



# **Factors Affecting the Implementation of Nursing Services Accreditation Standards in a General Hospital**

*Thesis*

*Submitted for partial fulfillment of Master Degree*

*In Nursing Science (Nursing Administration)*

*By*

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***2014***



# **Factors Affecting the Implementation of Nursing Services Accreditation Standards in a General Hospital**

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**2014**



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كما لا يفوتني أن أشكر كل من تعاونوا معي في البحث وعائلتي وزملائي وأفراد العينة.

## رسالة الماجستير

إسم الطالب/ة / عزة محمد عبد القادر محمود  
عنوان الرسالة: العوامل التي تؤثر على تطبيق معايير الاعتماد للخدمات التمريضية في مستشفى عام.

إسم الدرجة العلمية : ماجستير - علوم التمريض

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تاريخ البحث / / ٢٠١٤

### الدراسات العليا

أجيزت الرسالة بتاريخ / / ٢٠١٤

ختم الإجازة / / ٢٠١٤

موافقة مجلس الجامعة

موافقة مجلس الكلية

/ / ٢٠١٤

/ / ٢٠١٤



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الدرجة العلمية : ماجستير- علوم التمريض

القسم التابع له : إدارة التمريض

إسم الكلية : كلية التمريض

إسم الجامعة : جامعة عين شمس

سنة التخرج : ١٩٩٣ - ١٩٩٤

سنة المنح : ٢٠١٤

# Acknowledgement

*First and foremost, I thank "ALLAH" to whom I relate any success in achieving any work in my life.*

*I would like to express my deep thanks, gratitude and respect to **Dr. Mona Mostafa Shazly**, Assistant professor of Nursing Administration, Faculty of Nursing, Ain Shams University, for her constructive assistance and continuous encouragement throughout the whole work, so that this work has come to light.*

*My deepest gratitude and sincere thanks also go to **Dr. Rabab Mahmoud Hassan**, Assistant professor of Nursing Administration, Faculty of Nursing, Ain Shams University, for her excellent guidance, correction, powerful support, and precious help throughout this work.*

*A special acknowledgment is due to all participants in this work for their cooperation and help.*



# *Dedication*

*To soul of my parents,*

*To my dear husband, my lovely sons,*

*To my mother and father in law,*

*To my family, and friends.*

*I will never forget.*





سورة طه الآية : ١١٤

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## *Abstract*

**Introduction:** The implementation of quality management systems (QMSs) is a world-wide phenomenon, particularly in organizations in developing countries, which have used different QMSs to improve the quality of their goods and services. **The study aimed** to identify the factors affecting the implementation of nursing services accreditation standards in a general hospital. **Subject & methods:** A descriptive comparative design was utilized with a sample of (18) nurse managers and, (138) staff nurses. The study was conducted at El-Monira General Hospital which affiliated to the Ministry of Health (MOH). Data were collected by using a self administered questionnaire sheet. **Results:** majority of nurse managers and staff nurses had awareness in most of items about hospital accreditation, majority of nurse managers and staff nurses agreed upon factors affecting the implementation of nursing services accreditation standards such as; financial and moral incentives, top management of the organization, and education and training. In addition, there were statistically significant differences between total factors among nurse managers and their socio-demographic characteristics. **Conclusion:** nurse managers (77.78%), and staff nurses (63.77%) had moderate awareness about hospital accreditation, and there are many factors affecting the implementation of nursing services accreditation standards. **Recommendations:** leaders should review the human resource practices and develop policies to promote fair job opportunities among all staff in the organization. Awareness program about the concepts of quality and accreditation should be held.

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**Key words:** Nursing Services, Accreditation, Standards.

| <i>Subjects</i>                                                                | <i>Page</i> |
|--------------------------------------------------------------------------------|-------------|
| • <b>Introduction</b> .....                                                    | 1           |
| • <b>Aim of the study</b> .....                                                | 7           |
| • <b>Review of Literature</b>                                                  |             |
| ➤ The Concepts of Quality .....                                                | 8           |
| ➤ The Concepts of Accreditation.....                                           | 12          |
| ➤ History of Accreditation.....                                                | 14          |
| ➤ Reasons for seeking accreditation.....                                       | 15          |
| ➤ Importance of accreditation in hospitals & The accreditation Process .....   | 18          |
| ➤ Characteristics of Accreditation.....                                        | 21          |
| ➤ Benefits of Accreditation .....                                              | 22          |
| ➤ Types of Accreditation in healthcare & in general.....                       | 23          |
| ➤ Relationship between Accreditation and Quality in Hospital care.....         | 25          |
| ➤ Meaning of standards & types of standards .....                              | 27          |
| ➤ Definition of Nursing .....                                                  | 31          |
| ➤ Role of the nursing department for accreditation .....                       | 34          |
| ➤ <b>Factors affecting the implementation of accreditation standards</b> ..... | 40          |
| • <b>Subjects and Methods</b> .....                                            | 83          |
| • <b>Results</b> .....                                                         | 96          |
| • <b>Discussion</b> .....                                                      | 144         |
| • <b>Conclusion</b> .....                                                      | 169         |
| • <b>Recommendations</b> .....                                                 | 171         |
| • <b>Summary</b> .....                                                         | 173         |
| • <b>References</b> .....                                                      | 180         |
| • <b>Appendices</b>                                                            |             |
| • <b>Protocol</b>                                                              |             |
| • <b>Arabic Summary</b>                                                        |             |

