

Quality of Care As Perceived by Outpatient Consumers and Health Care Providers at Menouf General Hospital

Thesis

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Quality of Care As Perceived by Outpatient Consumers and Health Care Providers at Menouf General Hospital

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مدى إدراك مرضى العيادات الخارجية ومقدمي الرعاية الصحية لمفهوم جودة الرعاية بمستشفى منوف العام

رسالة

مقدمة توطئة للحصول على درجة الماجستير في إدارة التمريض

مقدمة من
إيمان عبده شرف الدين
بكالوريوس التمريض

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INTRODUCTION

Quality has always been a primary concern in the health care field. It determines how successfully to prevent and treat physical and mental illness, which affects the well being of a patient and his/her family (*Badran, 1997*). The goal of quality is to achieve superior external and internal customer satisfaction levels. However, regardless of how one defines quality, one thing is certain; the fundamental precepts of quality are always the same for any organization and always remain flexible, so that they can change with expectation of the customer (*Stamatis, 1996*).

Patient satisfaction surveys can be of great value to health care providers not only in recognizing and improving the quality of care, but also as predictors of return-to-provider behavior of the patients. Overall patient satisfaction is linked with quality nursing care, which, in turn, depends on the quality of leadership practiced at the institution (*Al Mailam, 2005*).

Quality in health care varies with the perspective access to care, the balance between supplies and efficient use of

resources based on the correct implementation of medical technology, and the performance of individual health workers (*Shekelle and Rowland, 1998*). The health care industry is currently changing rapidly whereas most people associate health care with hospitals and high technology, the vast majority of care is actually provided in outpatient settings (*Barnett, 1999*).

Outpatient care involves routine, non-emergency health care services such as physical examination, management of chronic diseases and outpatient surgery. Although the outpatient department may have many patient visits each year, it remains a neglected segment of the continuum of nursing care (*Atkinson and Robertson, 1999*).

Nursing practice is a goal-directed service. It is adaptable to the needs of individual and community during health and illness to assure that quality care is provided for the patient. There should be a system for the measurement of nursing services, the performance of those caring for the patient (*Mostafa, 1999*).

In today's highly competitive health care environment, each member of health care organization must be accountable for the quality and cost of health care. If cost containment was