

Infrastructure of health tourism admission at health centers in Kermanshah educational hospitals

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Abstract: Background: Since the 1990s, several factors caused to development of health tourism in Asian countries. Asian financial crisis, favorable changes in foreign exchange rates, global economy, rapidly improving medical equipment, advanced technology, high quality and inexpensive medical services and many other factors caused to introduce some Asian countries as the world tourism destinations. As regards, Kermanshah province has many scenic and historic sites and is one of the seven poles of diagnostic and treatment services in Iran, in this study the infrastructure of health tourism admission were investigated in Kermanshah educational hospitals. **Methods:** this study was cross-sectional (descriptive-analytic). Health centers in Kermanshah (7 sites) were Study population in this research. Sampling was done by census method. The data collection tools included 4 standard tables for comparing the health centers in the four domains of physical characteristics - location profile - the profile of facilities and human resources with the standards of the World Health Organization. T-test was used for compare of variables by SPSS software (version 18). **Results:** This study showed that the score of hospital location in three centers (Imam Reza, Mohammad Kermanshahi and Farabi) were more than 50 percent and the other centers were about 50%. **Conclusion:** It can be said, these three centers over the initial capacity for the reception of health tourism and to achieve the required conditions need to any changes.

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1. Introduction

Since the 1990s, several factors caused to development of health tourism in Asian countries. Asian financial crisis, favorable changes in foreign exchange rates, global economy, rapidly improving medical equipment, advanced technology, high quality and inexpensive medical services and many other factors caused to introduce some Asian countries as the world tourism destinations. Asia is the most popular destination for health tourism in world that presents favorable services accordance with international standards only 20 percent of the countries cost such as Britain and America.

Tourism refers to a person who is traveling and stays in outside of home living for less than one year for leisure, business and other purposes. According to the World Tourism Organization, travel to health is

one of the goals that can rouse people to travel. Health tourism is a form of tourism in order to maintain, improve and attainment of the person's physical and mental health for more than 24 hours and less than 1 year.

Health care services that are offered to tourists include:

A) **Outpatient:** services will be provided for the check up, diagnosis, Para clinical and treatment of patients in less than 24 hours.

B) **Hospitalization:** All services that are offered after admission of patient longer than 24 hours.

Health tourism in our country can be a special place. As with equipped hospital, physician and specialist nurses can help to improve it. Admittedly, sincere cooperation between cultural heritage, handicrafts and tourism with other relevant agencies

will accelerate the process. Move in two directions of foreign patients attract with extensive advertising and investing in various sectors of education and research, creation of health centers and clinics for check up and equipped modern or traditional center around the mineral springs and also appropriate information are the ways of reduce travel to other countries for treatment, and prevents the exchange exit. Studies show that approximately one billion dollars per year is out of the country by people. Activity in these areas is needed facilities; that if it provides by authorities can be very bright future and achievable vision in the field of tourism. Thus, Iran will be one of the main poles for health tourism in the region. And thereby not only reducing the outflow of foreign exchange but also the foreign exchange will be earning.

conditions of medical centers that provide health tourism, include: 1 - General Requirements, 2- human resources, 3- Medical Devices, 4 - geographical conditions, 5- adverse conditions 6 - website terms of health tourism admission.

Country Achieving to desirable position in the field of international health tourism has been stressed based on 20-Year Perspective and law and the social, economical and political state of Iran. The adjacent provinces of Kermanshah are Hamedan, Kurdistan, Lorestan, Ilam and also country of Iraq. Kermanshah is one of the seven poles of diagnostic and therapeutic services in Iran. This province has many scenic and historic sites including numerous historic and natural attractions. And it has 23 hospitals. The study was designed to investigation of infrastructure of health tourism admission at health centers in Kermanshah educational hospital.

Methods: this study was cross-sectional (descriptive-analytic). Health centers in Kermanshah (7 sites) were Study population in this research. Due to the size of the community, and to obtain more accurate data, sample is equal to the population (all health centers in Kermanshah province which is 7). Sampling was done by census method. The data collection tools was included 4 standard tables for comparing the health centers in the four domains of physical characteristics - location profile - the profile of facilities and human resources with the standards of the World Health Organization. Theoretical research has been completed by using the Internet and library resources. For Infrastructure of health tourism admission used standard tables. The reliability and validity of these questionnaires has been confirmed by the World Health Organization, and also has been used in similar research in Iran. Frequency, relative frequency, statistical tables and graphs was used to provide descriptive statistics. T-test was used for compare of variables by SPSS software (version 18).

