Abstract: Background: The main mission of any hospital in the health care system is to provide qualified care for the patients and to meet their needs and expectations. This study was carried out to evaluate the quality of care services given to the patients hospitalized in university hospitals of Kashan.

Materials and Methods: A cross-sectional study was carried out in 2008. A total of 390 patients admitted to three hospitals randomly have been approached. The survey instrument was designed around the validated SERVQUAL instrument. The questionnaire consists of seven quality criteria including physician's empathy, physician's availability, physician's assurance/competence, nurse's responsibility, nurse's empathy, drug's management, and tangibility of the services. Validity and reliability of the questionnaire were confirmed using content validity and Cronbach's alpha coefficient (0.93), respectively. Data obtained were analyzed using the Kruskal-Wallis and Mann Whitney tests.

Results: Mean age of the subjects was 45.72±18.36 years. Male patients (54/1%) had the largest sample size. A significant difference was detected in the average of quality score in the seven dimensions. Also, mean quality score in different dimensions showed significant difference among the hospitals under study. The highest and lowest averages for quality score were given to physician's empathy (3.97±0.75) and tangibility of the services (3.76±0.58), respectively.

Conclusion: Service quality in the university hospitals had a good condition from the patients' view, but different quality scores amongst quality dimensions in any hospital conveys that management should put more attention on quality improvement programs in order to improve patients' satisfaction.