Abstract: Introduction: In order to providing better services in health centers, awareness of perception and expectations of services consumers in these centers, and determination of existing gap between these two components, have a substantial role. The aim of this study was to investigate the gap between expectations and perception of the urban health centers consumers of Khorramabad city about health care services.

Materials and Methods: A sample of 650 health care services consumers of urban health centers in Khorramabad city participated in this cross-sectional study which was done in 2010. For this study stratified random sampling was applied. Data were collected using modified SERVQUAL instrument which measures the quality gap of delivered services in 5 dimensions. For statistical analysis, descriptive statistic and Wilcoxon tests were applied.

Results: The results demonstrated that in each of five SERQUAL dimensions (Tangibles, Reliability, Responsiveness, Assurance and Empathy) quality gap were observed. The least and the most quality gap means were in the reliability and empathy dimensions respectively. Between age of clients and gap score, reverse association was observed (P = 0.014). Gap score was significantly higher in males than females (P = 0.03). Gap score and education level of clients was not correlated.

Discussion & Conclusions: Based on results, delivered services in all dimensions was lower than client's expectations. Therefore, there are appropriate opportunities to improve delivered health care services in these health centers.

Quality Gap, Health Care Services, Khorramabad, Urban Health Centers

Presentation: Poster