

//  
//

( )

...

\*

---

VSSS 32(9)

±

VSSS32

---

.()

.()

% ) ( )  
( ) ( )  
( )  
( )

( )

(Validity)

( reliability)

( )

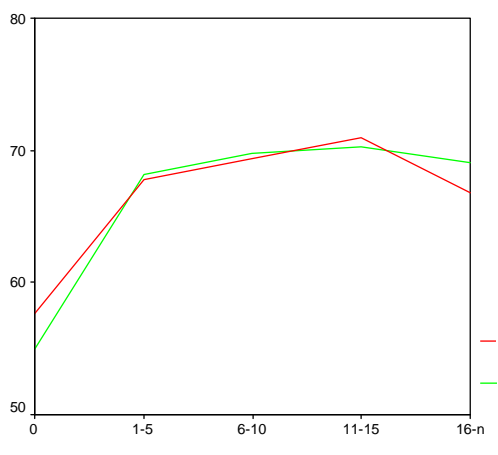
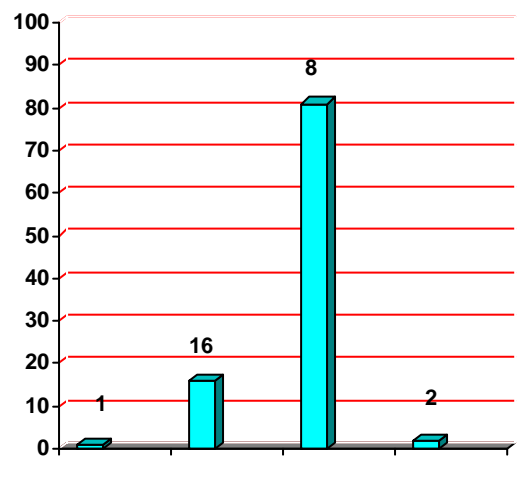
( )  
( ) ( )  
( ) ( ) ( )  
( )  
( )  
(cross sectional)

/

±

/

% (CI: Confidence Interval)  
( / / )



( )  
( )

...

---

...

---

:

---

Crow

( )

Japipaul

( )

( )

---

( )

( )

Kousmanen

( )

( )

( )

Annemieke

## **REFERENCES**

---

1. Guadagnino C. Role of patient satisfaction. *Physician's News Didest* 2003;1-11.
2. Kane RL, Maciejewski M, Finch M. The relationship of patient satisfaction with care and clinical outcomes. *Med Care* 1997; 35: 714-30.
3. Bahrampour A, Zolala F. Patient satisfaction and related factors in Kerman hospitals. *East Mediterr Health J* 2005; 11: 905-12.
4. Ford RC, Bach SA, Fottler MD. Methods of measuring patient satisfaction in health care organizations. *Health Care Manage Rev* 1997; 22: 74-89.
5. Perrin JM, Kuhlthau K, Walker DK, Stein RE, Newacheck PW, Gortmaker SL. Monitoring health care for children with chronic conditions in a managed care environment. *Matern Child Health J* 1997; 1: 15-23.
6. Demir C, Celik Y. Determination of patient satisfaction in a military teaching hospital. *J Healthc Qual* 2002; 2: 30-4.
7. Annemieke PB, Andrew GHT. Predicting and comparing patient satisfaction in four different model of health care across a nation. *Soc Sci Med* 2006; 63: 1671-83.
8. Ayatollahi SMT. Patient satisfaction from their consultant physicians in Shiraz. *Journal of Kerman University of Medical Sciences* 1999; 3:149-56.
9. Ruggeri M, Dall Aglona R. The development and use of Verona expectations for care scale (VECS) and the Verona service satisfaction scale (VSSS) for measuring expectation with community based psychiatric services in patient. *Relative and professionals psychological medicine* 1993; 23:511-23.
10. Kuosmanen L , Hatonen H , Jyrkinen AR , Katajisto J , Valimaki M. Patient satisfaction with psychiatric inpatient care . *J Adv Nurs* 2006;6: 655-63.

- 
11. Crow R, Gage H, Hampson S, Hart J, Kimber A, Storey L, and et al. The measurement of satisfaction with health care: Implication for practice from a systematic review of the literature. *Health Technol Assess* 2002; 32:1-244.
  12. Kelstrup A, Lund K, Laritsen B, Bech P. Satisfaction with care reported by psychiatric inpatients. Relationship to diagnosis and medical treatment. *Acta Psychiatr Scand* 1993; 87:374-379.
  13. Svensson B, Hansson L. Patient satisfaction with inpatient psychiatric care. *Acta Psychiatr Scand* 1994; 90: 379-84.
  14. Leavy G, King M, Cole E, Hoar A, Johnson-Sabine E. First –onset psychotic illness: patient’s and relative’s satisfaction with services. *Br J Psychiatry* 1997; 170:53-7.
  15. Japipaul CK, Rosenthal GE. Are older patient more satisfied with hospital care than younger patient. *J Gen Intern Med* 2003; 1: 23-30.