

# بسم الله الرحمن الرحيم





# شبكة المعلومات الجامعية التوثيق الالكتروني والميكروفيلم





# جامعة عين شمس

التوثيق الإلكتروني والميكرو فيلم

## قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها  
علي هذه الأقراص المدمجة قد أعدت دون أية تغييرات



## يجب أن

تحتفظ هذه الأقراص المدمجة بعيدا عن الغبار



**APPLICATION OF THE ENVIRONMENTAL HEALTH  
STANDARDS AS A PRE-REQUISITE FOR THE  
ACCREDITATION OF THE HEALTH CARE  
INSTITUTIONS**

**Submitted By**

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A Thesis Submitted in Partial Fulfillment  
Of  
The Requirement for the Doctor of Philosophy Degree  
In  
Environmental Sciences

Department of Environmental Medical Sciences  
Institute of Environmental Studies and Research  
Ain Shams University

**2021**

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# ABSTRACT

**Introduction:** Performance measurement (KPIS) of hospitals offers policymakers a major opportunity to understand hospital outcomes, quality of health services, and accountability of the institution. **The specific objective** of the current case study were: to measure the hospital performance of one of the governmental hospitals in Cairo based on the opinion of a group of patients and a group of health care workers (HCWs) and also their satisfaction, then a re-evaluation of quality correction interventions. **Methodology:** The study targeted 422 patient and 204 HCWs. Two structured Arabic questionnaires were used; one covering 13 performance domains and indicators and the other was used to measure the groups' satisfaction. After analysis of the pre-intervention data, a correction team was performed and assumed 18 correction interventions; among them, only 9 were implemented during the post-intervention phase. **Result:** Regarding the patients' group opinion before the intervention, the mean % of the total performance was around 25% which significantly improved to 52.4% after the corrective interventions. As regards the HCWs' group opinion before the interventions, the total performance mean percent was 30.6% which was improved to 48.9% after the interventions. Both patients and HCWs' satisfaction scores were significantly improved after the interventions. There was a significant correlation between the total performance score and the satisfaction score in both groups. **Conclusion:** In the pre-intervention stage, the hospital performance and satisfaction were poorly perceived by both the patients and the HCWs which improved after the corrective interventions. **Recommendation:** The researcher recommended the application of the other proposed corrective interventions in order to improve the hospital performance more and to design a performance measurement system.

**Keywords:** Performance domains, satisfaction, physical environment, hospital management



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## **ABBREVIATIONS**

AHP: Analytic Hierarchy Process  
ALOS: Average Length of Stay  
APP: advanced practice provider  
BOR: Bed Occupancy Rate  
BSC: Balanced Scorecard  
BTR: Bed Turnover Rate  
CQI: Continuous Quality Improvement  
DEA: Data Envelopment Analysis  
HCWs: Health Care Workers  
EHRs: Electronic health records  
HIT: Health Information Technology  
IPHN: Improving the Performance of Hospital Nurses  
ISO: International Organization for Standardization  
ISQua: International Society of quality in health care  
IT: Information Technology  
JCI: Joint Commission International  
LMICs: Low-and-middle-income countries  
MHA QI Project: Maryland Hospital Quality Indicator Project  
MOH: Ministry of Health  
NHS: National Health Services  
OECD: Organization for Economic Co-operation and Development  
PATH: Performance Assessment Tool for quality improvement in Hospital  
PER: Patient and Family Rights  
PIs: Performance Indicators  
PMP: Performance Management Process  
SLH: Saint Luke's Hospital  
SPP: Strategic Planning Process  
WHO: World Health Organization