



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكرو فيلم

بسم الله الرحمن الرحيم



HANAA ALY



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكرو فيلم



شبكة المعلومات الجامعية التوثيق الإلكتروني والميكرو فيلم



HANAA ALY



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكروفيلم

جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

قسم

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



يجب أن

تحفظ هذه الأقراص المدمجة بعيدا عن الغبار



HANAA ALY



Assessment of Health Services Provided by Women's Health Centre, Nasser Institute for Research and Treatment, Cairo

Thesis

Submitted in Partial Fulfillment of Master
Degree in Public Health

By

Alaa Ahmed Mahmoud Shaheen
M.B.B.C.h - Faculty of Medicine - Tanta University

Supervised By

Prof. Dr. Aisha Aboul Fotouh Algamal
Professor of Community, Environmental and Occupational medicine
Faculty of Medicine - Ain Shams University

Prof. Dr. Nayera Samy Mostafa
Professor of Community, Environmental and Occupational Medicine
Faculty of Medicine - Ain Shams University

Dr. Ayat Farouk Mohammed
Assistant Professor of Community, Environmental and Occupational Medicine
Faculty of Medicine - Ain Shams University

Faculty of Medicine
Ain Shams University
2021

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

قالوا

سبحانك لا علم لنا
إلا ما علمتنا إنك أنت
العليم العليم

صدقة الله العظيم

سورة البقرة الآية: ٣٢

Acknowledgments

*First and foremost, I feel always indebted to **Allah** the Most Beneficent and Merciful.*

*I would like to express my deepest gratitude and Sincerest thanks to my **Prof. Dr. Aisha Aboul Fotouh Algamal**, Professor of Community, Environmental and Occupational medicine, Ain Shams University for giving me the privilege to work under her supervision. I am also delighted to express my deepest gratitude and thanks to **Prof. Dr. Mayera Samy Mostafa**, professor of Community, Environmental and Occupational Medicine, Ain Shams University and **Dr. Ayat Farouk Mohammed**, Assistant professor of Community, Environmental and Occupational Medicine, Ain Shams University for their kind care, continuous supervision, valuable instructions, constant help and great assistance throughout this work.*

*I dedicate this work to my great family (**my parents, husband, sister, brother, daughter and son**). Words fail to express my love and appreciation to them for their support and encouragement.*

Alaa Ahmed Shaheen

List of Contents

Title	Page No.
List of Tables.....	i
List of Figures	iii
List of Abbreviations.....	iv
Introduction	1
Aim of the Work	5
Review of Literature	
Healthcare Service Quality.....	6
Women Healthcare	22
Factors Affecting Healthcare Service Quality.....	34
Methods Used for Assessment of Healthcare Services	38
Subject and Methods	48
Results.....	60
Discussion	88
Study Limitation.....	100
Conclusion & Recommendations.....	101
Summary	103
References	107
Appendix	130
Arabic Summary	--

List of Tables

Table No.	Title	Page No.
Table 1:	Five Broad Dimensions of Service Quality	8
Table 2:	Physical examination and laboratory testing services according to a patient's age, based on ACOG recommendations.....	40
Table 3:	Assessment the structure in women's health centre.	61
Table 4:	Availability of Women's health centre services according to Well-Woman recommendations.	62
Table 5:	Demographic characteristics of the participating healthcare workers in the study.	64
Table 6:	Job satisfaction of healthcare workers based on the main categories studied.	65
Table 7:	Job satisfaction of healthcare workers based on all items.	66
Table 8:	Satisfaction among healthcare workers in relation to previous attendance of training courses.	68
Table 9:	Demographic characteristics of the participants in the study.	69
Table 10:	The expected and perceived tangibles dimensions score and the gap between them among the study participants.	70
Table 11:	The expected and perceived reliability dimensions score and the gap between them among the study participants.	71
Table 12:	The expected and perceived responsiveness dimensions score and the gap between them among the study participants.....	72
Table 13:	The expected and perceived assurance dimensions score and the gap between them among the study participants.	73
Table 14:	The expected and perceived empathy dimensions score and the gap between them among the study participants.	74
Table 15:	Prioritization of quality dimensions studied according to participants.	75
Table 16:	Average score and weighted average score of quality dimensions.....	76

List of Tables *cont...*

Table No.	Title	Page No.
Table 17:	The effect of age on weighted average score of all quality dimensions among the study sample.	77
Table 18:	The effect of education on weighted average score of all quality dimensions among the study sample.....	79
Table 19:	The effect of working status on average score of all quality dimensions among the study sample.	80
Table 20:	The effect of marital status on average score of all quality dimensions among the study sample.	82
Table 21:	The effect of residency on weighted average score of all quality dimensions among the study sample.....	84
Table 22:	The effect of method of transportation on weighted average score of all quality dimensions among the study sample.	85
Table 23:	The suggestions of women receiving care for improvement of the centre services.	86

List of Figures

Fig. No.	Title	Page No.
Figure 1:	GAP model.....	11
Figure 2:	Women Health centre at Nasser Institute.....	49
Figure 3:	The effect of age on weighted average score of all quality dimensions	78
Figure 4:	The effect of working status on average score of all quality dimensions	81
Figure 5:	The effect of marital status on average score of all quality dimensions	83
Figure 6:	The suggestions of women receiving care for improvement of the centre services.	87

