



**International Journal of Biology, Pharmacy  
and Allied Sciences (IJBPAS)**

*'A Bridge Between Laboratory and Reader'*

[www.ijbpas.com](http://www.ijbpas.com)

---

---

**EVALUATING THE FACTORS AFFECTING THE EFFICIENCY OF HOSPITAL  
COMMITTEES IN ISFAHAN UNIVERSITY OF MEDICAL SCIENCES FROM THE  
PERSPECTIVE OF THE MAIN MEMBERS**

**SAYEDEH SANA HOSSEINY<sup>1</sup> AND SAEED KARIMY<sup>2\*</sup>**

<sup>1,2</sup>School of health management and information sciences, Isfahan University of Medical  
Sciences, Isfahan, Iran

**ABSTRACT**

Background: Since one of the main reasons for the organization meetings and committees in hospitals is solving problems based on the possibilities and potential in each organization, Thus appreciation of promotion of the factors affecting the effectiveness of committees and efforts to institutionalize could provide fertile meetings of these committees. In this research, the perspectives of main members who participated in hospital committees is evaluated about the effecting factors on committees function along with improving the hospital committees functions and also by the purpose of customer satisfaction.

Materials and Methods: In this descriptive survey a questionnaire developed by the researchers is used to collect data, based on existing standards and covering factors affecting the effectiveness of hospital committees in three aspects including: management, staff and official. Validity of questionnaire was examined by Nominal method and the content validity was performed using total component. The main members of ten Committee in three governments, private and charitable hospitals in Isfahan in 1392 form the research population. Sampling was targeted and in each of three hospitals 30 people were selected equally and in each hospital 50 questionnaires were completed by main Members of the Committee, in same hospital. And statistical analysis of X<sup>2</sup>, and Spearman correlation coefficients and post hoc test were evaluated.

Results: Among the three raised aspects in ten hospital committee, the highest average score from domain (150-30) from the perspective of the original members of the medical committee

was  $(32/11 \pm 93/124)$  and the lowest average on crisis and disaster Committee was  $(52/7 \pm 13/109)$ . Valuation of at the Medical Ethics Committee and the improving quality Committee had respectively the highest average of  $(75/4 \pm 80/43)$  and  $(65/6 \pm 47/43)$  and in personnel aspect related to medical committees was  $(52/5 \pm 47/47)$  and the Medical Ethics Committee was  $(32/4 \pm 13/45)$  and in the official aspect related to medical committee was  $(09/4 \pm 73/34)$  and the Medical Ethics Committee was  $(59/3 \pm 67/32)$ .

**Conclusion:** In ten under study committees in each of the three dimensions, the average scores obtained from 50% were higher than the defined range. And this issue indicated the importance of management, staff and personnel aspects as the factors affecting the efficiency of hospital committees. This issue of improving the quality is a update issues in hospitals and on the medication and treatment issue that has been constantly considered in the hospital by different groups. And almost is considered as the first priority in in Section of health care in hospitals, . On the other hand a result supports the importance of approvals of the Ethics Committee to implement it, in order to increase customer satisfaction and also makes the other committees to be more efficient.

**Keywords:** Efficiency, hospital committees, views

## **INTRODUCTION AND PURPOSE**

The human resources role is a critical, creative, constructive and dynamic role in the organization. Human resources have realized the organization by coordination and efforts in using the other components, the organization and in fact, the organization cannot be realized without human resource (1). In recent years human resources have been had a central place in the organization and today human resource is considered as the most strategic and organizational factor. This phenomenon can be considered as the most fundamental change in the attitude of

management in the last decade and is expected to be continued in the future (2).

Also, in spite of the success of small organizations with individual decisions of a manager, creating committees and work groups, or groups with respect to the development of organizations and increasing their complexity is inevitable. It is because committee have the access to the collection of information and analyzing them, and it is likely to find solutions to complex problems in organizations that success on this is impossible in other circumstances (3). One of the policies of the Ministry of Health and

Medical Education to provide qualitative and quantitative improvement of services in health centers is setting up medical committee that is formed for realizing the goals of the hospital and contribute the planning, organizing and coordinating activities and also providing the context for active participation of all personnel. In fact, the hospital committees are Consultative and decision-making help for Hospital president and CEO who are considered as a think tank for hospitals and hospitals and conduct the hospital activities in the guidance, planning, organizing and coordinating role (4).

