



Modeling Patient Satisfaction in Hospital Design Using Evidence-Based Design (Case Study: Kasra Hospital)

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ABSTRACT

Patient satisfaction is a key indicator in evaluating the quality of healthcare services and plays a crucial role in the healing process and patients' perception of the healthcare system. Evidence-Based Design (EBD) is a scientific approach that uses empirical data to optimize healthcare environments. The goals of this research are to promote the principles of designing healthcare centers using an evidence-based approach, thereby improving the quality of space, enhancing patient satisfaction, and accelerating the recovery process. The research method is based on patient-centered principles, aligning with analytical-descriptive research that incorporates field observations, library studies, and data collection through questionnaires from 65 patients hospitalized at Kasra Hospital. These data are analyzed to provide a suitable solution for the design. Data analysis is conducted using the regression and correlation methods. The software used is ASPECT and SPSS 26.

According to the obtained results, threshold rate of 6, the average factors of views (3.646), nature and outdoors (3.472), comfort and control (3.913), Legibility of place (3.900), facilities (3.079) and staff (3.594) means that the patients in the hospital are relatively satisfied with the aforementioned factors and the average of privacy and participation (2.769) and interior design (2.896) indicating low satisfaction with the mentioned factors.

This study confirms that implementing evidence-based design principles in hospital environments significantly enhances the patient experience, increases satisfaction, and accelerates the healing process.

KEYWORDS: Healing Environment, ASPECT Tool, Patient-Centered Design, EBD, Hospital Architecture, User Experience

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