## List of Tables

| <i>Tables</i>                                                                                           | <i>Title</i>                                                                                          | <i>Page</i> |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-------------|
| 1                                                                                                       | Socio-demographic Characteristics of Study Sample.                                                    | 97          |
| <b>Comparison between study subjects' awareness about hospital accreditation</b>                        |                                                                                                       |             |
| 2                                                                                                       | Comparison between study subjects' awareness regarding concept of quality and accreditation.          | 101         |
| 3                                                                                                       | Comparison between study subjects' awareness regarding preparation for accreditation.                 | 102         |
| 4                                                                                                       | Comparison between study subjects' awareness regarding outcomes from accreditation.                   | 104         |
| 5                                                                                                       | Comparison between study subjects' awareness regarding hospital manager.                              | 105         |
| 6                                                                                                       | Comparison between study subjects' awareness regarding pre-requisites.                                | 106         |
| 7                                                                                                       | Comparison between study subjects' total awareness score about hospital accreditation.                | 107         |
| <b>Factors affecting the implementation of nursing services accreditation standards in the hospital</b> |                                                                                                       |             |
| 8                                                                                                       | Nurse Managers' opinion regarding the top management of the organization factors                      | 109         |
| 9                                                                                                       | Nurse Managers' opinion regarding the regulations, policies and procedures governing the work factors | 111         |
| 10                                                                                                      | Nurse Managers' opinion regarding the concept of philosophy of quality and accreditation factors      | 112         |
| 11                                                                                                      | Nurse Managers' opinion regarding the financial incentives factors                                    | 114         |
| 12                                                                                                      | Nurse Managers' opinion regarding the moral incentives factors                                        | 115         |
| 13                                                                                                      | Nurse Managers' opinion regarding the education and training factors                                  | 116         |
| 14                                                                                                      | Nurse Managers' opinion regarding the medical records and information management factors              | 117         |

---

 *List of Tables* 

---

| <i>Tables</i> | <i>Title</i>                                                                                                                                                    | <i>Page</i> |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 15            | Nurse Managers' opinion regarding the continuous improvement factors                                                                                            | 118         |
| 16            | Nurse Managers' opinion regarding the other factors                                                                                                             | 120         |
| 17            | Staff nurses' opinion regarding the top management of the organization factors                                                                                  | 122         |
| 18            | Staff nurses' opinion regarding the regulations, policies and procedures governing the work factors                                                             | 124         |
| 19            | Staff nurses' opinion regarding the concept of philosophy of quality and accreditation factors                                                                  | 125         |
| 20            | Staff nurses' opinion regarding the financial incentives factors                                                                                                | 127         |
| 21            | Staff nurses' opinion regarding the moral incentives factors                                                                                                    | 128         |
| 22            | Staff nurses' opinion regarding the education and training factors                                                                                              | 129         |
| 23            | Staff nurses' opinion regarding the medical records and information management factors                                                                          | 130         |
| 24            | Staff nurses' opinion regarding the continuous improvement factors                                                                                              | 131         |
| 25            | Staff nurses' opinion regarding the other factors                                                                                                               | 133         |
| 26            | Comparison between study subjects total agreement score about factors affecting the implementation of nursing services accreditation standards in the hospital. | 134         |
| 27            | Relations between total nurse managers ' total awareness about hospital accreditation and their socio-demographic characteristics.                              | 136         |
| 28            | Relations between staff nurses' total awareness about hospital accreditation and their socio-demographic characteristics.                                       | 138         |
| 29            | Relations between nurse managers total agreement about factors related to hospital accreditation and their socio-demographic characteristics.                   | 140         |
| 30            | Relations between staff nurses total agreement about factors related to hospital accreditation and socio-demographic characteristics.                           | 142         |

## List of Figures

| <i>Figures</i> | <i>Title</i>                                                                                                                         | <i>Page</i> |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 1              | Socio-demographic Characteristics regarding marital status of nurse managers.                                                        | 98          |
| 2              | Socio-demographic Characteristics regarding marital status of staff nurses.                                                          | 98          |
| 3              | Socio-demographic Characteristics regarding years of experience of nurse managers.                                                   | 99          |
| 4              | Socio-demographic Characteristics regarding years of experience of staff nurses.                                                     | 99          |
| 5              | Socio-demographic Characteristics regarding attending training courses about health care quality and accreditation of nurse managers | 100         |
| 6              | Socio-demographic Characteristics regarding attending training courses about health care quality and accreditation of staff nurses.  | 100         |

## List of Abbreviations

| Abb.  | Meaning                                                    |
|-------|------------------------------------------------------------|
| AHRQ  | Agency for Healthcare Research and Quality                 |
| CBAHI | Central Board of Accreditation for Healthcare Institutions |
| CNA   | Canadian Nurses Association                                |
| CQI   | Continuous quality Improvement                             |
| IOM   | Institute of Medicine                                      |
| ISQua | International Society for Quality in Health Care           |
| IT    | Information Technology                                     |
| JCIA  | Joint Commission International Accreditation               |
| QI    | Quality Improvement                                        |
| QMS   | Quality Management System                                  |
| TCBC  | The Conference Board of Canada                             |
| WHO   | World Health Organization                                  |



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# *Introduction*

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