

TO IDENTIFY THE FACTORS WHICH AFFECTS ON QUALITY CARE IN DHQ HOSPITAL FAISALABAD

A Project submitted

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In partial fulfillment for the Degree of

Post RN BSCN NURSING

2015-2017

INDEPENDENT NURSING COLLEGE

DEDICATION

This study is dedicated to my Parents especially my mother who always wants me to be successful. She inspired and encouraged me. My Parents are very helpful for me to carry out this study. Their financial support, time and inspiration have no words to be expressed. I would also like to dedicate this study to my teacher Mam.Shafqat Anayat who encouraged me to strive and being with me at every step.

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UNDERTAKING

I Zareen Javed (BSNRN:60153050) declare that the contents of my Project title, “identify the factors which affects on quality of care in DHQ hospital Faisalabad”, are based on my own research findings and have not been taken from any other work except the references and has not been published before.

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Zareen Javed

ACKNOWLEDGEMENTS

I would like to thank the following people who in many ways contributed to this piece of work. First and foremost, I would like to pay my special thanks to Mam.Shafqat Anayat (Principal of Independent college of Nursing) who is very polite, a source of knowledge and problem solver. And she is the one who allowed me to do this study and guided me. I would thank to Mam.Sumbal Sana for being my preceptor and for being the greatest inspiration for my work when I had no idea to perform a research work. I am indebted to her and I admire the way in which she explained very difficult concepts in very simple ways. She is very helpful in giving me suggestions. I would also like to thank all the participants and my colleagues. Their participation made this study possible. It is a great pleasure to have all of these wonderful people in my life. I thank the management of Independent College of Nursing.

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TITLE:

IDENTIFY THE FACTORS WHICH AFFECTS ON QUALITY OF CARE IN DHQ HOSPITAL FAISALABAD.

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. Quality healthcare is providing the right healthcare services in a right way in the right place at the right time by the right provider to the right individual for the right price to get the right results.

The study is to “ Identify the factors which affects on quality of care in DHQ Hospital Faisalabad”.

A cross- sectional quantitative study was used. The target population was comprised of nurses who are working at DHQ hospital Faisalabad . Simple Random sampling technique was used to take sample size n=100. Research tool was questionnaire and data analyze on SPSS version 20. Each question of the study was analyzed.

The result of the study was accepting the null hypothesis and rejects the alternative hypothesis. The null hypothesis was that there is no any factors which affects on quality of care. In this study 92% nurses thinks that quality of care affects on health and 8% nurses thinks that its have no affect on health. 80% nurses think that overburden of patients affects on providing quality care to patients and 20% nurses think that overburden have no affect on providing quality care. 86% nurses think that health care administrators should elaborate for proper staffing for providing quality care to patients and 14 % nurses thinks the opposite that they should not elaborate.

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 good

quality health facilities. And to make sure that quality services are being delivered to the public. 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 behaviour of the staff that causes decrease in the improvement of healthcare services.

Hospital Organization should arrange proper seminars for the awareness of the Nurses regarding their behavior modification. 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: Quality , factors, patient , nurse, behavior modification and improve knowledge.

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CHAPTER 1

INTRODUCTION

Quality of care is a subjective, complex and multi-dimensional 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.

According to Mosadeghrad, (2013) Quality care defined as “consistently delighting the patient by providing effective and efficient quality of care services according to the latest clinical guidelines and standards, which meet the patient’s needs and satisfies the providers.’’

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. Quality healthcare is providing the right healthcare services in a right way in the right place at the right time by the right provider to the right individual for the right price to get the right results. Quality measurement in health care is the process of using data to evaluate the performance of health plans and health care providers against recognized quality standards. 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. Quality of care is rapidly changing to client delight. The degree of quality of care play like a vital tool in the assessment of the performance of the Providers. Since health care is growing rapidly and patients knowledge level about their rights is increased, they are demanding that hospitals meet their needs. The main aim of quality of care is to provide medical resources of high quality to all. Most people would define quality of care as receiving best care possible for anyone illness or condition, and for many, it also includes the entire experience of receiving care including the avoidance of errors or mistakes. Quality measures enable us to see how we perform against benchmark. Quality of care can be used to improve our nation’s health care by preventing the overuse,

underuse, and misuse of health care services and ensuring patient safety. It is also useful to identifying what works in health care system and what doesn't to drive improvement. By holding health insurance plans and health care providers accountable for providing high quality care. measuring and addressing disparities in how care is delivered and in health outcomes and helping consumers make informed choices about their care.

Some factors that affect on quality of care in hospital and it is important to identify those factors and how they affect on quality of care is also very essential.

(1) Behavior of the staff have a great impact on quality of care, in this factor the patients sometime experience the rude and careless attitude delivered by doctors, nurses, paramedical staff . Skills and behavior of the para-medical and support staff also plays a major role in measuring quality, with regard to the behavior of staff, that influences patient satisfaction.

(2)Cleanliness One area that has greater impact on hospital quality is patient perception towards cleanliness. Cleanliness includes environmental cleanliness, hygiene, hand washing techniques and everything .This helps in boosting the satisfaction of patients on cleanliness which serves as a key element in attaining quality services.

(3)Over burden of work due to overloading of Patients it is the major influencing factor on quality of care in health care system mostly government hospitals are overloaded with patients and the hospital and facilities are less more then the requirement . Due to this patients as well as staffs are also suffering trouble because they cannot provide a good quality care to the patients.

(4) short staffing most of the health care system having a short staffing issue ,because the number of patients are increasing day by day and their demands of good quality providence is also increasing. So it lead to the disturbance of quality of care.

(5)Reliability also having a great impact on quality providence.some hospital facilities which are available in hospitals as laboratories services and radiological department having a lack of reliable facilities, lack of resources like old machinery their test reports are sometime rejected by the health care providers.

(6) Responsiveness quick response are always demands by the health care system in any department which is unfortunately cannot achieved. overburden of work lead to ignorance and the responsiveness is decreasing with the time and this factor lead to bad quality of care.

(7) 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. Clients desire good quality services with low cost and this factor always lower the level of good quality of care.

(8) Physical Environment in which a patient/attendant judges a hospital, the moment they lay eyes on it. On understanding the quality in physical facility, one can know that, it can have lasting impact on both hospitals performance and its ability to provide quality care. Quality in lobby, out-patient clinics, inpatient rooms, operating rooms, exam/procedure rooms, support areas, reception counters, administrative areas contributes to patient satisfaction.

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.

In my study the purpose is to identify the factors that greatly affect on quality of care and to overcome on these factors which affects the quality of care because due to all these factors health care services are affected. Every person who are linked with health care system should have knowledge about these factors and they should make efforts to overcome on these problematic factors and all factors should eradicate. If we know about the influencing factors of quality care we can improve our health care system by providing proper facilities like good physical environment and better cleanliness as well as we can change the behavior of staff by recruitment of more staff as per requirement of any health care system. And all this efforts lead to a balanced health care system which have a good quality of care.

STUDY BACKGROUND

According to (Brown, 2011) Quality is especially difficult to define, describe and measure in services. While quality control measures have long existed for tangible goods, few such measures have traditionally existed for services. In essence, quality is determined by imprecise individual factors like perceptions, expectations, and experiences of customers and providers, and in some cases, additional parties such as public officials.

According to (Pitta and Laric, 2014) hospital managers can increase perceived value for the customer by handling the bulk of behind-the-scenes detail, providing clear and appropriate patient information and showing care and concern and can improve Quality of care.

According to (Eiriz and Figueiredo, 2013) patient's expectations and priorities related to cultural background and to the Quality care system.

. As mentioned by (Bitner in 2012) the medical encounter between a doctor and a patient requires intensive levels of interaction where it has a greater impact on patient satisfaction and quality of care.

According to Vera (2013) assuring the good quality of care services is an ethical obligation of health care providers. Quality of care also offers practical benefits to the patients. Good quality care can make patient care safer and more effective. Poorly delivered services can cause infections, injuries, and even death.

SIGNIFICANCE OF THE STUDY:

Quality care is an important aspect in the development of quality of health care services in Hospitals. Quality of care is very important for all the patients who came in hospitals with different diseases. Quality health care is providing the right healthcare services in a right way in the right place at the right time by the right provider to the right individual for the right price to get the right results. Good quality care is also very important for Patients satisfaction. The overall objective of quality of care is good patient care up to the level of their satisfaction.

Some factors that affect on quality of care in hospital are behavior of the staff, Cleanliness, Over burden of work due to overloading of Patients, short staffing, Reliability, Responsiveness, Quality and cost of the Services available in hospitals. 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.

According to Vera (2013) assuring the good quality of health care services is an ethical obligation of health care providers. Good quality also offers practical benefits to the patients. Good- quality care can make patient care safer and more effective. Poorly delivered services can cause infections, injuries, and even death.

Shortly, Quality of care is a major aspect for discussing and identifying the factors that influence on it. Quality of care is very important for health care system. By identifying the factors that influence on quality of care our health care systems can improve the services as well as the reliability and responsiveness services.

After completion of my Research Project I will provide my results to the organization of this study. Organization will arrange seminar, workshops, and lectures and distribute pamphlets about Quality of Care and to overcome the affected factors on the basis of my study.

JUSTIFICATION:

in DHQ hospital Faisalabad there is a lot of factors that are affecting the quality of care like overloaded patients and lack of proper bedding which lead to poor health care services providence. Also the lack of proper staffing in health care facilities the nursing care also affected badly. All these problems lead to unsatisfactory medical conditions and mostly patients are suffering everyday even some time these affected factors lead to death.

PURPOSE OF THE STUDY :

The purpose of the study is to identify those factors which affects on quality of care.

OBJECTIVES :

To assess the factors which affects on quality of care.

To assess the factors which lead to patient dissatisfaction.

RESEARCH QUESTION:

Do you have knowledge about quality care?

Do you have knowledge about the influencing factors?

NULL HYPOTHESIS:

Hospital may not have any factors which affects on Quality of care.

ALTERNATIVE HYPOTHESIS:

Hospital may have factors which affects on Quality of care.

CHAPTER 2

LITERATURE REVIEW

It is very important to find the impact of Factors which effects on quality of care in DHQ hospital and other health care systems which play a major role in our sssociety. And to determine those factors which are related to quality care, which are influencing on our society.

The health care system is making rapid progressive change now a days and the competition among the health care service provider is also increased , and every day health care provider and health care receiver facing different challenges for quality of care. Because the quality care and patient satisfaction is the key element to enhance the profitability and long term viability and success.(Andaleeb,2013)

According to Spector,(2012) the factors related to quality of care are necessary which definitely enhance the productivity of the hospital and it also gives effectiveness to the principle of the health care system services.It is the fact about government neglecton that a low income about one third of Pakistan's total health expenditure is being used in health. That's why the citizens of Pakistan rely on heavily on private healthcare system for quality of care. The poor quality of government provided health services in Pakistan is the major reason behind the poor quality care services.

