

**Deanship of Graduate Studies  
Al-Quds University**



**Perception of health care professionals on the  
Factors Affecting the Quality of Health  
Care in Intensive Care Units at the Governmental  
Hospitals in the West Bank**

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Hospitals in the West Bank**

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**Deanship of Graduate Studies**

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**Thesis Approval**

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1431/2010

## **Dedication**

**To my Dear Parents, my Supportive husband Naser**

**And my lovely children**

**Abdullah, Basshar, Razan and Omar**

**To Dr. Asma Imam for all her support and Patience**

**With love and gratitude**

**Signature**

## **Declaration**

No portion of the work referred in this study has been submitted in support of an application for any other degree or qualification to this or any other university or other institution of learning.

**Signed:**

**Iman Azmi Jadou**

**Date: 1431/2010**

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## **Abstract**

### **Perception of health care professionals on the Factors Affecting the Quality of Health Care in Intensive Care Units at the Governmental Hospitals in the West Bank**

Quality of health care is becoming a major issue that is considered by all health care institutions. Health care professionals and managers are more aware of its importance and effects on the health outcomes of patients/clients. The purpose of the study was to assess how the health care providers (doctors and nurses) perceive the quality of health care in the ICUs at Palestinian governmental hospitals in the West Bank.

A quantitative descriptive exploratory method was used to accomplish the research aim. A self-administered questionnaire was used. The study population was all the health care professionals who are working in eight governmental ICUs in the West Bank. The total population is 147 health care professionals, and the respondents were 122, which equals to 82.9% of the population. The study instrument was developed by the researcher depending on the previous literature and research, and it included assessment of the inputs, processes and outputs of health care.

The research results showed that the health care professionals (Nurses and physicians) in the ICUs perceived the quality of many factors studied as being low. Their perception about the physical structure was low (55.8%), infection control and safety measures very low (44%), the performance appraisal very low (50.8%) and the management support very low (54.4%). Moreover, the health care professionals perceived the quality of the relationship between them and the patients moderate (71%), the availability of protocols and standards moderate (71.6%), the professionals performance moderate (77.4%), and finally the accessibility and continuity to care moderate (66%). In addition to these results the research has showed that there was a significant relationship between age of health care professional, experience and working setting, and their perception of the quality of care. Moreover, the results showed that there was no relationship between the gender, qualification and continuous education and their perception of quality of care in their units.

There was no relationship between the quality of care and mortality rate, and between quality of care and length of stay as perceived by the health care professionals. However, there were relationship between quality of care and the clients' satisfaction and staff satisfaction as perceived by health care professionals.

Depending on the study results, the researcher has recommended to the decision makers in the Palestinian Ministry of Health to establish a quality improvement program with a clear action plan to help in changing the quality level in the different units especially ICUs and also to establish clear written standards and protocols in the ICUs. Also the researcher recommended the establishment of ICU training programs in the Palestinian universities. Moreover, and providing the health care professionals with continuous education in the different ICUs.

## الملخص التنفيذي

تعد جودة الرعاية الصحية من القضايا الأساسية التي تهتم بها كافة المؤسسات الصحية. كذلك أصبح لدى الطواقم الصحية و إدارات المؤسسات الصحية وعي أكبر بأهمية جودة الرعاية المقدمة. هدف هذا البحث إلى دراسة وجهة نظر الطواقم الصحية (الأطباء و التمريض) العاملين داخل وحدات العناية المركزة في المستشفيات الحكومية في الضفة الغربية حول جودة الرعاية الصحية المقدمة داخل هذه الوحدات.

تمت هذه الدراسة باستخدام أسلوب البحث الكمي، الوصفي، الاستكشافي حيث تم قياس جودة هذه العوامل من وجهة نظر العاملين الصحيين. لتحقيق هدف الدراسة قامت الباحثة بتوزيع استبانة على مجتمع الدراسة المكونة من (147) عامل صحي ( أطباء و تمريض) ، و قد بلغت نسبة المشاركة 82.9 % (122 عامل صحي). لقد تم تحضير الإستبانة من قبل الباحثة و قد تم تحديد هذه العوامل على أساس مدخلات، إجراءات و مخرجات.

بعد تحليل البيانات أظهرت نتائج الدراسة أن الإنطباع العام للعاملين الصحيين داخل وحدات العناية المركزة حول العوامل المؤثرة في جودة الرعاية الصحية متدني بشكل عام. فقد كانت وجهة نظر الطواقم الصحية حول التجهيزات ، الأدوات الطبية و الأجهزة أنها ذات جودة منخفضة (55.8%) . إجراءات الأمان و مكافحة العدوى منخفضة جدا (44.8%) . آليات تقييم الأداء منخفضة جدا (50.8%) ، و أخيرا دعم الإدارة تم تقييمه بأنه منخفض جدا (54.4%).

إمكانية الوصول إلى العلاج و استمراره كان تقييمه متوسط (66%)، القوانين و المعايير داخل وحدات العناية المركزة كان تقييمها متوسط (71.6%)، علاقة الطاقم الصحي مع المرضى و أهلهم متوسطة من وجهة نظر أفراد الطواقم الصحية ( 71%)، و أخيرا أداء و أدوار الطاقم الصحي داخل وحدات العناية المركزة متوسط (77.4%).

أما فيما يتعلق ببعض مواصفات الطاقم الصحي و تأثيرها على تقييم الجودة فقد وجدت الباحثة أن هناك علاقة بين العمر، سنوات الخبرة و مكان العمل و بين تقييم مستوى الجودة، و على العكس أيضا لم تجد الباحثة أن هناك ارتباط بين النوع الاجتماعي، المؤهلات العلمية و البرامج التدريبية و بين تقييم مستوى الجودة.

لم يكن علاقة من وجهة نظر أفراد الطواقم الصحية بين جودة الرعاية الصحية و نسبة الوفيات أو فترة أيام الإقامة داخل وحدات العناية المركزة، بينما كانت وجهة نظرهم أن هناك علاقة بين الجودة و رضى المرضى و كذلك رضى أفراد الطواقم الصحية.

بناء على نتائج الدراسة أوصت الباحثة أصحاب القرار في وزارة الصحة الفلسطينية باستحداث برنامج تحسين الجودة مع خطة عمل واضحة للمساعدة في تحسين مستوى الجودة و خاصة في وحدات العناية المركزة. أيضا أوصت الباحثة باستحداث معايير و أنظمة مكتوبة للعمل داخل وحدات العناية المركزة و على مستوى وطني. إضافة إلى هذه التوصيات توصي الباحثة باستحداث برامج تعليمية تخصصية في العناية المركزة في الجامعات الفلسطينية، و كذلك تزويد الطواقم الصحية العاملة داخل وحدات العناية المركزة ببرامج تعليم مستمر للتأكد من جودة الرعاية الصحية التي يقدمونها.



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