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EFFECT OF TRANSACTIONAL ANALYSIS EDUCATION TO NURSES ON PATIENTS` SATISFACTION

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Introduction: Patient satisfaction is an important indicator of quality of care and health facilities. It is a predictor of patient willingness to follow treatment regimen.

Objectives: Patient perception of nurse caring has been associated with positive patient outcomes, better postoperative functional status and less symptom distress

Aims: To determine efficacy of transactional analysis training on inpatient`s satisfaction of nurses.

Methods: This study was performed as a double blind, experimental design with participants assigned to either an intervention or a control group. The participants were the nurses who worked in the morning shift of a general hospital in Iran.
The intervention group received a brief training of transactional analysis by psychiatrist. Self-administered Satisfaction Questionnaire was used for assessing Patients` satisfaction one week and one month and three months after training.
Chi squares and t-test were used for Data analysis.

Results: The study was conducted on 25 nurses in two groups of intervention and controls. twenty nurses (91.7%) were female and two nurses (8.3%) were male. Range of work experience was from 3 years to 20 years. There was a significant difference between patients` satisfaction with intervention and control groups one week after TA education ($P < 0.05$).

Conclusions: Application of the education intervention program provided a desirable effect by improving inpatients` satisfaction.