Because, special problems are evaluated and analyzed in committees and because the staff participations in the committee's decisions will be accepted by the staff. In each of the organizational patterns which are selected in order to create division and separation of duties, usually formal groups or committees are formed in organization to realize the goals and creating the coordination. The benefits of a committee in the hospital include the increase in personal awareness and involvement in decision-making, easy and integrated communication with multiple units, creating development opportunities for staff at all levels and experience of obtaining the supervising skills and they can be used in other situations. Therefore, the best way to

maintain a positive performance of committees is to determine the composition and duties of members, the date and time of each committee at its frequency in a determined time (5).

The evaluation is necessarily done in group and it is based on rational, logic thinking and measureable health care data which is a complex process, and may include prevention, diagnosis and treatment efforts. These activities are provided in management structure and they are influenced by economic political and social limitations and due to the variety of different activities and interference of difference issues, it is hard to evaluate this complex, multi-dimensional set (6).

According to the hospital committee in the pursuit of improving the quality of services and evaluating regular and continuous activities of hospital which are done with the aim of strengthening the performance and solving existing problems, and also considering the fact that according to the Ministry of Health and Medical Education to establish an appropriate quality in providing the services, it is necessary to have hospital committees. Therefore this study has tried to gather the approach and attitude of the Members of the Committee in order to improve the performance of their work, And

also provide the opportunity to analyze the factors affecting the efficiency of meetings in order to improve the quality of services from the perspective of the members of the medical committee and also to improve patient satisfaction.

### **MATERIALS AND METHODS**

This research is a descriptive study which is conducted in the cross-sectional method. Members of the ten main committees in three selected government, private charitable hospitals in Isfahan form the study population. Sampling was conducted in a targeted method and 30 people were equally selected at all three hospitals. These hospitals are kind of public hospital and are different only in terms of governance and financing. So that the Noor Hospital, a public hospital, Asgari Hospital is a charity hospital and the Saadi hospital is a private hospital, and in order to avoid inequality in each of the hospitals, 50 questionnaires have been completed equally by the Members of the Committee in the same hospital. So, in order to study the effective factors on hospital committee performance, 150 questionnaires were completed based on each of the ten active committees in hospitals. According to study of 10 main committees in each hospital and completing 5 questionnaires for each committee, 15 questionnaires were actually

completed in three hospitals and the obtained data were analyzed by the SPSS software and the results were provided in the descriptive tables and the statistical diagrams. Also the relations between some demographic variables were evaluated by the obtained responses from the perspectives of people under study through the Statistical analysis X2, Spearman correlation coefficient and post hoc test.

Data collection tool for this study was a researcher made questionnaire that was based on existing standards and covering factors affecting the efficiency of the hospital committees in management, administrative and personnel aspects. And it included two sections: the first section includes 3 demographic questions about committees' members and second section includes 30 optional questions, which uses Likert scale (very high, high, medium, low, very low), to evaluate the main perspectives of the main members participating in the meetings of various committees for each of the hospitals and for each of the committees, The aimed Subscales in this study were set in form of main aspects of efficiency process of hospital committees. In the way that, the management aspect had 11 questions, the personnel aspect had 11 questions, and the official aspect had 8 questions. Questionnaire content validity

was confirmed by faculty members of the Management and Medical Information of Isfahan and its apparent validity has been confirmed by experts. Factors affecting the efficiency of hospital committees in three dimensions, management, the staff and official aspect were prioritized and analyzing at the ten committees of the main members.

## RESULTS

Valuation on management aspect by the Members participating in committee meetings was in the range (55- 11) in Medical Ethics Committee and Quality Improvement Committee which have respectively the highest average ( $75/4 \pm 80/43$ ) and ( $65/6 \pm 47 / 43$ ) and in disaster and crisis committee had the lowest average ( $09/3 \pm 39$ ) [Table 1].

From the perspective of Members participating in hospital committee meetings, the highest average in personnel aspect was at the range (11-55) which is respectively related to medication and treatment Committee ( $52/5 \pm 47/47$ ) and the Medical Ethics Committee ( $32/4 \pm 13/45$ ) and lowest average was about Environmental Health Committee ( $49/3 \pm 27/39$ ) [Table 2].

