



شبكة المعلومات الجامعية

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ





شبكة المعلومات الجامعية



شبكة المعلومات الجامعية

التوثيق الالكتروني والميكرو فيلم

جامعة عين شمس

التوثيق الالكتروني والميكرو فيلم

قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها
علي هذه الأفلام قد اعدت دون أية تغيرات



يجب أن

تحفظ هذه الأفلام بعيداً عن الغبار

في درجة حرارة من 15 – 20 مئوية ورطوبة نسبية من 20-40 %

To be kept away from dust in dry cool place of
15 – 25c and relative humidity 20-40 %



شبكة المعلومات الجامعية



بعض الوثائق الأصلية تالفة



شبكة المعلومات الجامعية



بالرسالة صفحات
لم ترد بالأصل

**QUALITY OF NURSING CARE PROVIDED TO
ELDERLY PATIENTS AT TWO HOSPITALS
IN ALEXANDRIA**

Thesis

Submitted To The High Institute of Public Health
In Partial Fulfillment of the Requirement for the
Degree of Doctor of Public Health Sciences
(Hospital Administration)

By

Nahed Mohamed Saied Othman Ayoub

BSc.N., Faculty of Nursing, Alex. University 1978

Master of Public Health Sciences (Hospital Administration)

HIPH, ALEX. UNIV. 1986

**High Institute of Public Health
Alexandria University
2001**

Back

SUPERVISORS

Prof. Dr. Wafaa Waheeb Guirguis

waf

Professor of Hospital Administration
Health Administration and Behavioral Sciences Department
High Institute of Public Health
Alexandria University

Prof. Dr. Abla Ibrahim Ayoub

Professor of Geriatric Health
Family Health Department
High Institute of Public Health
Alexandria University

Abla Ibrahim Ayoub

Dr. Hoda Zaki Abdel Kader

Hoda Zaki

Assistant Professor of Hospital Administration
Health Administration and Behavioral Sciences Department
High Institute of Public Health
Alexandria University

Dr. Ensaf Saied Abdel Gawad

Assistant Professor of Health Education and Behavioral Sciences
Health Administration and Behavioral Sciences Department
High Institute of Public Health
Alexandria University

E. S. A.



Acknowledgment

I am indebted to and I wish to record my sincere thanks and appreciation to Prof. Dr. Wafaa W. Guirguis, Professor of Hospital Administration, for her meticulous supervision, constant guidance, valuable suggestions and unlimited help through the course of this study

I will always be indebted to Prof. Dr. Abla I. Ayoub, Professor of Geriatric Health. I would like to express to her my cordial appreciation and sincere gratitude for her indispensable assistance and keen constructive guidance.

I would like to express my deepest gratitude and sincere appreciation to Dr. Hoda Abdel Kader, Assistant Professor of Hospital Administrations, for her valuable guidance, kind supervision and continuous, unlimited support to complete this work.

I would like to express my deepest gratitude and sincere appreciation to Prof. Dr. Ansaf Abdel Gawad, Assistant Professor of Health Education, for her valuable guidance, kind supervision, continuous and unlimited support to complete this study

I would like to thank Dr. Moustafa Nour El Din, Lecturer of Hospital Administration, for his useful kind assistance and guidance in the statistical analysis of this work.

I would like to thank Prof. Dr. Elham Abdel Kader, Professor of Psychiatric Nursing, for her useful kind assistance and support to fulfill this work.

Special gratitude is due to nurses and patients at the study units in Main Alexandria Hospital and Gamal Abdel Naser Hospital for their sincere cooperation.

My sincerest appreciation and special thanks to all my family members, my father, my mother, my uncles, my aunts, my sister, Sahar, my brothers, my husband Mohamed, my daughters Samar and Maysa, whose love, continuous encouragement and support strengthened me to fulfill this work.

TABLE OF CONTENTS

CHAPTER		PAGE
I	INTRODUCTION.....	1
	Normal Aging Process.....	4
	Who is old.....	4
	Some Definitions Related To The elderly.....	4
	Factors Affecting Aging.....	7
	Normal Changes Accompanying Aging.....	8
	Gerontological Nursing.....	14
	Development of gerontological nursing.....	14
	Geriatric Specialty In Nursing.....	16
	Role Of Gerontological Nurse:.....	17
	Attitudes of The Nurses Toward Elderly People.....	22
	Quality Of Elderly Nursing Care.....	28
	Reasons for increased interest in quality of health care.....	28
	Historical review.....	29
	What Is Quality?.....	32
	Approaches To Quality Assessment.....	35
	Donabedian's Framework For Quality Assessment.....	35
	Patient Satisfaction.....	37
	Quality of Nursing Care Provided To The Elderly.....	40
	Tools Of Measuring Quality Of Nursing Care.....	44
II	AIM OF THE WORK.....	48
III	MATERIAL AND METHODS.....	
IV	RESULTS.....	63
V	DISCUSSION.....	120
	Structure	
	Process.....	
	Outcome.....	
VI	CONCLUSION AND RECOMENDATION.....	141
VII	SUMMMARY.....	144
VIII	REFERENCES.....	
	APPENDICES	
	PROTOCOL	
	ARABIC SUMMARY	

