



شبكة المعلومات الجامعية

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



شبكة المعلومات الجامعية
@ ASUNET



شبكة المعلومات الجامعية التوثيق الالكتروني والميكروفيلم



شبكة المعلومات الجامعية

جامعة عين شمس

التوثيق الالكتروني والميكروفيلم

قسم

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



يجب أن

تحفظ هذه الأفلام بعيدا عن الغبار

في درجة حرارة من ١٥-٢٥ مئوية ورطوبة نسبية من ٢٠-٤٠%

To be Kept away from Dust in Dry Cool place of
15-25- c and relative humidity 20-40%

بعض الوثائق الأصلية تالفة

بالرسالة صفحات لم ترد بالاصل

2778
Cup

Designing a System for Quality Improvement for the Administrative Structure
Of the Nursing Services Department at Kasr EL- Einy Center of Radiation
Oncology and Nuclear Medicine

تصميم نظام لتحسين جودة التنظيم الإداري لقسم خدمات التمريض بمركز
قصر العيني لعلاج الأورام بالإشعاع و الطب النووي

Dissertation Proposal
Submitted in Partial Fulfillment of the Requirements
Of the Doctorate Degree in Nursing Sciences
(Nursing Administration)

By
Sahar Hassan Aly
(M.Sc. In Nursing Administration)

Thesis Advisers

Prof. Dr. Laila. M. Abdou
Prof. of Nursing Administration
Department

Prof.Dr. Khairia EL- Sawi
Prof. of Medical surgical
Department

Faculty of Nursing
Cairo University

2011

APPROVAL PAGE FORM

This Dissertation for the Doctorate Degree in Nursing Administration

By

Sahar Hassan Aly

Has been approved from the Department of Nursing Administration,
Faculty of Nursing, Cairo University

By

Prof. Dr. Laila Abdou

Laila Abdou

Prof. Dr. Khairia EL – Sawi

K. ElSawi

Date: -----

ACKNOWLEDGEMENT

Praise to Allah, the Merciful and Compassionate for all the countless gifts I have been offered. One of these gifts is the accomplishment of this work.

Words cannot express my deepest gratitude and sincere appreciation to my professor Dr. Laila Abdou, Professor of Nursing Administration Department, Faculty of Nursing, Cairo University, who devoted much of her time, effort support, guidance and generous advice for the completion of this work .

Also, I would like to express my sincere thanks and deepest appreciation to Dr. Khairia EL -Sawi , Professor of Medical Surgical Department , Faculty of Nursing , Cairo University , for her guidance , advice and support .

Last but not least, I wish to express my great thanks to the Nursing Director of the Nursing Services Department and the nursing staff at Kasr EL Einy Center of Radiation Oncology and Nuclear Medicine, for their support and active participation.

The researcher
Sahar Hassan Aly

Dedication

To My Beloved Husband

I dedicate this work for my husband, for his tolerance, continued encouragement and an endless support that allowed me to accomplish this work. Also, I would like to express my deepest thanks for my children Dina and Yusuf for their tolerance to accomplish this work.

Designing a System for Quality Improvement for the Administrative Structure
Of the Nursing Services Department at Kasr EL- Einy Center of Radiation
Oncology and Nuclear Medicine

