

“IDENTIFY THE FACTORS WHICH EFFECTS ON QUALITY OF CARE IN DHQ HOSPITAL FAISALABAD”

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ABSTRACT :. Quality care has become an important aspect in the development of healthcare services. Patient satisfaction on healthcare quality plays a vital part on the assessment of healthcare frequently. All health care providers should realize the fact, that the main beneficiary of health care system is clearly the patient. Patients who are satisfied stay with the hospital for long term, and also come back or recommend the hospital for others. The study is to “IDENTIFY THE FACTORS WHICH EFFECTS ON QUALITY OF CARE IN DHQ HOSPITAL FAISALABAD”. There are many factors that affect directly and indirectly in hospitals and some of them are noise pollution, shortage of staff, over burden of work, inappropriate behavior of the staff that causes decrease in the improvement of healthcare services. Nurses should attend the lectures for improving the Quality of care. Organization should distribute the pamphlets regarding benefits and risk factors among the nurses as well as for patients for improving their knowledge regarding quality of care. Administration should arrange a proper physical environment which should be noise free, and clean for avoiding further problems related to noise and non-cleanliness.

Key words: Identify, factors, nurses, quality, patients, improve knowledge and practice.

INTRODUCTION

Quality of care is a subjective, complex and multidimensional concept. Measuring the value of any health care resources level refers to quality of care. Quality of care may be considered as one of the desired outcomes of care and so patient satisfaction information should be essential to quality assessments for designing and managing health care. Quality of care measures can take many forms, and these measures evaluate care across the full range of health care settings, from doctors’ offices to imaging facilities to hospital systems. Some factors that effect on quality of care in hospital and it is important to identify those factors and how they effect on quality of care is also very essential. (1) Behavior of the staff have a great impact on quality of care. (2) Cleanliness One area that has greater impact on hospital quality is patient perception towards cleanliness. (3) Short staffing most of the health care system having a short staffing issue. (4) Physical Environment in which a patient/attendant judges a hospital. (5) Quality and cost of the Services available in hospital. A leading factor of health care system is the quality and cost of the health facility. Due to these factors health care Provider cannot achieve a good result as well as Patients are also going through a tough period due to these Problems.

Material and Method

Research Design :The design of the study was cross sectional study.

Research tool: Research tool was self made questionnaire.

Sampling technique: Convenient sampling was used for this study.

Target population: My target population was nurses of DHQ hospital Faisalabad.

Inclusion criteria: Charge nurses and head nurses DHQ hospital Faisalabad.

Exclusion criteria: Pharmacist, doctors, paramedics

Sample Size: Total nurses is included which are 135 (100%)

Results

The result is 94% nurses are known about quality of care and 6% nurses are not know about quality of care. 92% nurse’s thinks that quality of care effects on health and 8% nurses’ thinks that it’s have no effect on health. 85% nurse’s thinks that Quality of care is affected by short staffing and 15% nurses think that quality of care no affected by short staffing. 80% nurses think that overburden of patient’s effects on providing quality care to patients and 20% nurses think that overburden have no effect on providing quality care. 96% nurses thinks that non cleanliness has bad effect on health and 4% nurses think that non cleanliness have no effect on health. 85% nurses think that behavior of staff effects on quality of care and 15% nurses think that behavior of staff have no effects on quality care. 78% nurses think that physical environment of health care system effects on patient health and 22% nurses think that

physical environment have no effects on patient health. 55% nurses are satisfied with quality of care in DHQ hospital Faisalabad and 45% nurses are not satisfied. 68% nurses think that provided services in government hospital have an effect on quality care system and 32% nurses think it have no effect. 56% nurses are satisfied with provided facilities in government hospital and 44% nurses are not satisfied. 66% nurses are satisfied with quality of care which patient receives and 34% nurses are not satisfied. 72% nurses think that good quality care providence lead to Patient long life and 28% nurses think good quality care is not important for long life. 76% nurses think that responsiveness is important while providing quality care and 24% nurses thinks it is not important. 93% nurses believe that quality care and patient satisfaction are considered the most crucial points in nursing assessment and 7% nurses believes these two points are not the crucial points.

Conclusion

After conducting a brief research on the factors those effects on the quality care in DHQ hospital Faisalabad. The study has concluded that quality healthcare is the key element in a society that requires a complete attention of government and its government's job to provide its people and good quality health facilities. In Pakistan, recent policies have been made that emphasized on good governance to achieve quality health care for public and to ensure their need of satisfaction. Many factors should be considered when making staffing decisions such as severity of illness, family situations/needs, observation and intervention requirements, team dynamics.

Suggestion

- Organization should arrange proper staffing as per ratio of the patients.
- Organization should arrange proper seminars for the awareness of the Nurses

- regarding their behavior modification.
- Organization should distribute the pamphlets regarding benefits and risk factors among the nurses as well as for patients for improving their knowledge regarding quality of care.
- Implementation of processes, policies, and rules to improve use in healthcare organizations.
- Administration should arrange a proper physical environment which should be noise free, and clean for avoiding further problems related to noise and non-cleanliness.

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