LIST OF TABLES

Table		Page
I	Distribution of study units according to degree of availability of various items of equipment needed for activities of daily living and safety of the elderly in the two hospitals according to the head nurses opinion (Alex.1997-1998)	64
II	Distribution of study units according to degree of availability of some items of equipment needed for technical care of the elderly in the two hospitals according to the head nurses opinion (Alex.1997-1998)	67
III	Distribution of the patients in the two hospitals according to some demographic and medical characteristics (Alex.1997-1998)	68
IV	The various aspects of care received by study cases during their hospital days at the Main Alexandria University Hospital according to provider of care and patient classification by degree of dependency in performing activities of daily living ((Alex. 1997-1998)	70
V	The various aspects of care received by study cases during their hospital days at Gamal Abd El Naser Hospital according to provider of care and patient classification by degree of dependency in performing activities of daily living ((Alex 1997-1998)	72
VI	Assistance of completely dependent and partially dependent cases during their hospital days at Main Alexandria University Hospital according to person providing assistance (Alex.1997-1998)	74
VII	Assistance of completely dependent and partially dependent cases during their hospital days at Gamal Abd El Naser Hospital according to person providing assistance (Alex.1997-1998)	75
VIII	Performance and recording in patient's record of some items of nursing care during hospital days of study cases in the two hospitals (Alex.1997-1998)	77
IX	Application of main steps of measuring body temperature in the two hospitals (Alex.1997-1998)	78
X:	Application of main steps of intravenous procedure in the two hospitals(Alex.1997-1998)	80
XI:	Application of some steps of urinary catheterization procedure in the two hospitals (Alex.1997-1998)	81
XII:	Health education provision to study cases about nutrition, constipation and foot care in the two hospitals (Alex.1997-1998)	83
XIII	Distribution of study nurses in the two study hospitals by some personal and professional characteristics (Alex.1997-1998)	84
XIV	Distribution of nurses in the two study hospitals according to the percent of their total	86

	score of knowledge about the elderly. (Alex. 1997-1998)	
XV	Percent distribution of nurses in the two study hospitals by their level of knowledge about normal changes in various body systems in the elderly (Alex. 1997-1998)	87
XVI	Percent distribution of nurses in the two study hospitals by their level of knowledge about problems related to normal changes of the body system in the elderly (Alex. 1997-1998)	89
XVII	Percent distribution of nurses in the two study hospitals by their level of knowledge about role of nurses regarding the common problems of the elderly (Alex. 1997-1998)	91
XVIII	Percent distribution of nurses in the two study hospitals by their level of knowledge about side effects of some common medications used to the elderly (Alex. 1997-1998)	93
XIX	Percent distribution of nurses in the two study hospitals by their level of knowledge about signs and symptoms requiring prompt reporting and nutrition for the elderly (Alex. 1997-1998)	94
XX	Stepwise multiple regression of total level of knowledge with different aspects in the two hospitals (Alex. 1997-1998)	96
XXI	Percent distribution of nurses in the two study hospitals according to their opinion regarding extent of their responsibility for items of hygienic care and helping the hospitalized elderly (Alex. 1997-1998)	97
XXII	Percent distribution of nurses in the two study hospitals according to their opinion regarding extent of their responsibility toward some items of observation and caring of immobile hospitalized elderly in the two study hospitals (Alex. 1997-1998)	99
XXIII	Percent distribution of nurses in the two study hospitals according to their opinion regarding extent of their responsibility for giving health education for some topics in the two study hospitals (Alex. 1997-1998)	101
XXIV	Percent distribution of nurses in the two study hospital according to their level of satisfaction with some items of elderly care (Alex. 1997- 1998)	103
XXV	Percent distribution of study nurses in the two hospitals according to their opinion regarding degree of importance of certain barriers to provide adequate nursing care to the hospitalized elderly (Alex. 1997-1998)	104
XXVI	Percent distribution of nurses in the two study hospitals by their attitudes toward different dimensions related to the elderly (Alex. 1997-1998)	106
XXVII	Step wise multiple regression of overall attitude of nurses towards the elderly on several characteristics of nurses (Alex. 1997-1998)	108
XXVIII	Percent score of patient perception of nurses' performance of different dimension of care in the two study hospitals (Alex. 1998-1999)	109

XXIX	Distribution of patients at Main Alexandria University Hospital according to their perception of the nurse's performance of different items of care related to professional competence (Alex. 1997-1998)	111
XXX:	Distribution of patients at Gamal Abd El Naser Hospital according to their perception of the nurse's performance of different items of care related to professional competence (Alex. 1997-1998)	113
XXXI	Distribution of patients at Main Alexandria University Hospital according to their perception regarding nurse's ability to provide information (Alex. 1997-1998)	115
XXXII	Distribution of patients at Gamal Abd El Naser Hospital according to their perception regarding nurse's ability to provide information (Alex. 1997-1998)	116
XXXIII	Distribution of patients at Main Alexandria University Hospital according to their perception regarding inter-personnel relationship with the nurse and maintenance of hospital environment (Alex. 1997-1998)	117
XXXIV	Distribution of patients at Gamal Abd El Naser hospital according to their perception regarding inter-personnel relationship with the nurse and maintenance of hospital environment (Alex. 1997-1998)	119

CHAPTER I

INTRODUCTION

INTRODUCTION

The interest in caring for the aging population is continuously increasing. This interest is attributed to the increase of numbers of elderly all over the world. This increase in number of elderly could be attributed to improvement of preventive medicine, development of public health measures and improvement in wellness lifestyles, including attention to exercise, nutrition, and the avoidance of tobacco. Also, it is related to the decline of death rate and increasing of life expectancy.^(1,2,3)

Life expectancy has risen sharply in the 20th century, and is expected to continue to rise, in virtually all populations throughout the world. The number of people reaching old age is therefore increasing. There are 580 million people in the world who are aged 60 years or older. This is expected to rise to 1,000 million by 2020 – a 75% increase compared with 50% for the population as a whole.⁽⁴⁾

The percent increase in elderly population in Egypt from 1992 to 2025 was estimated to be 238%, which indicates a rapid increase of elderly people.⁽⁵⁾ In the year 2020, it is expected that the elderly people will constitute 7.9% of the total population. People aged 60 years and over were three millions in 1986 representing 6.18% of the population. They increased to 4.076 millions in