

Quality Assurance

Title: The Effectiveness of Quality Assurance Programs in the Governmental Hospitals

Author (s): Clinical Instructor Program, Ministry of Health

Source: Conference Paper, 1997

Keywords: Quality Assurance, Nurses

Abstract:

This comparative study was conducted to examine the effect of applying a quality assurance program (Q.A.P.) on nurses' level of knowledge, performance, and attitude in governmental hospitals. Two major hospitals were selected, one of them was implementing a quality assurance program for the past two years. The convenience sample consisted of 54 government nurses - 28 nurses were selected from the hospital not implementing the Q.A.P. and 26 nurses from the hospital implementing a Q.A.P. The three data collection tools included a knowledge questionnaire, a Likert scale to measure attitude, and a structured observational technique to measure the level of performance based on nursing standards. The results revealed that there is no significant difference between nurses' knowledge, skill, and attitude among the two hospitals.