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| ORIGINAL ARTICLE |

**Patient Satisfaction in Emergency Department after Health System Reform Plan Implementation in Iran; a Cross-sectional Study**

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| Abstract |  |
| **Introduction:** The main goal of health system reform plan, was to provide financial support for health costs of citizens, organize hospital services and improve their quality, and provide fair access to health care. Therefore, this study aimed to evaluate patients’ satisfaction in emergency department (ED) of Imam Hossein Hospital, Tehran, after health system reform plan implementation in Iran. **Methods:** The study was performed in Imam Hossein Hospital, affiliated with Shahid Beheshti University of Medical Sciences. Satisfaction of 2000 patients or their relatives was evaluated using a questionnaire designed based on topics announced by the Ministry of Health for evaluating patient satisfaction. **Results:** The highest rate of satisfaction from emergency services in the ED belonged to medical and ethical principles. Other studied topics were ranked in the following order: support during and after providing services, overall perception, products and services, and loyalty. In the treatment processes carried out in ED, services provided and preparations made for treatment can be evaluated from physical and emotional aspects, and the satisfaction in the physical aspect is significantly higher than the emotional aspect. Taking this into account can be of great help in improvement of the conditions. **Conclusion:** Overall, after the implementation of health system reform plan, patients have been less satisfied with emotional aspect of treatment, which could be due to lack of personnel, lack of proper training, ED overcrowding, and sometimes human errors or negligence of staff. Price indices and rapid reduction of pain were among the most important items that increased overall satisfaction. | |
| **Key words:** Emergency service, hospital; health care reform; patient satisfaction | |