Results: This study showed that the score of hospital location in three centers (Imam Reza, Mohammad Kermanshahi and Farabi) were more than 50 percent and the others were about 50%. Tables provided by the World Health Organization to verify compliance and health tourism infrastructure in general hospitals, four types of features are as follows:

- 1- physical characteristics
- 2- location profile
- 3- the profile of facilities
- 4- Human resources(Table1-2-3-4)

Conclusion: It can be said, these three centers over the initial capacity for the reception of health tourism and to achieve the required conditions need to any changes. Imam Reza center has obtained all four points of acceptable. It can provide services to tourists in order to achieve maximum health, but in this context need to strengthen human resources (quantity and quality). Mohammad Kermanshahi educational hospital requires changes in equipment and human resources. Due to difference between the center points with maximum approved rates, facilities amplification is a priority.

The results of this study showed that the necessary actions to development of health tourism infrastructure in the each health centers are following items:

A - Imam Reza center: 1 - enhanced hospitals green spaces, 2- create a buffet in each section (especially parts of intended to accept health tourists), 3 - install double glazed windows to reduce the noise, 4 - supplies air emergency facilities, 5 – Some nurses become familiar with English and Arabic, 6 – provide secretariat for foreign patients and make online forms, 7 – reinforcement of hospital staff.

B - Mohammad Kermanshahi: 1- enhanced hospitals green spaces, 2- create a buffet in each section (especially parts of intended to accept health tourists), 3- supplies air emergency facilities, 4- International communication for foreign patients and their relatives, 5- install double glazed windows to reduce the noise, 6- Install a ventilation system to reduce of air pollution, 7- supplies a physiotherapy unit at the hospital, 8- Equipped hospital to MRI and Doppler ultrasound, 9- Some nurses become familiar with English and Arabic, 10- provide secretariat for foreign patients and make online forms.

C- Farabi center: 1- repair and proper of hospital appearance and lighting, 2- enhanced hospitals green spaces, 3- create a buffet in each section, 4- International communication for foreign patients and their relatives, 5- install double glazed windows to reduce the noise, 6- Install a ventilation system to reduce of air pollution, 7- Coordination with municipalities to create affordable hotels and resorts

in the area (according to availability of space), 8- specialist enhancement, such as doctors and nurses, 9- Strengthening of laboratory facilities, 10- supplies a physiotherapy unit at the hospital, 11- Equipped hospital to MRI and Doppler ultrasound, 12- Some nurses become familiar with English and Arabic, 13- provide secretariat for foreign patients and make online forms, 14- Providing necessary facilities to patients transfer.

It should be noted that changes in each center underlie for accepting health tourism in centers and its

benefits, especially revenue of hospital will be increased.

Suggest for following research:

1- Comparison of health tourism infrastructure in Iran and leading countries in this field.

2- Comparison of health tourism infrastructure in Kermanshah province and other provinces.

3- Develop a comprehensive model for the health tourism admission in Kermanshah Province.

4- Effect of health tourism admission on revenue of recipient hospitals in the country.

Table 1: Physical characteristics hospitals

Row	Situation	Score	priority	Imam Ali	Farabi	Motazedi	Kermanshahi	Imam khomeini	Taleghani	Imamreza
1	Suitable appearance	1	*	0.5	0.5	0.5	1	0.5	0.5	1
2	Suitable green spaces	1	*	0.5	0.5	0	0.5	0.5	0.5	0.5
3	Parking	1	*	0.5	1	0.5	1	0.5	0.5	1
4	electric bed for patient	1	**	1	1	1	1	1	1	1
5	Suitable bed for patients	1	**	1	1	1	1	1	1	1
6	ID Card	1	**	1	1	1	1	1	1	1
7	Suites or private rooms for patients	1	*	1	0	1	1	0	0	1
8	Suitable toilet and bathing	1	**	1	0.5	1	1	1	1	1
9	Heating and cooling services	1	*	1	1	1	1	1	1	1
10	Audiovisual system	1	**	0.5	0.5	1	1	0.5	0.5	1
11	internet Access	1	**	1	1	1	1	1	1	1
12	Hospital ventilation systems	1	**	1	1	1	1	1	1	1
13	Buffet in section	1	**	0	0	0	0	0	0	0
14	Suitable kitchen services	1	**	1	1	1	1	1	1	1
15	Hospital health area	1	**	1	1	1	1	1	1	1
16	Suitable lighting	1	**	0.5	0.5	0.5	1	0.5	0.5	1
17	Hospital environment health	2	*	1	1	1	2	1	1	2
18	Prayer room	1	*	1	1	1	1	1	1	1
19	Possibility of international connection	1	**	0.5	0.5	0.5	0.5	0.5	0.5	1
	total	20		15	14	15	18	14	14	19

