



Ain Shams University
Faculty of Commerce
Business Administration Department

The Impact of Accreditation on the Perceived Performance Level of Healthcare Services

An Empirical Study on the ASU Hospitals

**A Thesis Submitted in Partial Fulfillment of The Requirements
of Master's Degree in Business Administration**

Submitted by

Asmaa Mohamed El Bokl

Demonstrator at Faculty of Commerce - Ain Shams University

Supervised by

Dr. Hussein Sharara

*Associate Professor of Business
Administration
Faculty of Commerce
Ain Shams University*

Dr. Osama Farid

*Associate Professor of Business
Administration
Faculty of Commerce
Ain Shams University*

2019



Ain Shams University
Faculty of Commerce
Business Administration Department

Approval Sheet

Student Name: **Asmaa Mohamed El Bokl**

Demonstrator at Faculty of Commerce Ain Shams University

Title: The Impact of Accreditation on the Perceived Performance Level of Healthcare Services: An Empirical study on the ASU Hospitals

Academic Degree: Master's Degree in Business Administration

This thesis submitted in partial fulfillment of the requirements for the Master's Degree in Business Administration has been approved by:

Examination Committee

Prof. Dr. Hussein Sharara

Associate Professor of Business Administration
Faculty of Commerce- Ain Shams University

Prof. Dr. Osama Farid

Associate Professor of Business Administration
Faculty of Commerce- Ain Shams University

Prof. Dr. Sayed Mahmoud El Khouly

Professor of Business Administration
Faculty of Commerce- Ain Shams University

Prof. Dr. Salah El Din Ismail

Professor of Business Administration
Faculty of Commerce -Helwan University

Date of Dissertation Defense: 16/09/2019

Approval Date : / /2016

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Acknowledgment

First and foremost, I would like to thank God for giving me strength and persistence to complete this work.

I would like to express my very great appreciation to my supervisor **Prof. Dr. Hussein Sharara**, Professor of Business Administration - Faculty of Commerce Ain Shams University, for his continuous support, patience, motivation, enthusiasm and immense knowledge.

I I would also like to show my sincere gratitude to **Prof. Dr. Osama Farid**, Professor of Business Administration Ain Shams University, for his continuous encouragement and his valuable and constructive advices and suggestions.

I would like to express my deep thanks to **Prof. Dr. Sayed Mahmoud El Khouly**, Professor of Business Administration - Faculty of Commerce Ain Shams University, for agreeing to be a member of the committee and for his continuous support and effort.

My grateful thanks are also extended to **Prof. Dr. Salah El Din Ismail**, Professor of Business Administration – Faculty of Commerce Helwan University, for accepting to be a member in this committee and for his valuable time and effort.

I am particularly grateful for the assistance given by **Prof. Dr. Mahi El Tehewy**, Professor of Public Health and Healthcare Quality Consultant, Faculty of Medicine Ain Shams University - her guidance helped me in all the time of research and writing of this thesis. I couldn't have imagined having a better advisor and mentor for my master's study.

I would also like to extend my thanks to the *administrative and technical staff* of both *El Demerdash Hospital* and *Cardio-thoracic Hospital* for the assistance they provided me throughout my data collection process.

I also wish to acknowledge the help provided by patients of both hospitals. Their willingness to offer any information needed for my data gathering was very much appreciated.

Last but not least, I would like to thank my family for their love and continuous support they have given me throughout my entire life.