According to CELLI & RIZZO, (2014) the study indicates that quality of care services are directly linked with the performance of skilled staff as well as patient satisfaction because quality is the core element. Secondly the behavior of the staff is also very important factor because through behavior of the staff we can perceive the patient satisfaction level.

Over the past several years ,the issue of the quality care and the factors which effects on quality care and the patient satisfaction with the provided services has gained increased attention from executives across the health care system. As a result, health care system leaders have been focusing attention on quality care and making it to ensure that the influencing factors should eradicate through various initiatives. However, despite their many efforts and success ,the more

work is still needed.(ACHE,2014)

According to WHO, (2013) factors that affect on quality care are many like overburden ,staff behaviour, cost of care, cleanliness and noise pollution in health care system . Noise is the element of stress that affects the well-being of the patients in hospital .

According to A.K. Shahid, et al, (2014)there are three types of pollution that effect human health that are Air pollution, Industrial pollution and Noise pollution. And among all these three types of pollution, Noise pollution plays a significant role in effecting the human health. Noise pollution has become the strongest evil for human being in these days. Sound is a symbol and a fundamental key of communication but when it becomes unwanted, undesired and irritated to the listener. It becomes and known as noise and when it tempers the environment it becomes environmental pollution. Noise of different intensity level may affect our health negatively Unwanted noise in health care environment is the most cruel abuse of care that can be inflicted on either the side or well equally. Increasing level of sound has a negative physical and psychological affects, disrupting sleep, increasing level of stress decreases patients confidence in the competence of their care givers.

Hospitals which are considered to be quiet and peaceful zone have now become noise. A problem of noise pollution and this pollution still exists in new construction. The sound proofing system is better than the hospitals because of the presence of bacteria in the hospital.

According to AZFAR & GARER ,(2012) it has been noted that the world health organization and the health care system spending might have a differential impact on responsiveness across countries, there is remarkable variation through responsiveness and is considered to be a priority for any health care system. The system of quality has become stronger because of the increase in the cost of treatments and other heavy expenses. A quality health care guarantees the continuum of care not for the curative services but for the promotions of health as well as preventions.

According to TUCKER &ADAMS,(2014) Quality is positively correlated with the influencing factors and the patient satisfaction. Quality improvements in the health care system are mandatory for the development growth of any country. Because a good and healthy sector of health is the key of progress of a country.

According to BADRI & USTADI,(2013) believed that quality care and patient satisfaction are considered the most crucial point in the planning, implementation and evaluation of service delivery and that meeting the needs of the patient and creating healthcare standards were imperative towards achieving high quality.

According to VERA,(2014)assuring the good quality of care services is an ethical obligation of health care providers. Quality of care also offers practical benefits to the patients. Good quality care can make patient care safer and more effective. Poorly delivered services can cause infection, injuries, and even death

. According to DOUGLAS, K (2014) Health care administrators need to collaborate in order to develop a viable and sustainable formula for proper staffing by Increasing governmental influence by mandated nurse-patient ratios is the right approach to the staffing issue. Many factors should be considered when making staffing decisions such as severity of illness, family situations/needs, observation and intervention requirements, team dynamics.

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Study Background

According to (Brown, 2011) Quality is especially difficult to define, describe and measure in services. While quality control measures have long existed for tangible goods, few such measures have traditionally existed for services. In essence, quality is determined by imprecise individual factors like perceptions, expectations, and experiences of customers and providers, and in some cases, additional parties such as public officials.

According to (Pitta and Laric, 2014) hospital managers can increase perceived value for the customer by handling the bulk of behind-the-scenes detail, providing clear and appropriate patient information and showing care and concern and can improve Quality of care.

According to (Eiriz and Figueiredo, 2015) patient's expectations and priorities related to cultural background and to the Quality care system.

As mentioned by (Bitner in 2014) the medical encounter between a doctor and a patient requires intensive levels of interaction where it has a greater impact on patient satisfaction and quality of care.

According to Vera ,(2013) assuring the good quality of care services is an ethical obligation of health care providers. Quality of care also offers practical benefits to the patients. Good quality care can make patient care safer and more effective. Poorly delivered services can cause infections, injuries, and even death.

CHAPTER 3

Material and Method

Research Design

The design of the study was cross sectional study.

Research tool

Research tool was questionnaire.

Sampling technique

Convenient sampling was used for this study.

Target population

My target population was nurses of District head quarter hospital Faisalabad.

Inclusion criteria

Charge nurses and head nurses in District head quarter hospital Faisalabad.

Exclusion criteria

Student and paramedical staff in District head quarter hospital Faisalabad.

Sample Size

Sample size was determined by using of this formula.

$$n = \frac{N}{1 + N(E)^2}$$

$$\text{Sample size} = n = ?$$

$$\text{Target population} = N = 135$$

$$\text{Margin of error} = E = 0.05 \text{ (if we take confidence interval level 95\%)}$$

$$n = \frac{135}{1 + 135(0.05)^2}$$

$$n = \frac{135}{1.3375}$$

$$n = 100$$

Time framework:

From 23-02-17 to 10-05-17

Data gathering plan

I received letter from Independent College of Nursing .I went to medical superintendent of District head quarter hospital Faisalabad. Medical superintendent gave me permission then data collected from nurses in the form of questionnaire. Data was collected after the consent of participant. All questionnaires was completed by person to person.

Ethical consideration

I took permission before my research work after provide enough information to the participants and give surety this information kept confidential. The participants would informed that the participation in the study is voluntary and the Study will free from harm for every participants. Each participant was observed on a single occasion.

Variables:

Independent variable:

Influencing Factors

Dependent variable:

Quality of care

Data analyzes

Data was analyzed by using SPSS version 20.

CHAPTER 4

DATA ANALYSIS

Q NO 1 Do you know about quality of care?



Fig No 4.1

Fig no 4.1 shows that 94% nurses are know about quality of care and 6% nurses are not know about quality of care.

Q.2 Do you think that quality of care affects on health?

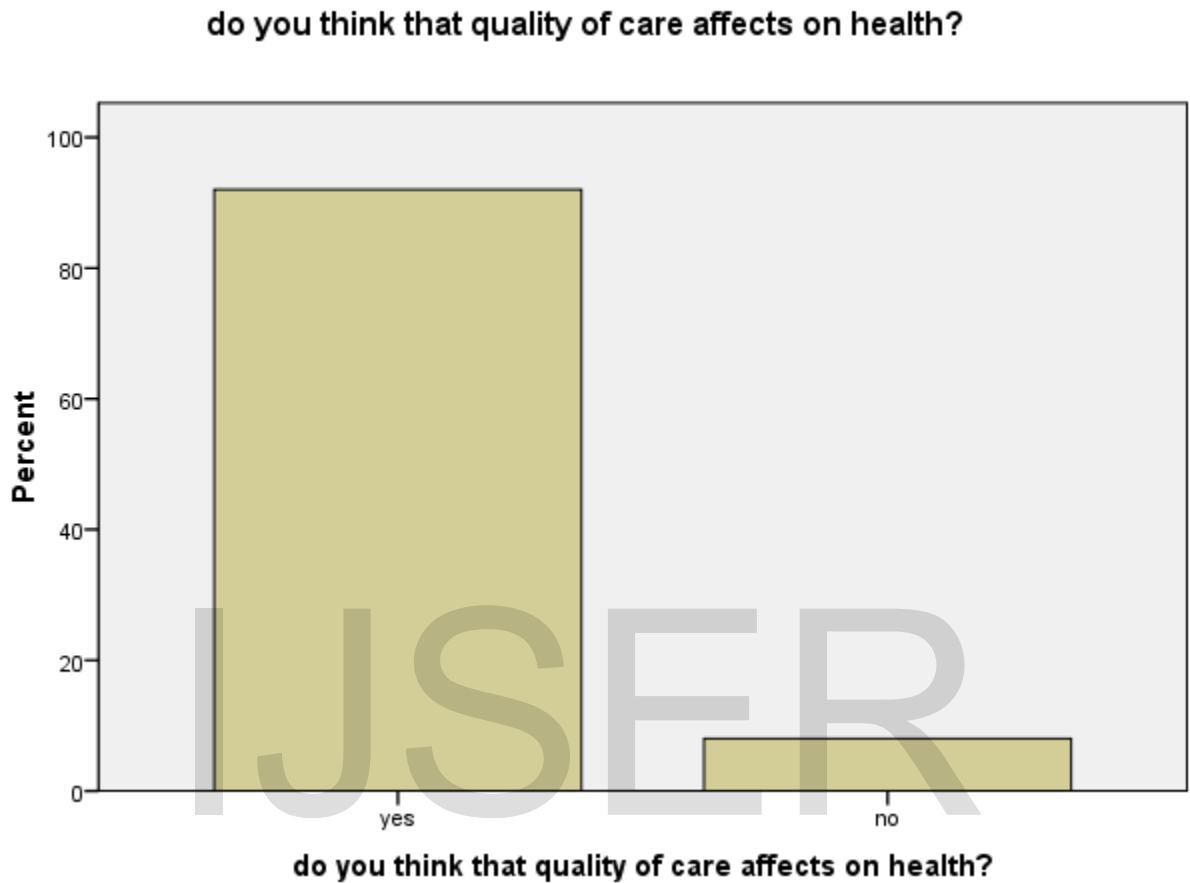


Fig 4.2

Fig 4.2 shows that 92% nurses thinks that quality of care affects on health and 8% nurses thinks that its have no affect on health.

Q.3 Do you think that quality of care is affected by short Staffing ?



Fig.4.3

Fig.4.3 shows that 85% nurses thinks that Quality of care is affected by short staffing and 15% nurses think that quality of care no affected by short staffing.

Q.4 Do you think that overburden of patients affects on providing quality care?

