

Considering the Causes of Inefficiency of Supervision Programs of Ilam City Health Center

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Abstract: In the context of health services, the main philosophy of health cares is proper distribution of health resources. According to definition, this purpose is attainable when the necessary facilities have been provided to respond the most preliminary and necessary health needs of society in home and work place and access to them must be easy and sustainable. This research has performed with a cross-sectional method in Ilam city in order to improve the present facilities in parallel with development of health indices. Materials and methods: In this research, it was investigated 17 rural and urban health centers, 3 health bases and 29 health houses. Necessary data and Figures in various contexts have been collected through prepared and pre-planned questionnaire. In the next step, the ideas of both observer and observed group were described based on respective questions and variables. With regard to this fact that in this study the purpose was to answer various questions from the perspective of both mentioned groups, then a special statistical test has not been performed. Findings: The findings of this research show that 34/2% of observed subjects mentioned that the supervision programs are varied and interesting, 45/8% said they were repetitive. On the contrary 81/3% observers had the same idea. This investigation showed that 90/8% milieu forces (observed) and 62/5% observers were interested to their works. In this research 93/8 observers and 75/5% observed subjects have believed to effective role of education in improving health services. Results: Results obtained from this research showed that observed and observer groups were interested in their work and continued their activity seriously. The research results also showed that the main cause of the loss of health indices is (support) financial facilities and services which are not available to milieu and operational departments on time. As such in this research 77/5% observed subjects and 100% observed believed to this issue.

Key words: Efficiency, Supervision, Ilam.

INTRODUCTION

Today, health needs have obvious difference with 50 or 100 years ago, both for the poor and the wealth. Where the health system must play its role, has been extended by increasing knowledge of the effect of new issues of development on health, such as industrialization, traffic transportation and milieu damages.

In summary, health systems have not only the responsibility of improving people's health, but also protecting them against financial illness costs. There for the health systems have 3 basic aims.

- 1- Improving the health of their respective population.
- 2- Responding to people's expectation.
- 3- Financial protection a gains health costs (Pilehroodie., 1999)

In the context of health services, human force is not only most important, valuable and costly resource, but also the means to change the added value as services and finally optimal use of all of them. This saying is attainable only when the organizational personnel have a motivation to work and have been consent with them. (Pilehroodie, 2000) The main philosophy of resources. According to definition, this human and aim is achievable when the necessary fast health need of society and access to them have been easy and continual.

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(Pilehroodie, 2000) At present, it's necessary to do this investigation, but it's necessary to determine the issues and challenges, also the challenges of existing technology must be discussed about jobs to determine the causes of lack of success in giving to people and supervision works for service group have been analyzed easily and improved the quality of work and services.

Purpose:

In this research, it was investigated 17 rural and urban health centers, 3 health bases and 29 health houses. Necessary data and Figures in various contexts have been collected through prepared and pre-planned questionnaire. In the next step, the ideas of both observer and observed group were described based on respective questions and variables. With regard to this fact that in this study the purpose was to answer various questions from the perspective of both mentioned groups, then a special statistical test has not been performed.

Method:

This research has been performed in cross sectional method, necessary data and information in various fields collected through questionnaire including questions such as motivation interesting to work, persuasion and punishment, the combination of supervision group, the role of education, this questionnaire has been prepared previously. And in the final step, various questions have been introduced to describe the opinions of both observed group about the respective questions and variables. The method of collecting data investigation was as such after adjusting questionnaire; it was answered by referring to respected centers. If there was an ambiguity in relation to question, the essential explanations have been given to person by plan professional. With regard to this fact that we have decided to prepare a questionnaire including the opinions of observer and observed groups, hence all experts, who asked and studied believed that this questionnaire can achieve the mentioned aim exactly what the researcher has in mind about gathering the data.

In regard to scientific validity, as any specific physical device hasn't been used this study and the questionnaire completed by trained subjects, than the error is minimized in collecting and completing. After collecting questionnaire of both groups and data extraction based on variables constituting questionnaire components, for every one of respected groups, the absolute relative and cumulative frequency have been discussed. When it was necessary, average and mean indices have been derived and discussed. The software applied to describe this investigation was SPSS.

For every one of selected variables in questionnaire, the frequency table was formed and the main description has been made based on extracted answers, as in this study the purpose is answer to different questions. From the view of both observed and observed groups, then it was not performed a special statistical test. In this investigation, all personnel of rural and urban health centers have been regarded. Because there was no specific sampling method, and only the statistic method in special intervals has been used, all active subjects and all persons in supervision groups have been accepted as considered units. If a subject has been added as a newcomer whether in relation to service providers or forces constituting supervision group, he neglected.