Abstract

By

Sahar Hassan Aly

The aim of this study was to design a system for improving the quality of the administrative structure components of the Nursing Services Department at Kasr EL- Einy Center of Radiation Oncology and Nuclear Medicine (NEMROCK) affiliated to Cairo University Hospital. To achieve this aim a descriptive, methodological design was utilized. The study sample consisted of all the nursing staff (37 staff nurse plus 1 nurse director) of the inpatient units and all available records and documents related to the administrative structure. Two data collection tools were developed by the investigator and used: Structural Components Assessment Questionnaire (SCAQ) to find out the available administrative structure components of the Nursing Services Department and the degree of their importance as perceived by the respondents and a checklist to audit records and documents of the administrative structure components as regards their availability and comprehensiveness. The study was carried out on three phases : 1) assessment phase ; to find out the available administrative structure components of the Nursing Services Department and their importance , 2) design phase ; two committees of the nursing staff were formed cooperatively with the nurse director to give their input in developing the structure components , and 3) orientation phase ; an orientation program was performed to introduce the administrative structure to the nursing staff .The findings of the study indicated absence of written administrative structure . The study recommended that the proposed structure should be used in the Nursing Services Department at Kasr EL-Einy Center of Radiation Oncology and Nuclear Medicine (NEMROCK) to improve the quality of care provided and to be used as an evaluation tool , the proposed structure should be disseminated by the hospital administration to the personnel department and the proposed structure should be reviewed , revised and updated periodically as appropriate as necessary to reflect the ongoing improvements .

VI
List of Contents

	Pages
CHAPTER I	
Introduction	1
Significance of the Study	4
Aim of the Study	5
Objectives of the Study	6
Theoretical Framework	6
CHAPTER II	
Review of Literature	8
Introduction	8
The History of Quality	8
Donabedian's Triad	10
The Concept of Quality	12
Components of Quality	15
Objectives of measuring Quality	15
Elements of Quality	16
Methods of Measuring Quality of Nursing Care	17
Accreditation and Quality of Care	20
Benefits of Hospital Accreditation	21
The Concept of Continuous Quality Improvement	23
Benefits of Continuous Quality Improvement	25
Principles of Continuous Quality Improvement	26
Characteristics of Continuous Quality Improvement	26
Process of Continuous Quality Improvement	27
Strategies That Advance Continuous Quality Improvement	29

VII
List of Contents (Cont)

	Pages
CHAPTER I	
Standards of Care	30
Characteristics of Standard	32
Importance of Standard	33
Objectives of Standard	34
Benefits of Standard	34
Purposes of Standard	35
Sources of Nursing Care Standards	36
Classification of Standard	37
- Structure Standard	38
- Process Standard	46
- Outcome Standard	49
Elaboration of Standard	50
Methods of Monitoring Standard	52
CHAPTER III	
Subjects and Methods	54
CHAPTER IV	
Results and Data Analysis	62
CHAPTER V	
Discussion	76
CHAPTER VI	
Summary, Conclusion and Recommendations	95
References	100
Appendixes	123
Arabic Summary	

VIII
List of Tables

Table		Pages
1.	Frequency Distribution of the Respondents Demographic Characteristics	63
2.	Availability and Importance of Administrative Structure Components	
2.1	Frequency Distribution of Nursing Staff Responses Regarding Availability and Importance of Organizational Structure Items	64
2.2	Frequency Distribution of Nursing Staff Responses Regarding Availability and Importance of Personnel Management Items	65
2.3	Frequency Distribution of Nursing Staff Responses Regarding Availability and Importance of Material Resources Items	66
2.4	Frequency Distribution of Nursing Staff Responses Regarding Availability and Importance of Recording and Reporting System Items	67
2.5	Frequency Distribution of Nursing Staff Responses Regarding Availability and Importance of Nursing Care Standards & Policies Items	69
2.6	Frequency Distribution of Nursing Staff Responses Regarding Availability and Importance of Safety Measures Items	71
3.	Administrative Structure Components Evidence Audit	72

IX

List of Tables (cont,)

- | | | |
|----|---|----|
| 4. | Pre and Post Test Program Nurses Knowledge About
The Administrative Structure Components | 74 |
| 5. | Validation of the Proposed Administrative Structure
Components by Expert Group | 75 |

X

List of Appendices

Appendices	Pages
I Ethical Consideration Sheet	123
II Structural Components Assessment Questionnaire	129
III Administrative Structure Components Evidence Audit	132
IV Orientation Program	134
V The Proposed Administrative Structure	150
VI Protocol Thesis	