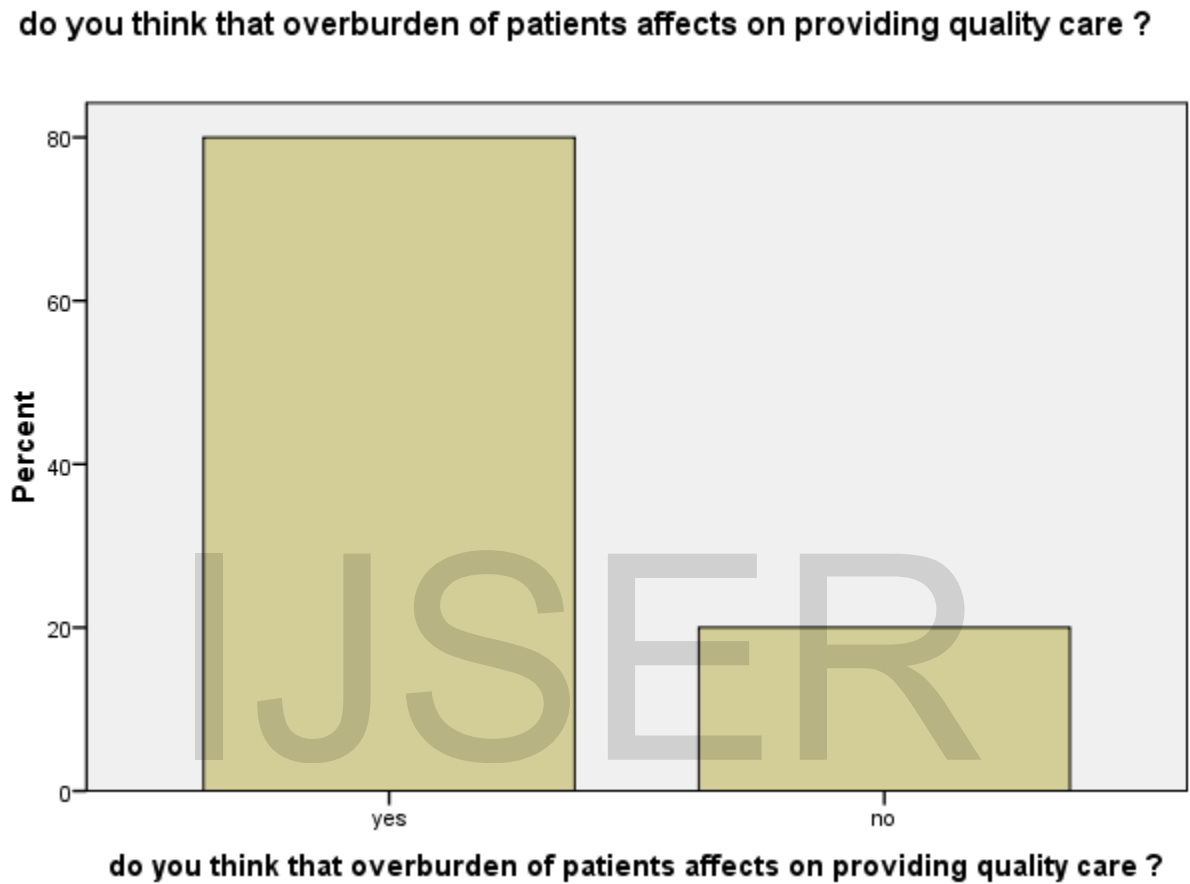


Fig.4.4

Fig no 4.4 shows that 80% nurses think that overburden of patients affects on providing quality care to patients and 20% nurses think that overburden have no affect on providing quality care.

Q.5 Do you think that non cleanliness have bad effects on health?

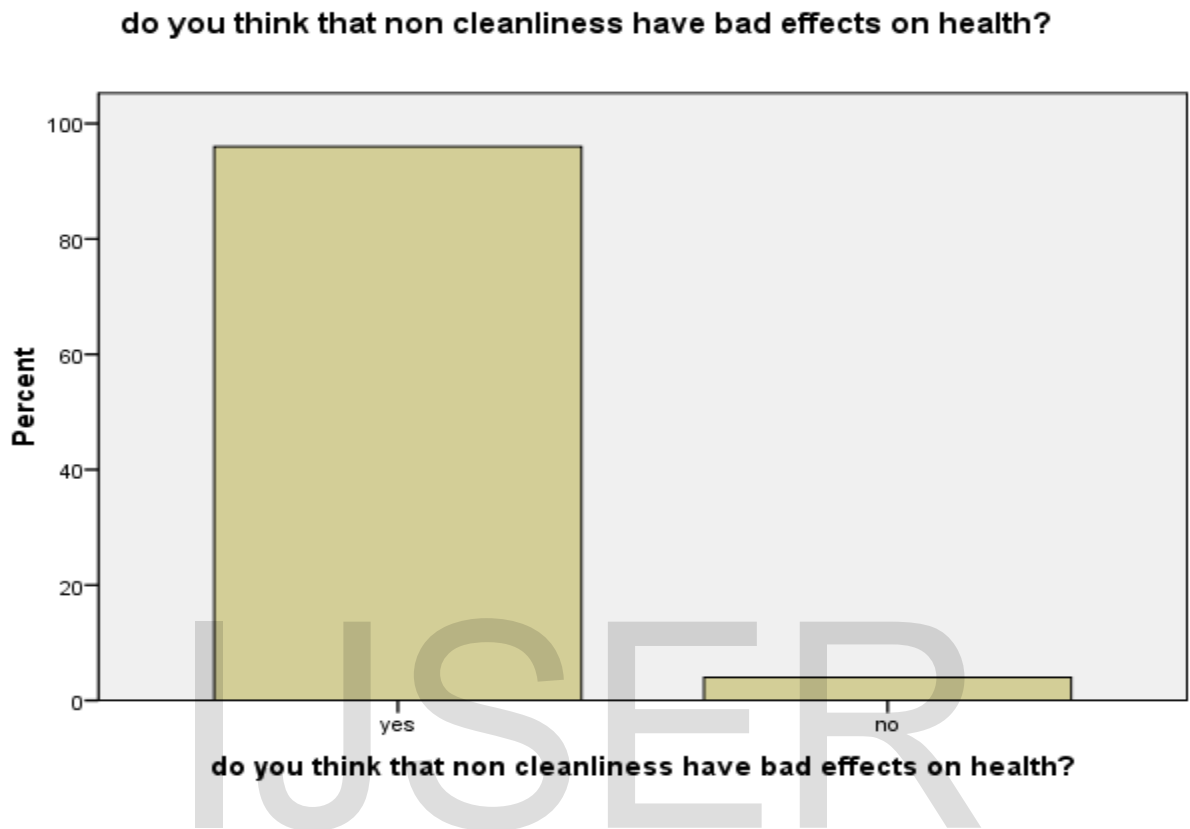


Fig.4.5

Fig no 4.5 it shows that 96% nurses thinks that non cleanliness have bad effect on health
And 4% nurses think that non cleanliness have no effect on health.

Q.6 Do you think that behavior of staff affects on quality of care?



Fig.4.6

Fig no.4.6 shows that 85% nurses think that behavior of staff affects on quality of care and 15% nurses think that behavior of staff have no affects on quality care.

Q.7 Do you think that physical environment of health care system affects on patient health?

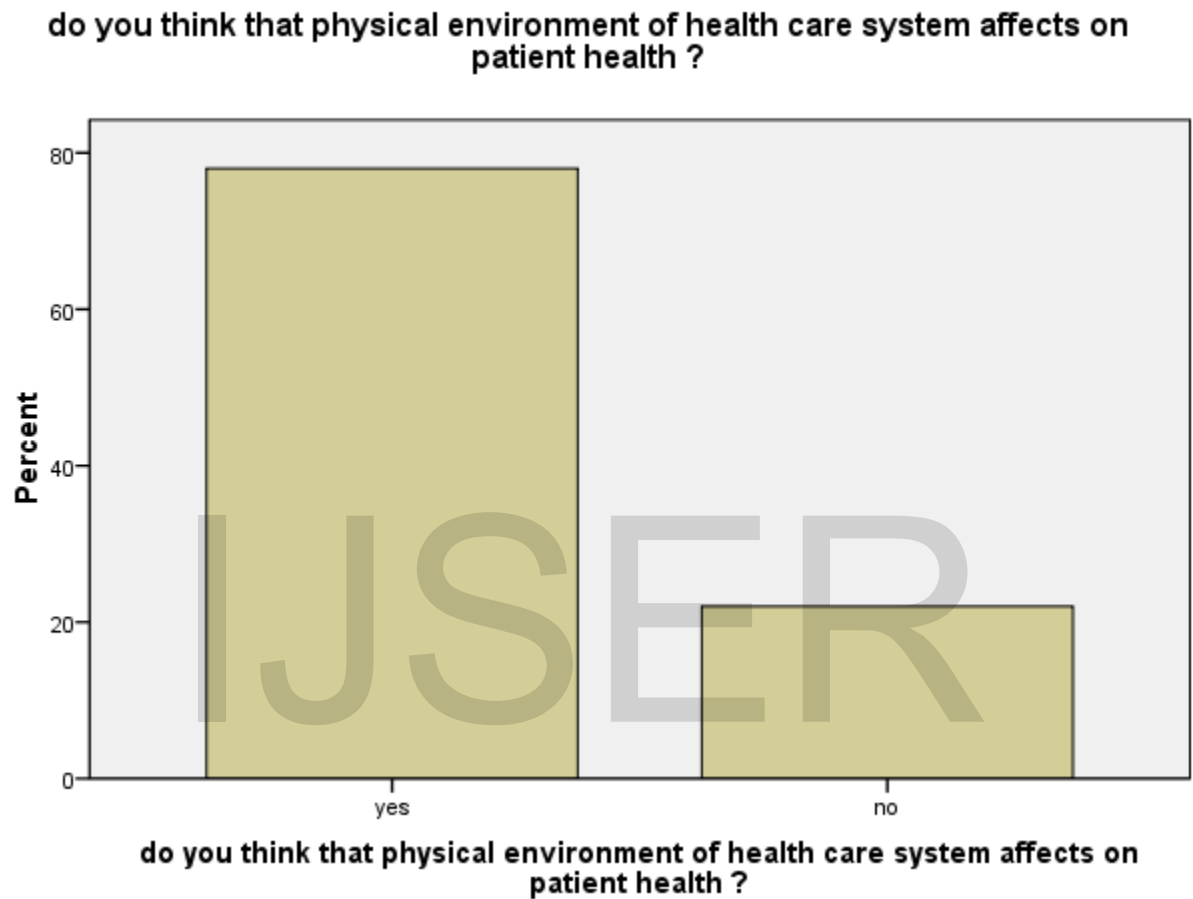


Fig.4.7

Fig no 4.7 shows that 78% nurses think that physical environment of health care system affects on patient health and 22% nurses think that physical environment have no affects on patient health

Q.8 Are you satisfied with quality of care in DHQ hospital Faisalabad?