Findings:

This investigation showed that 39/2% of supervision forces are and the remained are health personnel. The background average of them was 2/56+-2/2 years. 40 of them have less than 10 years and 60% more than 10 years background, where as 50% observer forces have less than 9 years and the remained have more than 9 years background. The range of background changes in observed group was 27+-4 years. The above investigation also showed that 9/2% of observed have elementary, 39/2% secondary, 10% graduate, 25/8% post diploma and others pre-secondary education. This research showed that 90/8 of milieu forces were interested to their work and have a motivation to their activity. In contrast 62/5% of observer subjects mentioned an interest and motivation to their works. 77/5% of milieu forces (observed) believed that the combination of observer group is suitable. In contrast, 62/5% observers have evaluated this combination suitable. This investigation showed that 34/2% observed subjects said the supervision programs are varied and interesting, 45/8% repetitive and 20 haven't any special idea.

As 81/3% observer subjects believed the supervision programs are and tiring 88/3% of milieu forces announced that feedbacks of supervision group relieve the deficiencies timely, were as 93/9% of them pronounced they are seeking to relieve the deficiencies which observed during supervision. The results of this research showed that 77/5% milieu personnel believe that service and financial facilities have not been prepared timely, were as 100% of observe believed this problem (Tables 1,2). 95% of the observed believed that services and financial facilities have apposite effect, where as 100 observers pointed to the above-mentioned

factor. 88/3% environmental forces believed the issue in order to improve health programs. As 68/7% of supervision subjects said the above-mentioned program is useful.

This research showed that 63/2% observed subjects believed that performance programs of observer group are susceptible to their practical ability and 82/4 of milieu forces said the educational classes are effective in the direction of their health deficiencies. 85 said they participated in these classes emotionally and interestingly. 72/5 was consent of the method of establishing these classes, whereas 93/8 of observer group professionals believed that the establishing educational classes have removed the deficiencies observed during supervision (Table 3). 84/7 observed subjects believe that the participation of the manager of health center or his assistants combined with supervision group has been effective to remove the health deficiencies as such 93/8 observes believe this problem .

Table 1: The frequency distribution of opinions of observed group in relation to financial facilities and services from health center in Ilam city

If financial facilities and services are provided timely from civic health center	frequency	Percentage
Yes	27	22/50
No	93	77/50
Total	120	100

Table 2: The frequency distribution of opinions of observer group to assign financial facilities and services from health center in Ilam city

If financial facilities and services are provided timely from civic health center	frequency	Percentage
Yes	0	0
No	16	100
Total	16	100

In table2, 100% observers said the financial facilities and services are not provided for civic health center on time

Table 3: The frequency distribution of opinions of observed group in relation to held educational classes by observer group to remove the health deficiencies in Ilam city

In your opinion to what extent educational classes held by observer group can relieve the health deficiencies	frequency	Percentage
Yes	100	83/4
No	20	16/6
total	120	100

Table3showed that 83/4 respondents mentioned that educational classes are efficient to relieve health deficiencies

Conclusion:

Programs on rural and urban health departments and health houses have been considered for both observed and observed groups. In order to achieve the comprehensive and applicable results related to causes of inefficiency of supervision program in considered society, questions have been prepared for both groups.

Therefore the above questions could attain the mentioned purpose. The results of this research showed that among observed group , 30% have elementary and per – secondary education , 3ud % secondary 25/8 post - diploma and 10% graduate degree. Also, this investigation have showed that the background mean for milieu forces was 2/56 + - 2/2 years, 50 % observer forces have less than, years background. in other words the combination of present forces is young and efficient and it’s possible to take step toward directing and planning to improve health indices. The results of this research also showed that supervision programs of Ilam city health center are interesting and in the view of majority of observed subject, reversely observers know this program as repetitive and maybe its cause is intensity of supervision programs for this group. It is repeated weekly. in other words, this program Is not susceptible to ability of observer force. Also, this investigation showed that 90/80 % of effective factors to improve health follow health programs. in this state the job satisfaction resulted to institutional commitment but job dissatisfaction resulted to reactions like, absence and with regard to performed studies, we couldn’t find the same research to discuss about compared with our results this research showed that in the view of 77/50 % observed and 100 % observers, financial facilities and services (support) are not exposed to them timely, as 95 % observed and 81/20 % observer subjects believed that the above item is efficient to improve health indices .In better words , this warning is for planner of health issues. If they are not attainable, problems will be burdened on health systems which are not controllable easily. Poor Seif writes the more your needs are not satisfied, the more the extent of problems and commitment sense will be reduced. There fore the serious damage enforced of activity output.

The more needs satisfied from material levels or the more needs be highly and improved, the the thought current will be more improved. (Ahmadvand, 2003). This investigation showed that 83/4% observed and 81/3 observing subjects believe that educational classes showed the role of education to solve problems in all levels.

Results obtained from this research showed that planning groups can prepare supervisory programs by correct programming and using the ideas and experiences of all professionals by conditions, as such program can improve the health indices and purposes.

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