

PS1.260

The evaluation of patient complaints in hospitals of Turkey

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Background & Aim: Patient-oriented care in health services is the basis in today's world. Health institutions have to regard patients' experiences to meet their expectations and needs. Patient complaint administration is a strategic facility which transports patients' experiences, needs and expectations to the institution. In this study, patient complaint administration systems of public hospitals in Turkey are examined and it is aimed to reveal the distribution of existing complaints regarding characteristic properties, types of hospitals, regional development levels, population and numbers of doctors.

Materials & Methods: Data obtained from patient rights units of 131 hospitals, from the ministerial web site and 184 phone line belonging to the Communication Center of Ministry of Health were gathered in the Branch Office for Patient Complaints between years 2004-2014. A total of 139,866 complaints were considered. Data were analysed by SPSS 20.0 programme for Windows. One way variance analysis and Analysis of Covariance (ANCOVA) were used to explore changes in complaints due to regional development levels.

Results: of the complaints, 77.697 were made by men and 62.169 by women, The age group over 41 complained the most. 33.7% of the complainants were university graduates, 1.3% were illiterates. The highest occupation group of complainants was the unclassified "other" group, the second highest was civil servants group (19%). Polyclinic services (44.9%) followed by emergency and first aid services (16.1%) were mostly matter of complaint and the subjects were mainly "general disbenefit from services"(45.2%) followed by "lack of respect and comfort"(25.9%). Istanbul was the region with highest complaint rates and level of development was positively correlated with complaint numbers (<0,01).

Conclusion: The expectation for quality increases with the developing socioeconomic level and the positive criticism culture would positively affect the presentation of health services.