Abstract

In many countries, hospitals are undertaking accreditation as obligatory or voluntary measures. It is believed that accreditation positively impact quality of care and patient satisfaction. In Egypt, Patients' perceptions seem to be greatly ignored by healthcare providers. Therefore, this study is a patient-centered one and gives attention to and explore patient experience and perceptions. The aim of this research is to examine the extent to which accreditation impact the patients' perceived performance level of hospital services. This was done by measuring and comparing perception of performance among patients in two Ain Shams University hospitals, one accredited and one non-accredited hospital. Two hundred and six (206) patients were interviewed using HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey which include 18 items that include critical aspects of the hospital experience (communication with doctors, communication with nurses, responsiveness of hospital staff, cleanliness of the hospital environment, quietness of the hospital environment, pain management, communication about medicines, discharge information, overall rating of hospital, and recommendation of hospital). Results showed that accreditation does improve patients' perceptions of hospital performance regarding all dimensions except communication about medicines.

Keywords: Accreditation, Perceived performance, Patient satisfaction.

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List of Abbreviations

Abbreviation	Concept
ACHS	Australians council on healthcare Standards
ACHSI	Australians council on healthcare Standards International
ANOVA	Analysis of Variance
ASU	Ain Shams University
CA	Canada accreditation
CCHSA	Canadian Council on Health Services Accreditation
ECA	executive committee of accreditation
HCAHPS	Hospital Consumer Assessment of Healthcare Providers and Systems
ISQua	International Society of Quality
JCAHO	Joint Commission on Accreditation of Healthcare Organizations
JCI	Joint Commission International
MOH	The Ministry of Health
MOHP	Ministry of Health and Population
PHC	Primary Healthcare Centers
PPEQ	Picker Patient Experience Questionnaire
PSQ	Patient satisfaction questionnaires
WHO	World Health Organization

1. Research Framework

1.1 Introduction

Hospital services or healthcare services in general, differ from other commodities. These commodities in many cases involve the preservation of life, or, at least have major effects on the quality of life, and by so significantly differ from many other commodities.

Everyone involved in healthcare state that the patient is at the center of healthcare. “We put the patient first” is a slogan adopted by many hospitals. However, to put the patient first requires discipline by both caregivers and institutions. Simply saying it does not make it so (**Press, 2006**).

For long time, health sector was lacking a method with which hospitals can measure the extent to which they fulfill their missions from patients’ perspectives. The patients’ satisfaction of hospitals is influenced by various factors including provided service quality, competence and professionalism of doctors and nurses, current infrastructure, service cost and the general environment of the hospital. Evaluating the patients’ perception towards these variables gives an advantage to both hospital and patients (**Maina, 2014**).

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey, also known as the CAHPS® Hospital Survey or Hospital CAHPS®, is a standardized survey tool and a methodology for data collection. Since 2006, it has been in use to measure patients’ perception of hospital care. The survey aims to produce data that can be compared on patients’ perspectives of care and allows meaningful and objective comparisons between hospitals on issues that are important to consumers (**HCAHPS, 2017**).

The questionnaire is designed to collect uniform information on hospital care from the perspective of patients. It is composed of 22 items: 18 substantive items that encompass critical aspects of the hospital experience (communication with doctors, communication with nurses, responsiveness of hospital staff, cleanliness of the hospital environment, quietness of the hospital environment, pain management, communication about medicines, discharge information, overall rating of hospital, and recommendation of hospital) and four items to overstep patients to appropriate questions **(HCAHPS, 2017)**.

Accreditation defined by Joint Commission International (JCI) as “a process in which an entity, separate and distinct from the health care organization, usually nongovernmental, assesses the health care organization to determine if it meets a set of requirements (standards) designed to improve the safety and quality of care”. Accreditation is generally voluntary. Standards of Accreditation are often regarded as ideal and achievable. it offers a visible pledge by an organization to improve the quality and safety of patient care, to guarantee a safe environment of care, and to constantly work to decrease risks to staff and patients. Worldwide attention was given to Accreditation as an effective management and quality evaluation tool **(Joint Commission International, 2011)**.

Since 1997, The Ministry of Health (MOH) in Egypt adopted a new strategy to reform the health system in phases to improve the quality of care and patient satisfaction. Accreditation plays an important role in this strategy as it is used as a process evaluates health facilities to include only those with optimum levels of care in