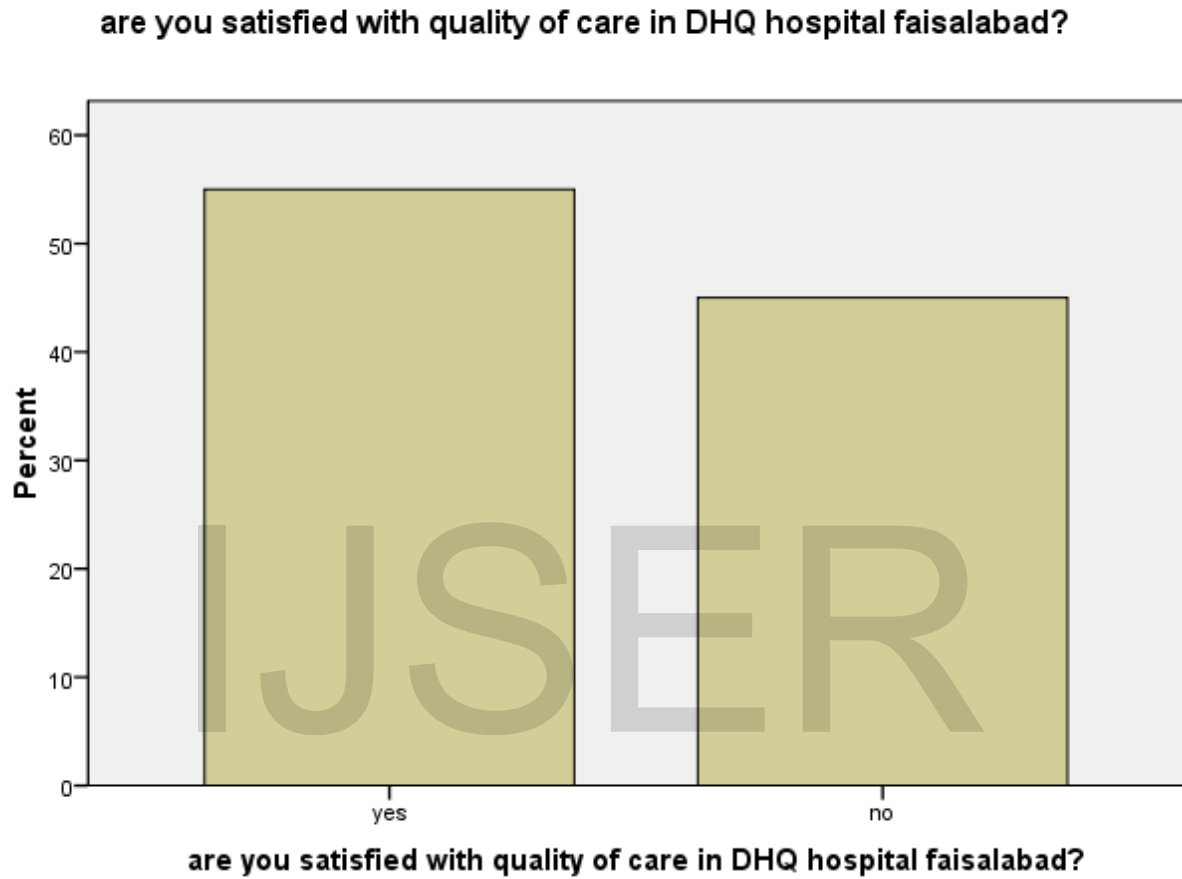


Fig.4.8

Fig no 4,8 shows that 55% nurses are satisfied with quality of care in DHQ hospital Faisalabad
And 45% nurses are not satisfied.

Q.9 Do you think that provided services in government hospital have an affect on quality care system?

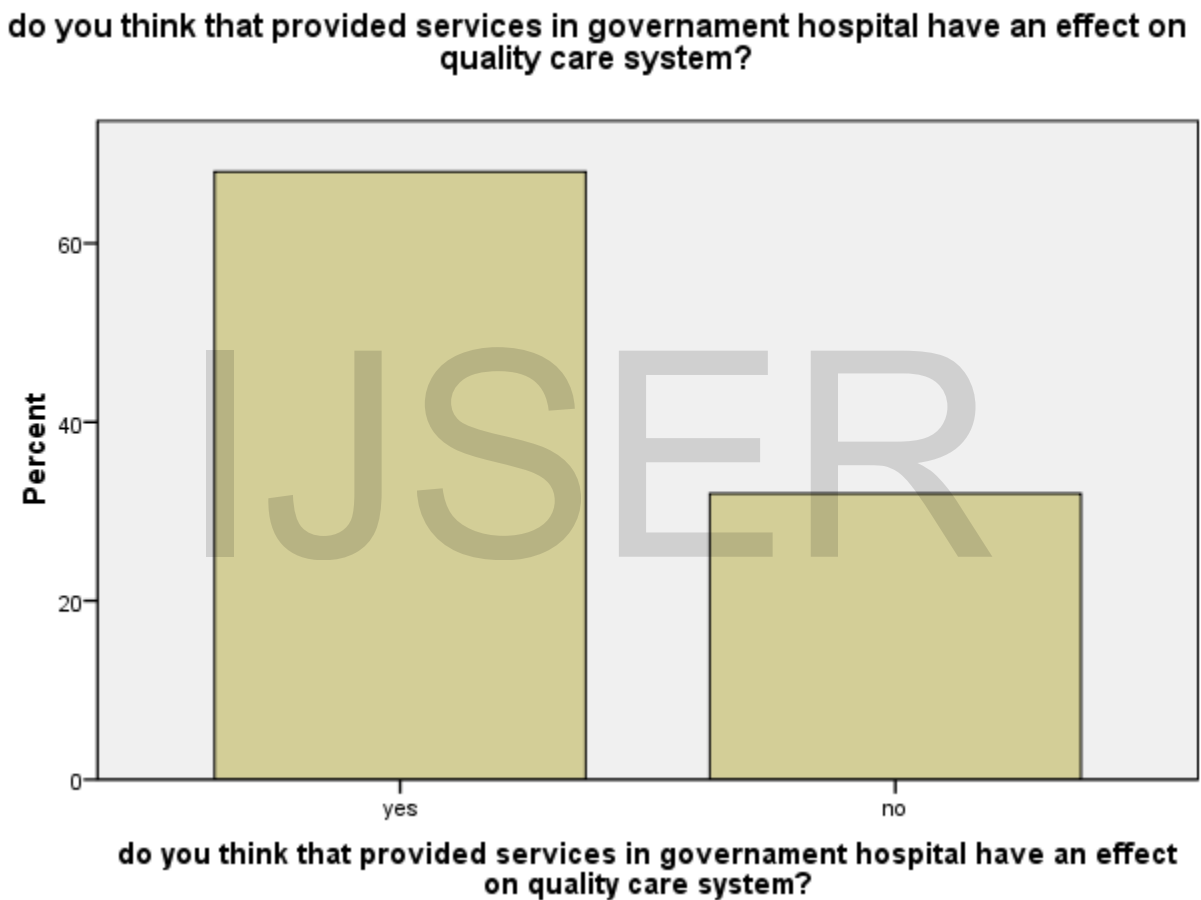


Fig.4.9

Fig no 4.9 shows that 68% nurses think that provided services in government hospital have an affect on quality care system and 32% nurses think it have no effect.

Q.10 Are you satisfied with provided facilities in government hospital?



Fig.4.10

Fig no 4.10 shows that 56% nurses are satisfied with provided facilities in government hospital
And 44% nurses are not satisfied.

Q. 11 Are you satisfied with quality of care which patient receives?

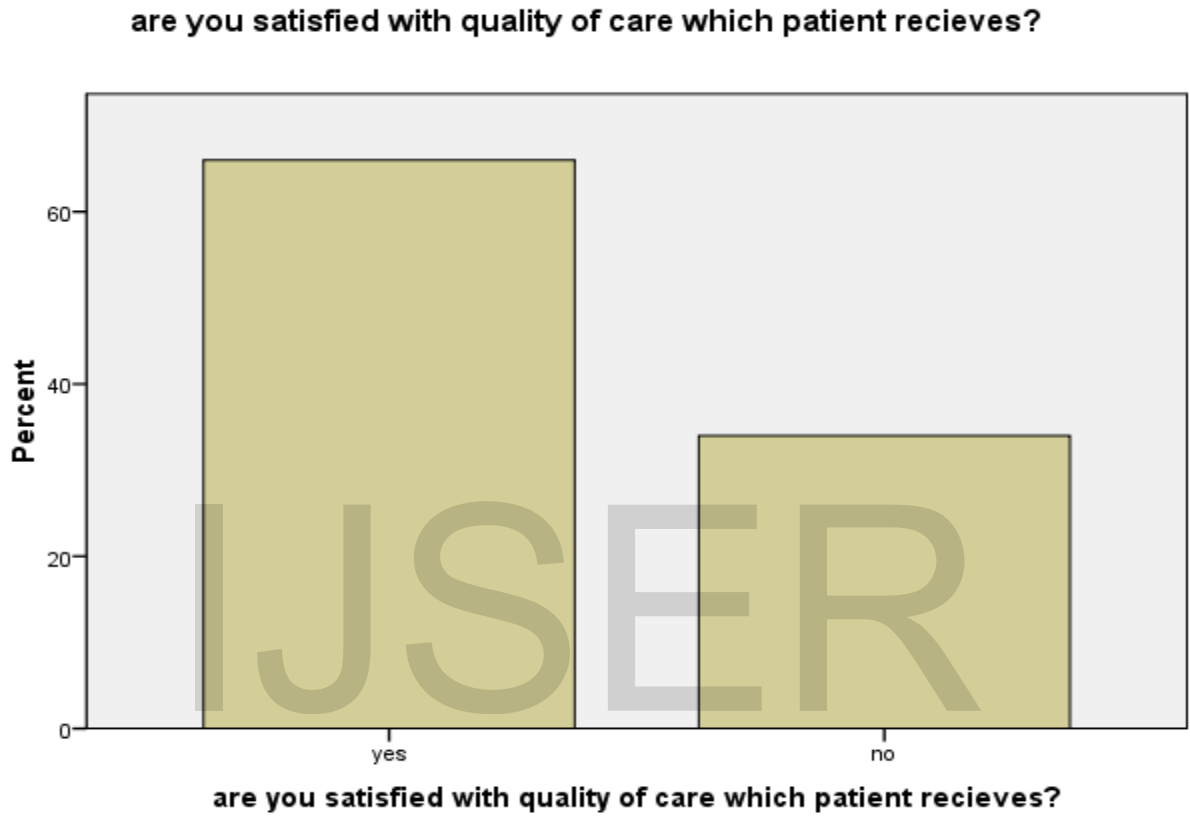


Fig.4.11

Fig no 4.11 shows that 66% nurses are satisfied with quality of care which patient receives
And 34% nurses are not satisfied.

Q.12. Do you think that if patient receive good quality care then it can be lead to their long life?