List of Abbreviations

Abb.	Full term
<i>ACOG</i>	<i>American College of Obstetricians and Gynecologists</i>
<i>CAPMAS</i>	<i>Central Agency for Public Mobilization and Statistics</i>
<i>CBC</i>	<i>Complete blood count</i>
<i>FPG</i>	<i>Fasting plasma glucose</i>
<i>HB A1C</i>	<i>Glycosylated hemoglobin</i>
<i>HOLSERV</i>	<i>Hotel Service Quality Model</i>
<i>ISQua</i>	<i>International Society for Quality in healthcare</i>
<i>NCDs</i>	<i>Non-communicable diseases</i>
<i>NCW</i>	<i>National Council for Women</i>
<i>OGTT</i>	<i>Oral glucose-tolerance test</i>
<i>PPG</i>	<i>Postprandial glucose level</i>
<i>QPP</i>	<i>Quality of Care from the Patients' Perspective</i>
<i>SERVPERF</i>	<i>Service Performance Model</i>
<i>SERVQUAL</i>	<i>Service Quality Model</i>
<i>SPSS</i>	<i>Statistical Package for Social Science</i>
<i>UNFPA</i>	<i>United Nations Population Fund Agency</i>

Abstract

Background: Healthcare quality has become an important topic for practitioners, researchers and managers as it has great effect on cost reduction and services improvement. Recently, the role of individuals working in health institutions is very important for reaching the institutions' goals. The satisfaction of the healthcare workers and the consequences of their satisfaction are good indicators of the quality and well-being of workers' life.

Objective: To assess health services in women health centre in Nasser Institute and to analyze the customers' opinions at women's health centre.

Methods: This cross-sectional study was conducted at women's health centre in Nasser institute for research and treatment. Evaluation of the centre's structure was done according to Egyptian accreditation standards. Evaluation of services in the women's health centre was done according to Well-Woman recommendations. The healthcare workers in the centre were given self-administered questionnaire. Sample of client women included 210 women visiting the centre who were interviewed using SERVQUAL (questionnaire).

Results: The assessment of the infrastructure of the centre was 33 out of 48. Immunization services were missing at the centre according to Well-Woman recommendations. Regarding, health care workers, the majority of healthcare workers were female (80%). Sixty percent of healthcare workers think that there is a need to improve the service packages. Regarding women seeking the services in the centre, most of them were between 45 to less than 65 years (62.9%). Most of them (82.4%) were highly educated, 69.5 % were married and 78.1% knew the services from friends and relatives. Average gap score of total SERVQUAL dimensions was (Mean $\pm$ SD) 0.6 ± 0.3 . It was very obvious that all the gap scores between perception and expectation for all the

quality dimensions were positive except tangibility item (Have up to date facilities) was in negative direction.

Conclusions and recommendations: According to Well-Woman recommendation, there is a defect in the comprehensive medical services in women health centre at Nasser Institute in immunization. Total satisfaction rate was high for healthcare workers and women receiving the service. It is recommended to activate items which was not present during current study such as immunization as well as more investigations such as Hepatitis C and B testing.

Keywords: healthcare quality, healthcare workers, SERVQUAL model, Nasser institute.

INTRODUCTION

Nowadays, quality becomes a burden to organizations to satisfy their customers. Quality of services is an important factor for the success, growth and persistence of an organization and is becoming an important factor for forecasting the organizations' perspective (*Sangeeta et al., 2008*).

The quality and management of services in the modern public health administration has been one of the priorities of reforms in many countries over the last few decades. Evaluation of the satisfaction of the individuals who benefit from healthcare services is very important, since the improvement of healthcare service quality may need radical decisions when required. In the related literature, lots of studies exist in the healthcare service quality and the patient satisfaction assessment, many of which using the SERVQUAL scale (*Goula et al., 2021*).

Providing the services depends on the following patients' needs and expectations, and this is necessary for the success and survival of the organization among the competitive environment in the health care market. Patients' expectations are based on their previous experiences, perception and attitude towards the competitive organizations. After providing services the managers of the organization should measure how well the services the patients received matches their expectations (*Teamur et al., 2014*).

On the other hand, healthcare worker job satisfaction is a very important factor which influences productivity and quality of work. The health care worker satisfaction is a complex process that has an impact not only on motivation, but also on health, career and relations with co-workers. Healthcare worker satisfaction has a great effect on quality, effectiveness, and commitment to work and on healthcare costs. A lot of studies reveal that there are many factors that can affect healthcare worker job satisfaction, such as: age, gender, level of education, work experience, working conditions, and others (*Janicijevic et al., 2013*).

Involving people in decision making about their health and care, will lead to improvement of health and wellbeing, improvement of the quality of care and ensuring people make good use of available healthcare resources. To make patients participate means focusing on what matters to them within the context of their lives, not simply addressing a list of conditions or symptoms to be treated. People who have advanced knowledge, skills and confidence to manage their own health are more likely to get involved in a group/community level and having a say about health and health services (*NHS England, 2017*).

Nasser Institute is one of the important medical buildings of the Ministry of Health. It was completed on July 12, 1987. It is located directly on the Nile Corniche with an area of 104,000 square meters. The hospital consists of four buildings. The main building (consists of eight floors and a basement with a