From the perspective of Members participating in hospital committee meetings, the highest average in personnel aspect was at the range (8-40) which is respectively related to medication and treatment Committee ( $34/73 \pm 4/09$ ) and the Medical Ethics Committee ( $59/3 \pm 67/32$ ) and lowest average was ( $30/20 \pm 5/10$ ) in Committee of Transfusion Medicine [Table 3].

Among the three introduced aspects in ten hospital Committee under the study, the highest mean and the Standard deviation was in the range (150-30) and from the perspective of members of the hospital committee who were related to medical Committee, the highest average was ( $32/11 \pm 93/124$ ) and the lowest was related to crisis and disaster Committee ( $52/7 \pm 13/109$ ). Also in each of the hospital committees, the most of the participants in committees meeting scored the point more than 100 for management, administrative and personnel aspects and in all committees the factors on the effectiveness of hospital committees were confirmed [Table 4].

Table 1: the obtained average from personnel perspective factors affecting the efficiency of hospital committees in management aspect for each of the committees

Sub scale	committees	Average	Standard deviation
management aspect	Medical Ethics	43/80	4/75
	Medication and treatment	42/73	5/50
	Mortality	42/80	5/40
	Improving the quality	43/47	6/65
	Transfusion Medicine	40/60	3/86
	Medical documents	41/40	6/24
	Infection control	40/93	4/20
	Environmental Health	41	3/50
	Crises and disasters	39	3/09
	Deciding the patient	39/27	3/24
	total	41/50	4/91

Table 2: Average score from the perspective of personnel about the factors affecting the efficiency of the hospital committees for each of the committees under the study in Staff aspect

Sub scale	committees	Average	Standard deviation
Staff aspect	Medical Ethics	45/13	4/32
	Medication and treatment	47/47	5/52
	Mortality	41/80	3/70
	Improving the quality	44/07	5/77
	Transfusion Medicine	40/33	5/93
	Medical documents	41/27	5/13
	Infection control	41/40	4/22
	Environmental Health	39/27	3/49
	Crises and disasters	39/80	5/63
	Deciding the patient	39/93	4/77
	total	42/05	5/40

Table 3: Average score obtained from personnel perspective on the factors affecting the efficiency of the administrative aspect of the hospital committees for each of the committees under the study

Sub scale	committees	Average	Standard deviation
administrative aspect	Medical Ethics	32/67	3/59
	Medication and treatment	34/73	4/09
	Mortality	32/60	4/83
	Improving the quality	32/27	5/27
	Transfusion Medicine	30/20	5/10
	Medical documents	30/93	5/23
	Infection control	32	3/74
	Environmental Health	31/80	5/15
	Crises and disasters	30/33	4/49
	Deciding the patient	31/07	4/33
	total	31/86	4/66

Table 4: Average score obtained from personnel perspective on the factors affecting the efficiency hospital committees for each of the committees under the study

Sub scale	committees	Average	Standard deviation
The total of management, administrative and personnel aspects	Medical Ethics	121/60	9/49
	Medication and treatment	124/93	11/32
	Mortality	117/20	8/31
	Improving the quality	119/80	14/32
	Transfusion Medicine	111/13	11/72
	Medical documents	113/60	11/58
	Infection control	114/33	6/07
	Environmental Health	112/06	8/39
	Crises and disasters	109/13	7/52
	Deciding the patient	110/26	6/71
	total	115/40	10/80

## CONCLUSION

The hospital committees are formed in order to realize the hospital purposes and contribute to planning, organizing and coordinating all hospital activities and create the context for active participate of all personnel and they are considered as a complementary element for hospital management and these committees are considered as the main part of planning and guiding the set and they are the clear example of participating management in decision making for solving the problems and improving the qualitative and quantitative services to people (5).

In this paper also, the optimize use of time and energy from authorities and members who participated in committees were considered in order to hold and track the meetings and improve the quality of predicable services to customers with the aim to obtain the customer satisfaction. And this issue was emphasized in a study that examines the effect on patient satisfaction with in hospital and the atmosphere participation which is based on the value and practical assumption and the experimental evidence and results and in this context some abilities and scattered knowledge is introduced in a active and integrated unit (7). Also, these purposes were emphasized in

research with the aim to evaluate the structure and the performance of hospital committees and regular and effective hospital committees and providing the customer satisfaction (8).

