

"The Extent of Appropriateness of Legal and Administrative Procedures in Controlling Medical Errors: Field Study at Northern West Bank Hospitals (Jenin Governorate)"

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Abstract

This study aimed to identify the extent of appropriateness of legal and administrative procedures in controlling medical errors from Jenin hospitals workers point of view (Jenin Governmental Hospital, Al - Razi Hospital, Al- Amal Hospital and Al- Shifa Hospital). Also, it aims to identify the effect of some variables such as (gender, job, job title, years of experience, academic qualification and monthly income) on the appropriateness of legal and administrative procedures in controlling medical errors.

In order to achieve the objective of the study, the researcher developed a questionnaire consisting of (38) paragraphs divided into four domains: (performance evaluation, improving patients' services, improving health services and improving workers' proficiency) has been developed, distributed among 152 workers at Jenin hospitals in Northern West Bank (Jenin Governmental Hospital, Al - Razi Hospital, Al- Amal Hospital and Al- Shifa Hospital) they were randomly selected, and then after gathering the questionnaires, they were coded and processed statistically using the statistical packages for social sciences (SPSS). The study tool reliability and credibility were measured.

The study results showed the following:

1. There is a high degree of response in the total degree of the extent of appropriateness of legal and administrative procedures in controlling medical errors in the hospitals of the northern West Bank (Jenin governorate) from workers point of view.
2. There were no statistically significant differences at the level of ($\alpha = 0.05$) between the extent of appropriateness of legal and administrative procedures in controlling medical errors in the hospitals of the northern West Bank (Jenin governorate) attributed to the variables of (gender, job, job title, years of experience, academic qualification and monthly income).

In the light of the study results, the researcher suggested a number of recommendations including: improving workers' proficiency, improving job satisfaction among workers in addition to conducting further researches about the same subject.