



# Patient-Centered Care and Related Factors in Al-Zahra Hospital Isfahan 2024

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## ABSTRACT

**Introduction:** Patient-centeredness refers to an approach in healthcare that prioritizes the individual patient's needs, preferences, and values. It involves actively involving patients in their care, considering their unique circumstances, and respecting their autonomy and choices. Patient-centered care emphasizes communication, empathy, shared decision-making, and collaboration between healthcare providers and patients to ensure that care is tailored to patients' individual needs and preferences. The present study aimed to determine the patient-centeredness in Al-Zahra Hospital in Isfahan and its related facilities.

**Methods and Materials:** This cross-sectional study was conducted on patients (n = 180) hospitalized in Al-Zahra Hospital in 2024. After obtaining the necessary permits, the research team members appeared in the hospital's inpatient and emergency departments for data collection. The sampling method was convenience sampling. After explaining the objectives, the patients who wanted to participate in the study were entered. The study tool had two dimensions: demographic information and the Persian version of the Stewart standard patient-centered questionnaire, which has previously been validated. The data were analyzed descriptively (central and distribution statistics) and analytically (independent t-test, ANOVA, chi-square) using STATA V 17.

**Results:** The average age of participants was  $50 \pm 17$  years. Also, 52% of subjects were male, and the rest were female. Additionally, 62% and 16% were married and single, respectively, and the rest were divorced or widowed. Moreover, 58% had a diploma or less education, while others had an academic education. The income of 86% of the participants was less than 10 million Tomans per month, and most were admitted to orthopedic, emergency, and surgical wards. The average patient-centered score was  $61 \pm 20\%$ . There was a significant association of patient-centered care with gender, marital status, education, income, and inpatient ward ( $p < 0.05$ ). However, the relationship between patient-centered care and age was insignificant.

**Conclusion and Discussion:** Our findings highlight the importance of patient-centered care and its varying significance across different demographic groups. As the data and previous research suggest, patient-centered care is important for female, well-educated, and healthier patients. The gender differences in the assessment of care are known as a significant subject. The present study emphasizes healthcare providers' vital role in addressing patient groups' specific needs when delivering care, ultimately improving the quality of patient-centered care in hospitals.

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