

CONTENTS

Title	Page
• Introduction and Aim of the Study	1-4
• Review of literature	5-38
- Concept of quality	5
- Importance of quality and patient care	6
- Characteristics of quality	8
- Measurement of quality (structure, process, outcome standards)	11
- Methods of quality assessment	
A) Record audits	14
B) Observational methods	15
C) Interviews	16
D) Questionnaires	17
E) Surveys	18
- Quality assurance	
* Definitions	18
* Purposes of quality assurance	19
* Quality assurance and performance	19
* Factors affecting performance	20
* Components of quality assurance program	21
- Quality circle	
* Definitions	22
* Quality circle benefits	22
* How the quality circle works	23

CONTENTS (Cont.)

Title	Page
- Quality improvement	
* Definitions	23
* Quality improvement team	24
* Quality improvement program	24
- Total quality management (TQM)	
* Definitions	25
* Purposes of (TQM)	26
* Elements of (TQM)	26
- Total quality control	
* Definitions	27
* Types of quality control	28
- Patient's satisfaction and quality care	
* Definitions	29
* Factors influencing patient's satisfaction	30
* Expectations of patients from nurses	31
* Reasons for measuring patient's satisfaction ..	33
* Dimensions of patient's satisfaction	33
• Subjects and Methods	39-49
- Aim of the study	39
- Technical design	39
- Operational design	45

CONTENTS (Cont.)

Title	Page
- Administrative design	48
- Statistical design	48
• Results	50
• Discussion	94
• Summary	111
• Conclusion	114
• Recommendations	116
• References	118
• Appendix	132
• Arabic Summary.	