Also in research in this regard, it was emphasized that the committee will be successful when there is cooperation between the different groups and management in hospital and the critics are being accepted (9). And also in this research the hospital committees meeting performance were evaluated in order to assess the present situation.

150 questionnaires were completed by the main members who participated in meetings in Saadi, NouransAsgarie Hospital and Most staff have a bachelor's degree in education (61%), more than 15 years of work experience (79%) and male (67 %). About 80% of questionnaires were completed by personnel with Bachelor or Master's Degrees who were the hospital committee's members and it can indicate the high validity of the research due to the expert personnels' "knowledge". And about 80% of questionnaires were completed by personnel with more than15 years' experience and it can indicate the high validity of results due to the participants' "skill". In studied committees in all three aspects the average

score was 50% higher than the defined range and this issue indicates the importance of management, administrative and personnel aspects as the factors affecting the efficiency of hospital committees. Medical Ethics Committee was in the first place among other committees in the management aspect and in administrative and personnel it is in the second place from the perspective of members of hospital committees and it has also the highest score. These results indicate the effect of the management aspect on Medical Ethics Committee efficiency which shows the importance of the support from managers and authorities from the decisions of the Ethics Committee in order to improve the customer satisfaction.

And also the improving quality committee is in the second place only in management aspect and since the quality improvement is an update issue which is emphasized in hospital, it is important in three hospitals under the study.

Medication and treatment committee is also in the first place in terms of personnel and administrative aspect among the other committees. Medication and treatment has been constantly considered by the members of different groups in hospital and it is rather considered as a priority in treatment section. And the appropriate performance in

personnel and administrative area can be effective in realizing the hospital purposes and therefore, the main members of the Medication and treatment committee in Saadi, Nourans Asgarie Hospitals have emphasized on personnel and administrative aspect as the factors affecting the effectiveness of this committee comparing the other committees and it has also the highest valuation.

And also in different aspects as the subscales in the effective factors affecting the efficiency of hospital committees from the perspective of members of the hospital committees between the studied committees indicated that there is a significant difference personnel aspect and the other aspects. In the way that, among the committees in personnel subscale there is only a significant difference between crisis and disaster, Environmental Health and Medication and treatment committees, and there is no other significant difference between other committees in this subscale. Also, in terms of valuation of all three aspects as a subscale, there was only a significant difference between crisis and disaster and Medication and treatment committees and these results are emphasized as the factors affecting the hospital performance in all committees especially in Medication and treatment committee.

**REFERENCES**

- [1] Amini, Sayed Kazem. Understanding the overall concepts of organization. Governmental Administration Training Center Press, 1369, p. 6 5.
- [2] Mirsepassi, Nasser. Human resource management and labor relations (Strategic vision). Mir Press, seventeenth edition, 1377, pp. 402-126.
- [3] Nejad Parizi Mehdi, Gohar Sasan Pervez. Organization and management theory till practice. Iran Banking Institution Press of Central Bank of the Islamic Republic of Iran, Third Edition, Spring 1375, pages 243 and 240.
- [4] Moghaddasi Alireza tools for participatory management 1387
- [5] Instructions on how to choose and to encourage committees (participatory management system) via the reforming the committees of the hospital and the establishment of the Board of Directors, 1387.
- [6] Sedghiani, Abraham. "Evaluation of health care and hospital standards" Moeen Press, Tehran, 1376. Page 15.
- [7] Fazli, Venus. To determine the effect of hospital committees on patient satisfaction in teaching hospitals of the University of the Hamedan Medical Sciences. Proceedings of the the third congress of management students across the country.
- [8] Roozbehani, Fatemeh. The formation peocess and operation of hospital Committees in teaching hospitals of Kashan Medical Sciences. Quarterly Journal of Kermanshah University of Medical Sciences.
- [9] Al Balushi·Mohammed Q, Daniel J. West, Jr. a model for hospital reforms in committee. structure & process improvement in oman. Journal of Health Sciences Management and Public Health.