

EFFECT OF TRANSACTIONAL ANALYSIS EDUCATION TO NURSES ON PATIENTS' SATISFACTION

F. Sheikhmoonesi, M. Zarghami, A. Tirgari, A. Khalilian

Psychiatry and Behavioral Sciences Research Center, Mazandaran University of Medical Sciences, Sari, Iran

Introduction: Patient satisfaction is an important indicator of quality of care and health facilities. It is a predictor of patient willingness to follow treatment regimen.

Objectives: Patient perception of nurse caring has been associated with positive patient outcomes, better postoperative functional status and less symptom distress

Aims: To determine efficacy of transactional analysis training on inpatient's satisfaction of nurses.

Methods: This study was performed as a double blind, experimental design with participants assigned to either an intervention or a control group. The participants were the nurses who worked in the morning shift of a general hospital in Iran. The intervention group received a brief training of transactional analysis by psychiatrist. Self-administered Satisfaction Questionnaire was used for assessing Patients' satisfaction one week and one month and three months after training. Chi squares and t-test were used for Data analysis.

Results: The study was conducted on 25 nurses in two groups of intervention and controls. twenty nurses (91.7%) were female and two nurses (8.3%) were male. Range of work experience was from 3 years to 20 years. There was a significant difference between patients' satisfaction with intervention and control groups one week after TA education ($P < 0.05$).

Conclusions: Application of the education intervention program provided a desirable effect by improving inpatients' satisfaction.