study. Participants responded to the study questionnaire about 11 aspects of service quality in two main areas of importance and performance of aspects. Service quality score varies from 1 (poor quality) to 10 (excellent quality) and data analyzed using SPSS software version 13.

Results: Study results indicated that from the participants' perspective, choice of care providers, prevention and safety had lowest performance level scores and prompt attention, confidentiality and quality of basic facilities and equipments had highest performance level score, respectively. Furthermore, result showed significant relationship between age and continuity of care; education level and autonomy, and prompt attention (p<0.05).

Conclusion: Regarding study results it could be conclude that in the some aspects of service quality there is a considerable gap between perceived and expected level of services. So, there is a significant opportunities to improve at least 6 aspects of service quality including choice of care provider, autonomy, respect, safety, prevention and accessibility.

**Service quality, patient perspective, physiotherapy**

**Presentation:** Oral