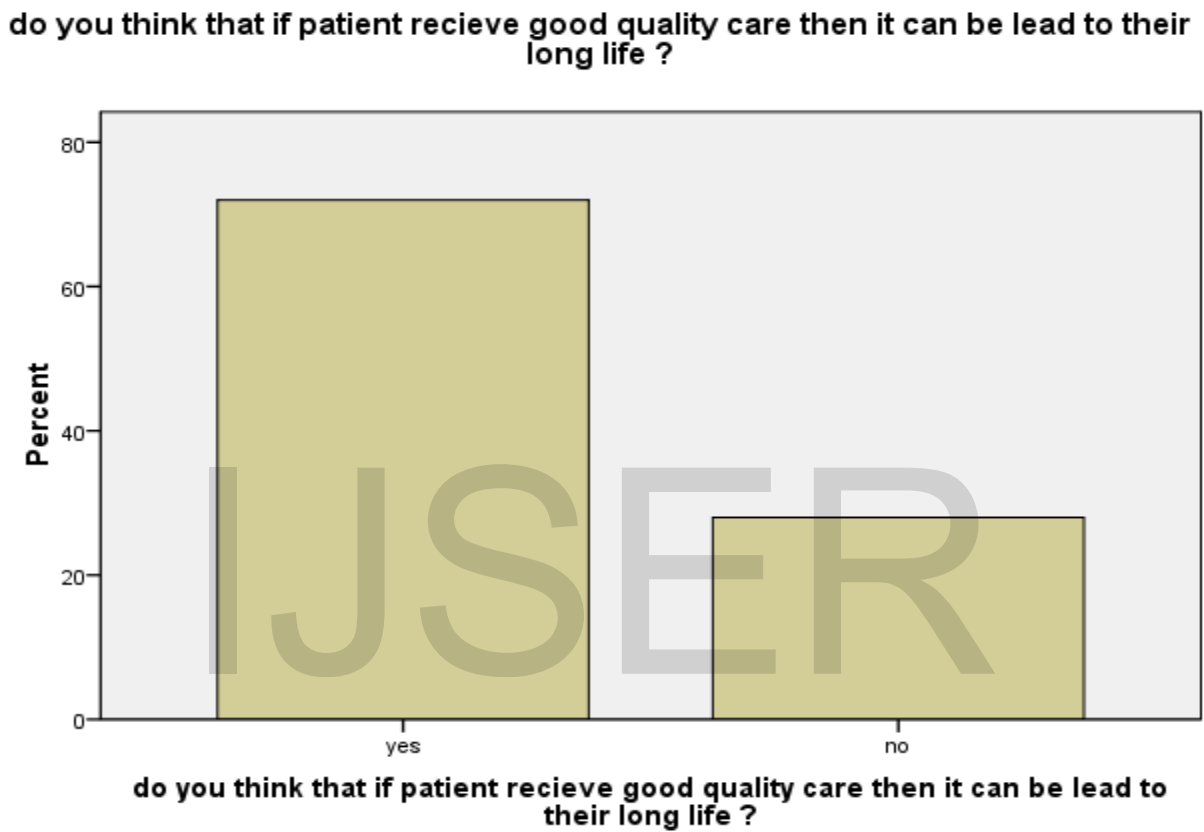


Fig.4.12

Fig no 4.12 shows that 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.

Q. 13 Do you think that responsiveness is important while providing quality of care?

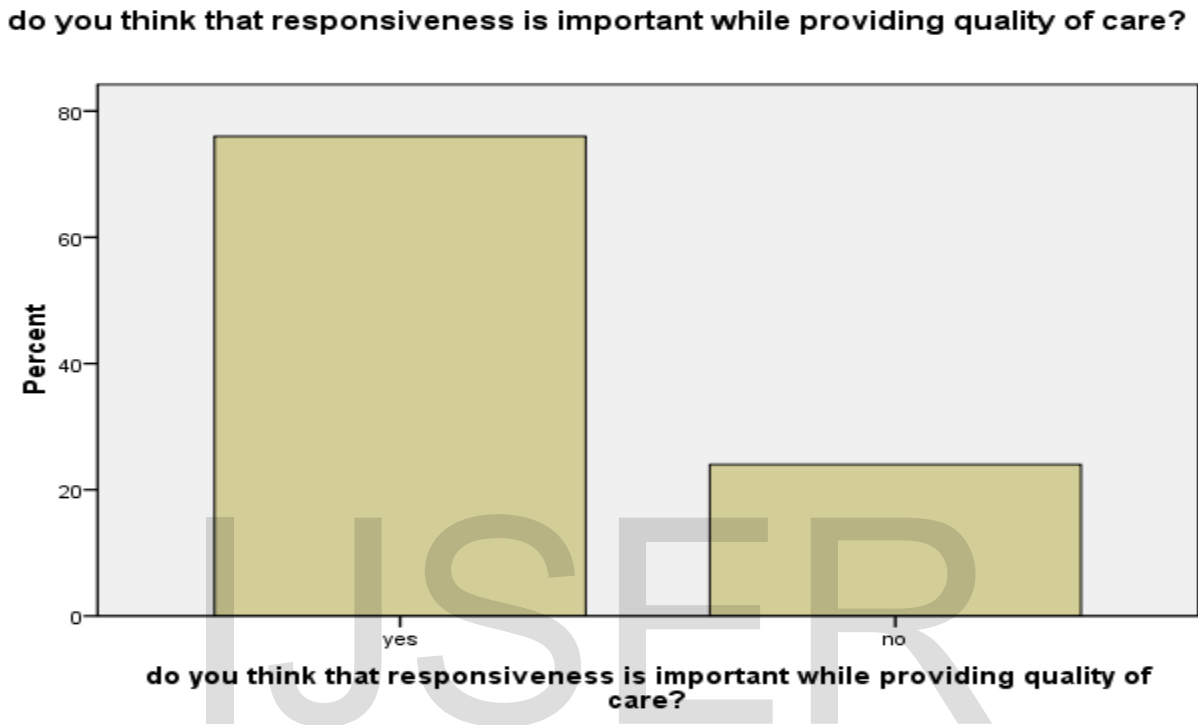


Fig.4.13

Fig no 4.13 shows that 76% nurses think that responsiveness is important while providing quality care and 24% nurses thinks it is not important.

Q.14 Do you think that a trained person is required for providing quality of care

do you think that a trained person is required for providing quality of care ?

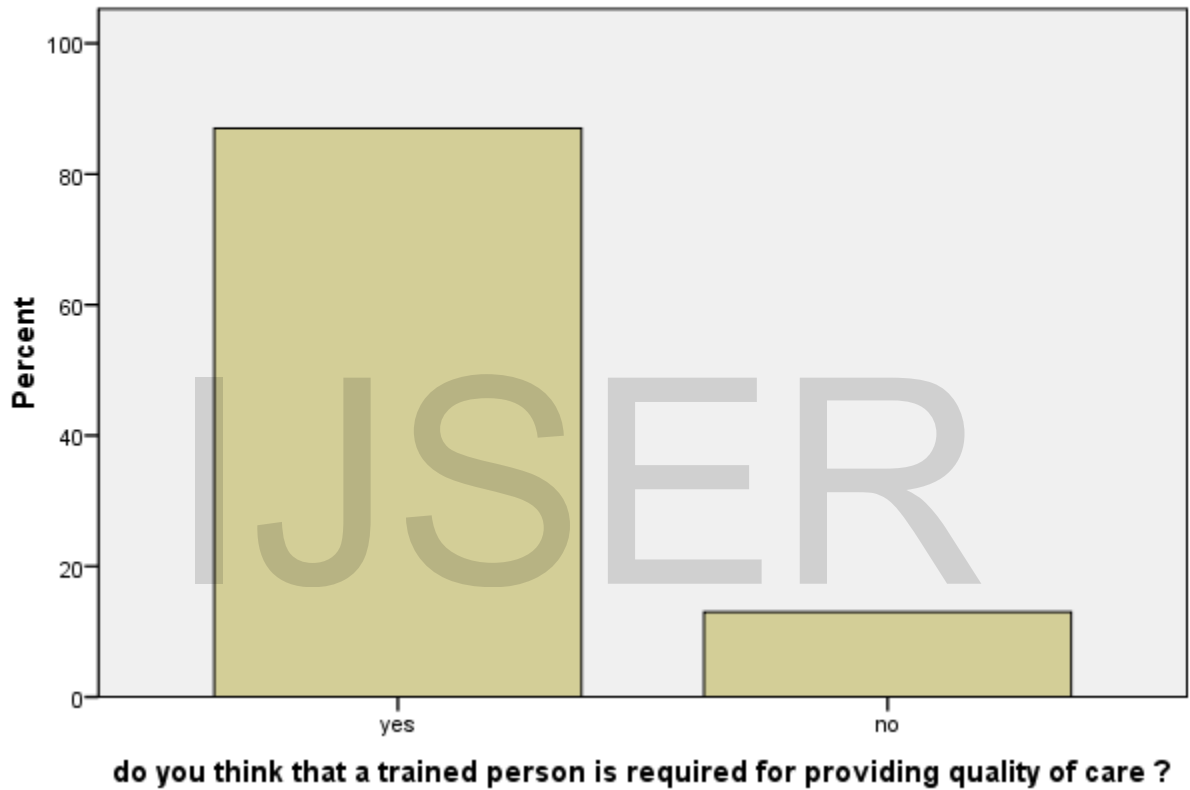


Fig 4.15

Fig no 4.15 shows that 87% nurses think that a trained person is required for providing quality care and 13% nurses thinks that a trained person is not required.

Q.15 Do you think that quality care and patient satisfaction are the key elements in health care system?