Table 2: Hospital location

Row	Situation	Score	priority	Imam Ali	Farabi	Motazedi	Kermanshahi	Imam khomeini	Taleghani	Imamreza
1	The suitability of the region	*	1	1	1	1	1	1	1	1
2	Traffic was not around the hospital	**	2	0	1	0	1	0	0	2
3	There is a hotel or accommodation for relatives around the hospital	*	1	1	0	1	1	1	1	1
4	Easy access to vehicles	*	1	1	1	1	1	1	1	1
5	Low noise pollution around the hospital	**	2	1	2	1	1	1	1	1
6	Having double glazing windows	**	1	0	0	0	0.5	0	0	0.5
7	Low levels of air pollution around the hospital	**	2	1	1	1	1	1	1	2
	total		10	5	6	5	6.5	5	5	8.5

Table 3: Hospital facilities

Row	Situation	Score	priority	Imam Ali	Farabi	Motazedi	Kermanshahi	Imam khomeini	Taleghani	Imamreza
1	specialized Related facilities	**	2	2	1	1	2	1	1	2
2	I.C.U	**	2	2	2	0	2	2	2	2
3	C.C.U	**	2	2	0	0	0	0	0	2
4	C.P.R	**	2	2	2	2	2	2	2	2
5	equipped laboratory	**	2	2	1	1	2	2	2	2
6	CT Scan& MRI	**	2	0	1	0	0	0	1	2
7	Radiology	*	2	2	2	2	2	2	2	2
8	The dialysis section	*	2	0	0	0	2	2	2	2
9	Doppler ultrasound	*	2	0	0	2	0	2	0	2
10	Physiotherapy	*	2	2	0	0	1	1	1	2
11	Equipped operating room	**	2	2	0	2	2	2	2	2
12	Equipped ambulance	**	2	2	1	2	2	2	2	2
13	pharmacy	*	2	2	2	2	2	2	2	2
14	echocardiography	**	2	2	0	0	2	0	0	2
15	Emergency air	**	2	0	0	0	0	0	0	0
16	total		30	22	12	14	21	20	19	28

Table 4: Human resources

Row	Situation	Score	priority	Imam Ali	Farabi	Motazedi	Kermanshahi	Imam khomeini	Taleghani	Imamreza
1	Related specialize	**	3	3	3	3	3	2	2	3
2	Resident surgeon	**	2	2	0	2	2	2	2	2
3	anesthesiologist	**	2	2	2	2	2	2	2	2
4	Nurses familiar to Arabic language	*	2	0	0	0	0	0	0	0
5	Nurses familiar to English language	*	3	2	2	2	2	2	2	2
6	Having a nurse or doctor with working experience in abroad	*	2	1	1	1	1	1	1	1
7	Having a nurse or doctor with education experience in abroad	*	2	1	1	1	1	1	1	1
8	Having additional training and work related	*	2	2	1	1	2	1	1	2
9	Equipped nurses	**	2	2	1	1	2	1	1	2
10	Nursing management in U.M.N	**	2	2	2	2	2	2	2	2
11	Specialist nurse	*	2	2	2	2	2	2	2	2
12	secretariat for foreign patients	**	3	1	0	0	0	0	0	1
13	Appropriate box service	*	2	1	1	1	1	1	1	1
14	secretariat for foreign patients and make online forms	**	2	1	0	0	0	0	0	1
15	Access to translator	*	2	2	1	2	2	2	2	2
16	Ability to provide private nurse	*	2	2	1	1	1	1	1	1
17	Facilities for the transmission of patient	*	2	2	1	2	2	2	2	2
18	registration form in accordance with international principles	**	3	2	0	0	1	0	0	2
	total		40	30	19	23	26	22	22	29

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