

# Analysis of factors affecting the health care informal payments in public and educational hospitals affiliated Iran University Sciences 2015

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## ABSTRACT

**Background:** Informal payments are a form of systemic fraud and have adverse effects on the performance of the health system. In this study, the frequency and extent of informal payments as well as the determinants of these payments were investigated in public hospitals of Iran University of Medical Sciences.

increasing income levels of employees and changing the entrenched beliefs are good strategies.

**Materials and Methods:** This research is descriptive analysis cross-sectional study. 434 discharged patients were selected using 2-step multi-stage random sampling method. Data were collected through interviews as well as a questionnaire and the data were analyzed using descriptive statistics (frequency, percentage, mean and standard deviation), Kruskal-Wallis, Anova, T-tests, Chi-Square and Mann-Whitney Tests by SPSS 18.

**Results:** 160 patients (37%), 218 times made informal payments totally. 37 patients (8.5%) made informal payments to physicians (mean amount: 3,153,846 (Tomans), 22 patients (5.1%) to nurses (mean amount: 79,000 Tomans and 159 patients (36.7%) to other hospital staffs (mean amount 113,000 Tomans). and 159 patients (36.7%) to other hospital staffs (mean amount 113,000 Tomans). The purpose of payment for physicians was accepted the demand of physicians, for nurses was for better quality of services and for other hospital staff to access better quality of services. There was significant relationship between informal patient's payment with Physician specialty, hospital ward, education and Comments about informal payments (agree or against).

**Conclusion:** It seems that improving the quality and quantity of health services is the most important step in controlling informal payments, because the motivation of most of these payments is the patient's concern and dissatisfaction with the quality of services.

And in the next step training patients and hospitals' staff,