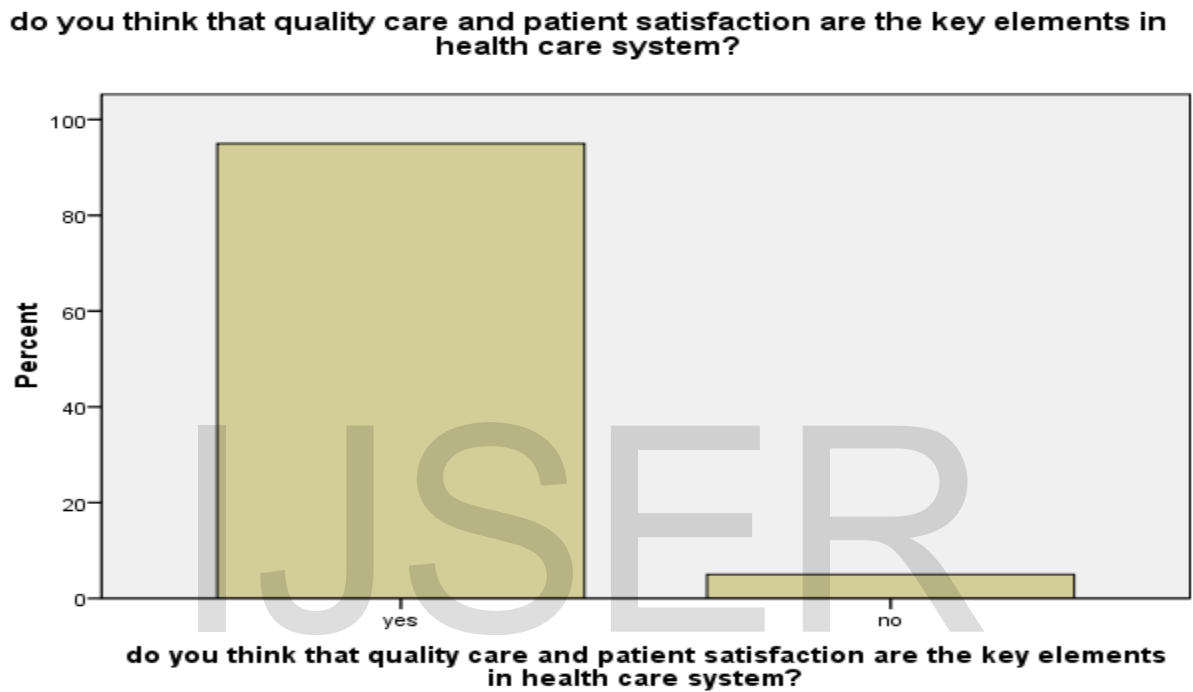


Fig.4.15

Fig no 4.15 shows that 95% nurses think that quality care and patient satisfaction are the key element in health care system and 5% nurses think these two are not the key elements.

Q.16. Do you think that overburden have influence on staff behavior?

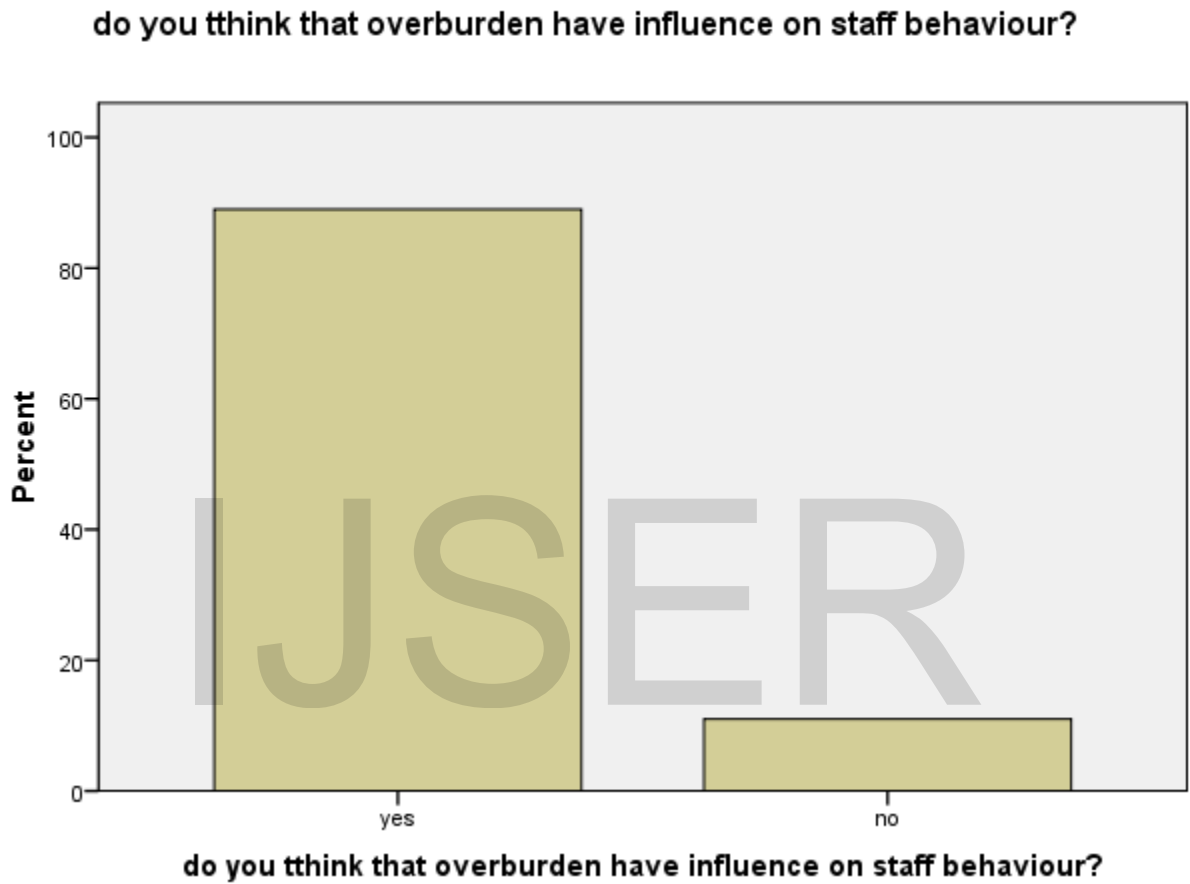


Fig.4.16

Fig no 4.16 shows that 89% nurses thinks that overburden have influence on staff behavior and 11% nurses think that overburden have no influence.

Q.17 Do you think that unwanted noise in health care environment affect the quality of care?

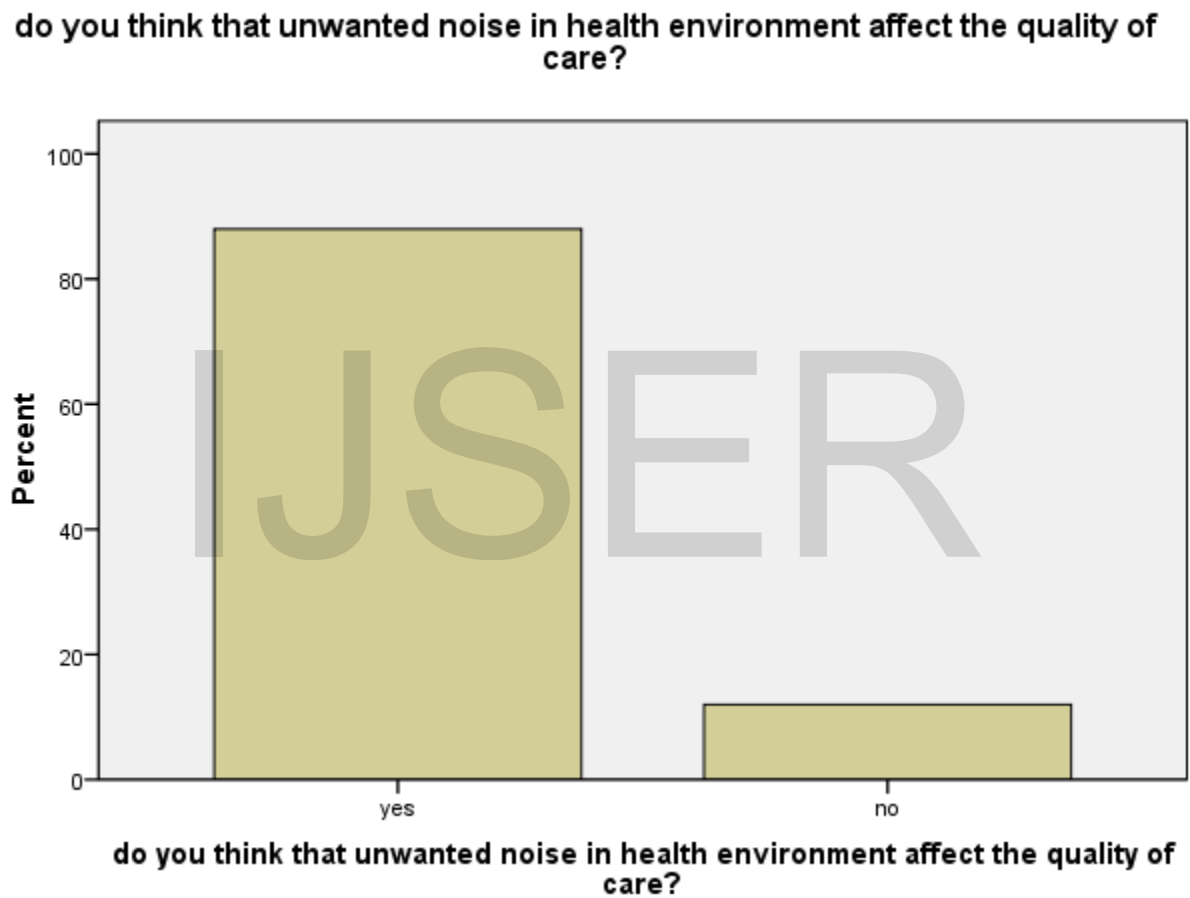


Fig.4.1

Fig no 4.17 shows that 88% nurses think that unwanted noise in health care environment affect the quality of care and 12 % nurses thinks unwanted noise have no affect.

Q.18 Do you think that quality improvements in the health care system are mandatory for the development?

