

107 REVIEW OF THE QUALITY HOSPITALS WEBSITES IN KHORASAN RAZAVI PROVINCE

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Background and aims: The aim of the present study is to present a clear vision of the quality status of Khorasan Razavi hospitals websites in four dimensions of content, performance, management and usage of the website.

Methods: This is a survey study. The sample consisted of 49 hospital websites of Khorasan Razavi province. The instrument was used check list including 21 components and four criteria (content, performance, management and how to use the website). Its validity and reliability have proved through previous studies. Also, the data were analyzed using descriptive statistics.

Results: The findings showed that only %59 of hospitals in Khorasan Razavi, has been active website. The overall Status of website showed that the most popular websites of the situation, too weak (%51), moderate (%26.5) and weak (%16.3), respectively. In relation to criteria content, study, management and how to usage of the website and design, the findings showed

that 40.8% of websites had an unfavorable condition. Of the 16 high quality website selected, only three websites Sina Hospital in Mashhad, Javdoll-Aemeh in Mashhad and Razavi were in good condition and the other of the websites had weak condition.

Conclusion: The results of this study indicate that, yet most websites do not regard minimal medical standards and also, they could not establish good relationships with their audiences. In fact, in Iran, still regard to the quality and performance of websites has not been one of the priorities for improving service quality in hospitals. The findings of this study can be effective in the identification and development of hospital websites quality criteria in terms of design, content, performance and management and how to use.