

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



**Assessment of Standards of Quality Care and Nurses'  
Performance in Neonatal Units at Governmental Hospitals  
in the West Bank**

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**Assessment of Standards of Quality Care and Nurses'  
Performance in Neonatal Units at Governmental Hospitals in the  
West Bank**

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**A thesis submitted in partial fulfillment of requirements for the  
degree of Master of Nursing Management/School of Nursing  
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**Deanship of Graduate Studies  
Al-Quds University  
School of Nursing**



**Thesis Approval**

**Assessment of Standards of Quality Care and Nurses'  
Performance in Neonatal Units at Governmental Hospitals in the  
West Bank**

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Jerusalem- Palestine

1431/2010

## **Dedication**

**To my father, God bless him  
To my mother, wishing her wellness and good health  
To whom I owe every success in my life, my dear husband Talal  
To my precious little daughter Hiba  
To my brother, and sisters  
To Dr. Asma Imam for her efforts  
I dedicate the fruit of this effort**

الى والدي الكريم رحمه الله  
الى والدتي الكريمة متمنية لها دوام الصحة والعافيه  
الى من ادين له بكل خطوة نجاح في حياتي زوجي طلال  
الى طفلي الصغيره الغاليه هبه  
الى أخي واخواتي  
الى د. أسما إمام على جهودها  
أهدي ثمرة هذا الجهد

**Signature**

## **Declaration**

I certify that this thesis submitted for the Master Degree is the result of my own research, except where otherwise acknowledged, and that this thesis or (any part of the same) material has not been submitted for a higher degree to any other university or institution.

**Signed**

**Dalia Rahmi Toqan**

**Date: 16 / 6/ 2010**

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# **Assessment of Standards of Quality Care and Nurses' Performance in Neonatal Units at Governmental Hospitals in the West Bank**

**Prepared by: Dalia Rahmi Abd-Alfattah Toqan**

**Supervisor: Dr. Asma Imam, PhD**

## **Abstract**

Improving the quality of health care becomes the primary concern of all health. Neonatal nurses are part of the healthcare providers and they should be knowledgeable about the quality health services in order to perform their roles in improving outcomes of newborns.

The purpose of this study was to assess the standards of quality care and performance of neonatal nurses at governmental hospital in West Bank/ Palestine. A quantitative descriptive design was used to determine and describe the relationships existed between selected variables. Two questionnaires were formulated by using international standards for quality of care and international standards for neonatal nurses' performance, the two questionnaires were modified to fit the Palestinian hospitals. The questionnaires were tested for validity and reliability by using Chronbach alpha and with the help of experts in fields of quality and neonatology.

The population of the study consisted of all neonatal nurses working at 7 governmental hospitals in West Bank/Palestine. A total of 84 nurses were targeted and invited to participate in this study. Responding rate was 96%.

After data collection and analysis, the results of this study showed that the overall level of application of standards of quality care standards was moderate in the following standards (newborn assessment, neonatal nursing care, medication management and use, family education, infection control, and qualification and education).

The neonatal nurses who were older, had more experience years, and had less educational degrees applicated standards of quality care more than younger, less experienced and had more educational degrees nurses. On the other hand there was no significant difference for place of residence, and gender, and application of standards of quality care.

The overall of application of standards of performance was moderate in the following standards (quality of practice, education, and collaboration). On the other hand was high in the following standards (professional practice evaluation, ethics, resource utilization and leadership).

The neonatal nurses who are older, had more experience years, and had 3 years diploma degree applicated standards more than younger, less experienced, and had 2 years diploma degree or BA degree.

The result of this study showed that there was a positive relationship between nurses: incubator ratio and the application of standards of quality care and standards of performance among the neonatal nurses. Moreover, there were no significant differences between application of performance standards and place of residence or gender of neonatal nurses.

In the light of study findings, similar studies that focus on the issue of quality in the governmental hospitals be conducted in order to ensure continuous application of quality in the neonatal units. Moreover developing quality team in the neonatal units, and providing training programs for neonatal nurses and enforcing nursing care standards in all neonatal units.



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