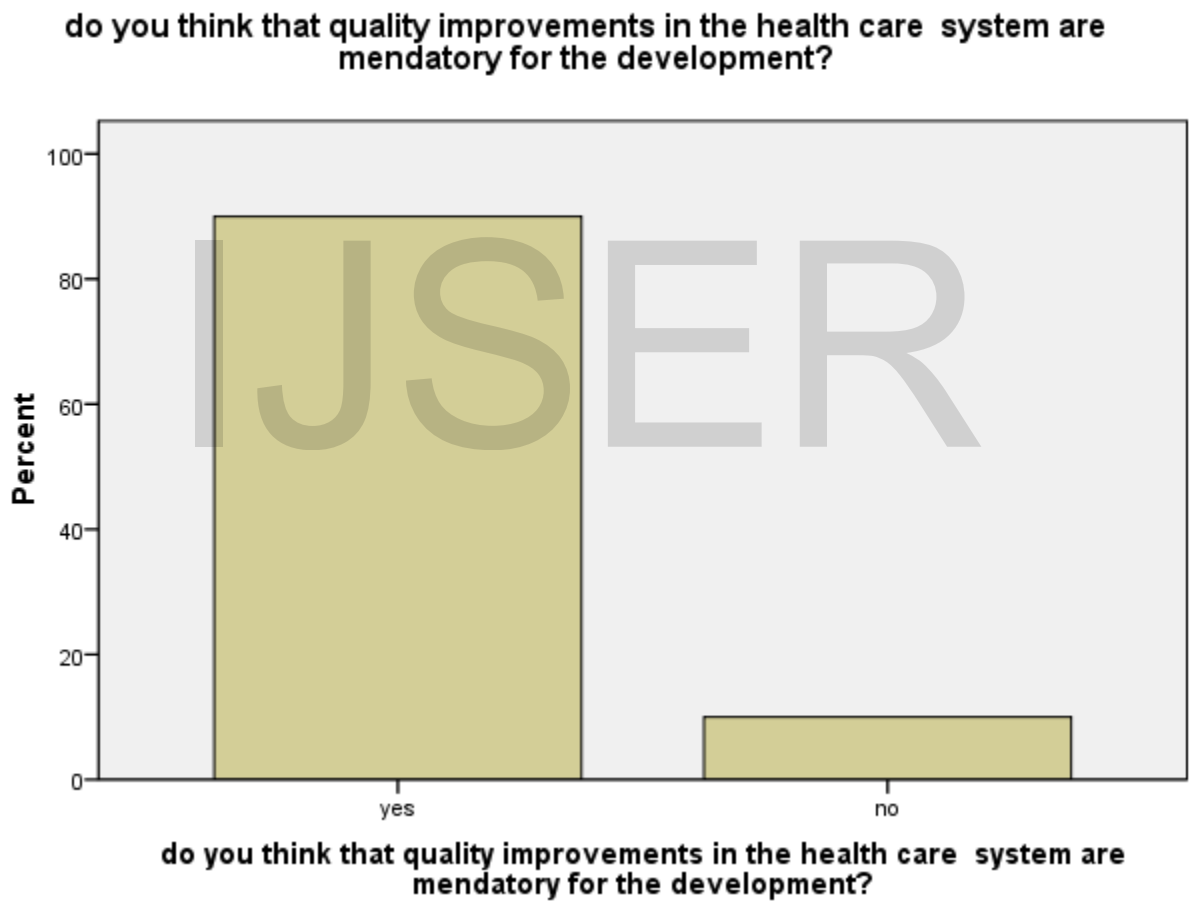


Fig.4.18

Fig no. 4.18 shows that 90% nurses think that quality improvements in the health care system are not mandatory for the development and 10 % nurses think quality improvements are not mandatory.

Q 19 . Do you think that health care administrators should elaborate for proper staffing for providing quality care to patient?

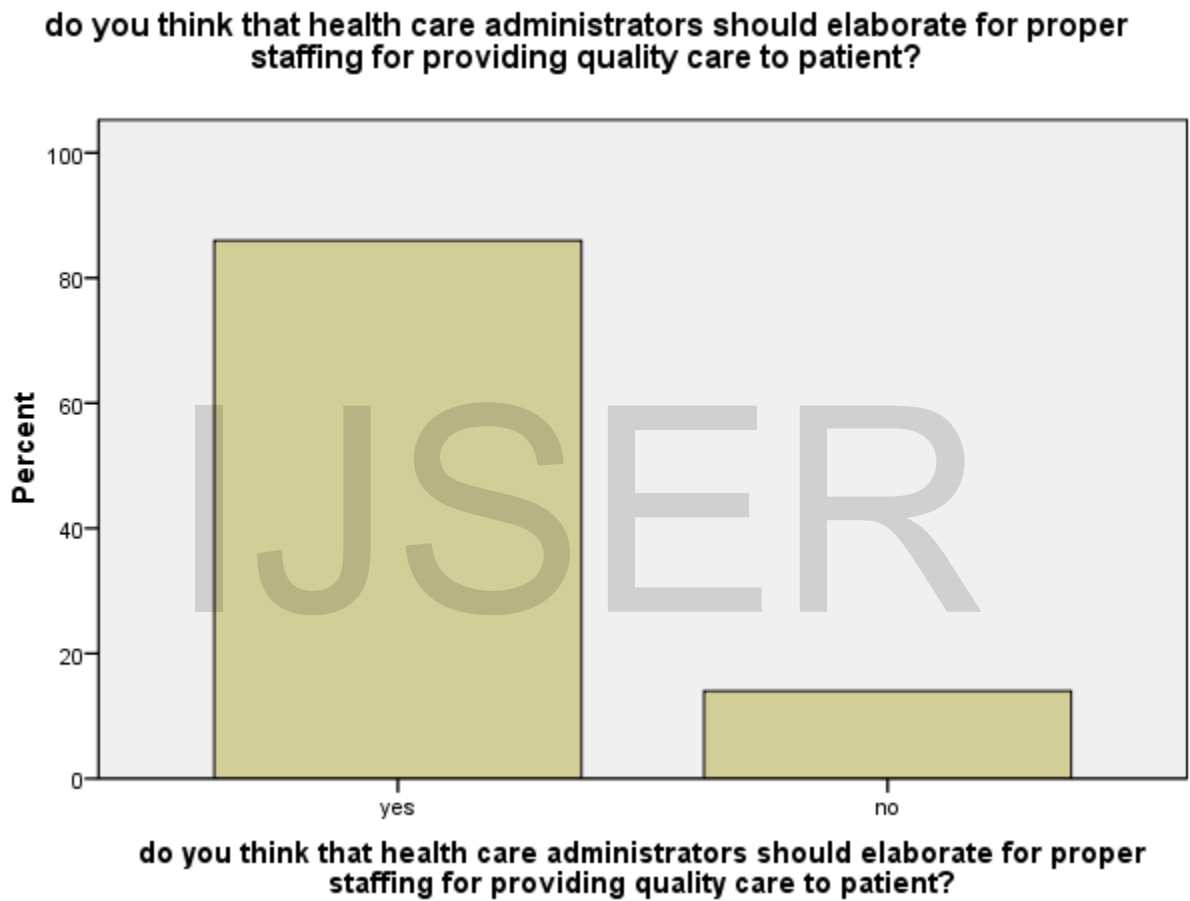


Fig4.19

Fig no 4.19 shows that 86% nurses think that health care administrators should elaborate for proper staffing for providing quality care to patients and 14 % nurses thinks the opposite that they should not elaborate.

Q.20 Do you believe that quality care and patient satisfaction are considered the most crucial points in nursing assessment?



Fig.4.20

Fig no 4.20 shows that 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.

RESULTS

After analyzing the data on SPSS 20 version the result of this study is support to null hypothesis because the result is that 94% nurses are know about quality of care and 6% nurses are not know about quality of care. 92% nurses thinks that quality of care affects on health and 8% nurses thinks that its have no affect on health. 85% nurses 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 patients affects on providing quality care to patients and 20% nurses think that overburden have no affect on providing quality care. 96% nurses thinks that non cleanliness have bad effect on health and 4% nurses think that non cleanliness have no effect on health. 85% nurses think that behavior of staff affects on quality of care and 15% nurses think that behavior of staff have no affects on quality care. 78% nurses think that physical environment of health care system affects on patient health and 22% nurses think that physical environment have no affects 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 affect 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.

CHAPTER 5

DISCUSSION,CONCLUSION,SUGGESTIONS

DISCUSSION

The findings of the study were analyzed. The objective of the study was to “identify the factors which affects on quality of care”. In this study 92% nurses thinks that quality of care affects on health and 8% nurses thinks that its have no affect on health. In this question mostly participants think that quality of care affects on health, as compared by Spector (2012), The factors related to quality of care are necessary which definitely enhance the productivity of the hospital and it also gives effectiveness to the principle of the health care system services.

In this study 85% nurses thinks that Quality of care is affected by short staffing and 15% nurses think that quality of care no affected by short staffing. Mostly participants the short staffing affects the quality of care,as compared by Douglas,K(2014) Health care administrators need to collaborate in order to develop a viable and sustainable formula for proper staffing by Increasing governmental influence by mandated nurse-patient ratios is the right approach to the staffing issue. 80% nurses think that overburden of patients affects on providing quality care to patients and 20% nurses think that overburden have no affect on providing quality care.majority of the nurses think that overburden affects the quality of care,as compared by Sureshchander, (2014) There is the positive relationship between the service quality and patient satisfaction. In the next question of this study 96% nurses thinks that non cleanliness have bad effect on health and 4% nurses think that non cleanliness have no effect on health.

So the majority of the nurses agreed that non-cleanliness affects the quality of care in health care services,as compared by Williams,Coyle &Healy,(2015) they also focus on cleanliness in health care services providence. 85% nurses think that behavior of staff affects on quality of care and 15% nurses think that behavior of staff have no affects on quality care.behavior affects on quality care mostly nurses supported to this question of the study,as compared by Wallace,(2013) Staff behavior is an effective model for quality of care services and it should be like support personnel, equipment and supplies as having adequate resources on hand improves the nurse’s workflow. In the next question of the study 68% nurses think that provided

services in government hospital have an affect on quality care system and 32% nurses think it have no effect,as compared by Ache, (2013) the issue of patient satisfaction has gained increased attention due to low quality care. As a result, many leaders related to health care system have been focusing their attention on improving patient satisfaction through improving quality of care. In the next question 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. So mostly nurses agreed with the question that long life of patient affects by quality care providence, as compared by Avis & Arthur,(2013) patients may actually evaluate their initial assumptions and express relief and satisfaction by Comparing quality care services results across health systems as there is no common base with regard to expectations. In this study 76% nurses think that responsiveness is important while providing quality care and 24% nurses thinks it is not important. Responsiveness is the important factor while providing quality care services to Patient,as compared by Butler, (2014) the four most important service quality factors are reliability,Communication,responsiveness and competence emerged as important quality factors among patients. Patient determined quality literature inconclusively predicts the direction of satisfaction and quality from the patient's perspective. Responsiveness s links with the evaluation of the health system to legitimate expectations and it may guide respondents to score their health system more accurately. In this study 87% nurses think that a trained person is required for providing quality care and 13% nurses thinks that a trained person is not required. Most of the nurses support to the study question and agreed that a trained person is required for quality care providence,as comapared by Celli & Rizzo, (2014) the study indicates that quality of care services are irectly linked with the performance of skilled staff as well as patient satisfaction because quality is the core element. In the next question of the study 95% nurses think that quality care and patient satisfaction are the key element in health care system and 5% nurses think these two are not the key elements.So the majority of the nurses agreed that quality care and patient satisfaction are the two major key elements for quality care,as compared by Tucker &Adam, (2014) Quality of care and patient satisfaction are the two important key elements in quality care. In the next question 88% nurses think that unwanted noise in health care environment affect the quality of care and 12 % nurses thinks unwanted noise have no affect. So most of the nurses are agains the unwanted noise in health care system,as compared by A.K. Shahid, et al, (2014) Noise of different intensity level may affect our health negatively

Unwanted noise in health care environment is the most cruel abuse of care that can be inflicted on either the side or well equally. Increasing level of sound has a negative physical and psychological affects, disrupting sleep, increasing level of stress decreases patients confidence in the competence of their care givers. In this question 90% nurses think that quality improvements in the health care system are mandatory for the development and 10 % nurses think quality improvements are not mandatory. So the majority of the nurses are agreed that quality improvements are mandatory in health care system for proper services as compared by (Andaleeb,2013),health care system is making rapid progressive change now a days and the competition among the health care service provider is also increased , and every day health care provider and health care receiver facing different challenges for quality of care. Because the quality care and patient satisfaction is the key element to enhance the profitability and long term viability and success. In this study 86% nurses think that health care administrators should elaborate for proper staffing for providing quality care to patients and 14 % nurses thinks the opposite that they should not elaborate. So mostly nurses agreed with that the administrators should collaborate as compared by, Douglas,k (2014) Health care administrators need to collaborate in order to develop a viable and sustainable formula for proper staffing by Increasing governmental influence by mandated nurse-patient ratios is the right approach to the staffing issue. Many factors should be considered when making staffing decisions such as severity of illness, family situations/needs, observation and intervention requirements, team dynamics.

In the last question of the study 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. So most of the nurses agreed that quality care is the crucial point for quality care as compared by, Badri & Ustadi,(2014) they believed that quality care and patient satisfaction are considered the most crucial point in the planning, implementation and evaluation of service delivery and that meeting the needs of the patient and creating healthcare standards were imperative towards achieving high quality.

CONCLUSION

After conducting a brief research on the factors that affects 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. And to make sure that quality services are being delivered to the public. 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 behaviour of the staff that causes decrease in the improvement of healthcare services. Behaviour of staff in the hospital also affect in the recovery of patients. If the behaviour is positive and good then it leads to the increase in patients recovery and if the behaviour is in appropriate and rude then it will cost in the decreasing of healthcare service. And it will put a negative impact on public which will cause some serious effects on public. Noise pollution also plays a significant role that effect on the healthcare services and its performance. Noise pollution in hospitals has increased in past few years due to the lack of government attention that also effects on the quality healthcare sector of Pakistan. Health care administrators need to collaborate in order to develop a viable and sustainable formula for avoiding unwanted noise and proper staffing by Increasing governmental influence by mandated nurse-patient ratios is the right approach to the staffing issue. Many factors should be considered when making staffing decisions such as severity of illness, family situations/needs, observation and intervention requirements, team dynamics.

So 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. More health care is not always better health care service but providing good quality health care is of critical importance and over all social well-being of this country. The purpose of this research is to find out the impact of factors that affects quality healthcare in DHQ hospital. And more specifically how these factors affect the process of growth of Pakistan. Physical and psychological and shortage of staff, over burden of work. Theses all are the factors that causes the healthcare sector to either improve or either make it more worst. And also how all these individuals' factors individually can affect and can work to improve and promote economic growth of Pakistan.and

after the study it has been concluded that the influencing factors can be eradicated by proper staffing, good physical environment, by avoiding unwanted noise and by providing trained and good behaviour staff in any health care departments for proper services.

SUGGESTIONS

- 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.
- 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.

LIMITATIONS

As a student, this was my first research work so I have to face many problems like developing questionnaire, analysis of data and reviewing latest literature related to my study. This was my first experience as a researcher. So I have many deficiencies and also lack of knowledge to conduct the researcher. I conducted this study in one hospital if I have funds and more time I will do it in other hospital of Pakistan.

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APPENDIX

TABLE.1

Do you know about Quality care?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	94	94.0	94.0	94.0
no	6	6.0	6.0	100.0
Total	100	100.0	100.0	

TABLE.2

Do you think that Quality of care affects on health?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	92	92.0	92.0	92.0
no	8	8.0	8.0	100.0
Total	100	100.0	100.0	

TABLE.3

Do you think that Quality of care is affected by short staffing?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	85	85.0	85.0	85.0
no	15	15.0	15.0	100.0
Total	100	100.0	100.0	

TABLE.4

Do you think that overburden of Patients affects on providing quality care?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	80	80.0	80.0	80.0
no	20	20.0	20.0	100.0
Total	100	100.0	100.0	

TABLE.5

Do you think that non Cleanliness have bad effects on health?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	96	96.0	96.0	96.0
no	4	4.0	4.0	100.0
Total	100	100.0	100.0	

TABLE.6

Do you think that behaviour of staff affects on quality of care ?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	85	85.0	85.0	85.0
no	15	15.0	15.0	100.0
Total	100	100.0	100.0	

TABLE.7

Do you think that Physical Environment of health care system affects on patient health ?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	78	78.0	78.0	78.0
no	22	22.0	22.0	100.0
Total	100	100.0	100.0	

TABLE.8

Are you satisfied with Quality of care in DHQ hospital faisalabad?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	55	55.0	55.0	55.0
no	45	45.0	45.0	100.0
Total	100	100.0	100.0	

TABLE.9

**Do you think that Provided Services in Government hospital
have an effect on quality care system?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	68	68.0	68.0	68.0
no	32	32.0	32.0	100.0
Total	100	100.0	100.0	

TABLE.10

**Are you satisfied with Provided facilities in Government
hospital?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	56	56.0	56.0	56.0
no	44	44.0	44.0	100.0
Total	100	100.0	100.0	

TABLE.11

Are you satisfied with Quality of care which patient receives?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	66	66.0	66.0	66.0
no	34	34.0	34.0	100.0
Total	100	100.0	100.0	

TABLE.12

Do you think that if patient receive good quality care then it can be lead to their long life ?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	72	72.0	72.0	72.0
no	28	28.0	28.0	100.0
Total	100	100.0	100.0	

TABLE.13

Do you think that responsiveness is important while providing quality of care?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	76	76.0	76.0	76.0
no	24	24.0	24.0	100.0
Total	100	100.0	100.0	

TABLE.14

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Do you think that a trained person is required for providing quality of care ?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	87	87.0	87.0	87.0
no	13	13.0	13.0	100.0
Total	100	100.0	100.0	

TABLE.15

Do you think that quality care and patient satisfaction are the key elements in health care system?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	95	95.0	95.0	95.0
no	5	5.0	5.0	100.0
Total	100	100.0	100.0	

TABLE.16

Do you think that overburden have influence on staff behavior?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	89	89.0	89.0	89.0
No	11	11.0	11.0	100.0
Total	100	100.0	100.0	

TABLE.17

Do you think that unwanted noise in health environment affect the quality of care?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	88	88.0	88.0	88.0
No	12	12.0	12.0	100.0
Total	100	100.0	100.0	

TABLE.18

Do you think that quality improvements in the health care system are mandatory for the development?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	90	90.0	90.0	90.0
No	10	10.0	10.0	100.0
Total	100	100.0	100.0	

TABLE.19

Do you think that health care administrators should elaborate for proper staffing for providing quality care to patient?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid yes	86	86.0	86.0	86.0
no	14	14.0	14.0	100.0
Total	100	100.0	100.0	

TABLE.20

Do you believe that quality care and patient satisfaction are considered the most crucial points in nursing assessment?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	93	93.0	93.0	93.0
No	7	7.0	7.0	100.0
Total	100	100.0	100.0	

Questionnaire Form

Independent college of nursing

Identify the factors which affects on quality of care in DHQ hospital Faisalabad

Consent

The information provided by you in this questionnaire will be used for research purposes. Your participation in this research is entirely voluntary. It will not be uses in a manner which would allow identification of your individual responses. If you have any question about this research can ask freely.

A. Demographic information

(1). what is your age?

- (a) 25-30 (b) 31-35 (c) 36-40 (d) above 40

(2). what is your professional qualification?

- (a) Diploma in G. nursing (b) Bachelor Degree (c) Master Degree

(3). what is your present job title?

- (a) Staff Nurse (b) Head Nurse

Name of participants: _____ Signature: _____ Date: _____

IJSER

Sr.No	Questions	YES	NO
01.	Do you know about quality of care?		
02.	Do you think that quality of care affects on health?		
03.	Do you think that quality of care is affected by short staffing?		
04.	Do you think that overburden of patients affects on providing quality care?		
05.	Do you think that non cleanliness have bad affects on health?		
06.	Do you think that behavior of staff affects on quality of care?		
07.	Do you think that physical environment of health care system affects on patient health?		
08.	Are you satisfied with quality of care in DHQ hospital Faisalabad?		
09.	Do you think that provided services in government hospitals have an effect on quality care system?		
10.	Are you satisfied with provided facilities in government hospital?		
11.	Are you satisfied with quality of care which patient receives?		
12.	Do you think that if patient receive good quality care then it can be lead to their long life?		
13.	Do you think that responsiveness is important while providing quality of care ?		
14.	Do you think that a trained person is required for providing quality of care ?		
15.	Do you think that quality care and patient satisfaction are the key elements in health care system?		
16.	Do you think that overburden have influence on staff behaviour?		

17.	Do you think unwanted noise in health environment affect the quality of care ?		
18.	Do you think that Quality improvements in the health care system are mandatory for the development?		
19.	Do you think that health care administrators should elaborate for proper staffing for providing quality care to patient ?		
20.	Do you believed that quality care and patient satisfaction are considered the most crucial point in nursing assessment?		

Thank you for your Co-

Operation.

IJSER

RESULTS BY DATA ANALYSIS

SR.NO	QUESTIONS	YES(FREQUENCY%)	NO(FREQUENCY%)
01.	Do you know about Quality care?	94%	06%
02.	Do you think that Quality of care affects on health?	92%	08%
03.	Do you think that Quality of care is affected by short staffing?	85%	15%
04.	Do you think that overburden of Patients affects on providing quality care?	80%	20%
05.	Do you think that non Cleanliness have bad effects on health?	96%	04%
06.	Do you think that behavior of staff affects on quality of care ?	85%	15%
07.	Do you think that Physical Environment of health care system affects on patient health ?	78%	22%
08.	Are you satisfied with Quality of care in DHQ hospital Faisalabad?	55%	45%
09.	Do you think that Provided Services in Government hospital have an effect on quality care system?	68%	32%
10.	Are you satisfied with Provided facilities in Government hospital?	56%	44%
11.	Are you satisfied with Quality of care which patient receives?	66%	34%

12.	Do you think that if patient receive good quality care then it can be lead to their long life ?	72%	28%
13.	Do you think that responsiveness is important while providing quality of care?	76%	24%
ss 14.	Do you think that a trained person is required for providing quality of care ?	87%	13%
15.	Do you think that quality care and patient satisfaction are the key elements in health care system?	95%	05%
16.	Do you think that overburden have influence on staff behavior?	89%	11%
17.	Do you think that unwanted noise in health environment affect the quality of care?	88%	12%
18.	Do you think that quality improvements in the health care system are mandatory for the development?	90%	10%
19.	Do you think that health care administrators should elaborate for proper staffing for providing quality care to patient?	86%	14%
20.	do you believe that quality care and patient satisfaction are considered the most crucial points in nursing assessment?	96%	04%