CONTENTS

Item	Page
• Introduction	1-3
Aim of the Work	4
• Review of Literature	5-89
Chapter (1): Improving Quality of Care	5-19
-Concept of Quality(Definition)	5
- Dimensions of Quality	6
- Components of Quality	7
- Assessment of Quality of Care	9
- Steps of Quality Improvement	10
- A model for Rapid- Cycle Improvement	14
- Quality improvement Approaches	15
- Cope Approach	17
- COPE Components.	17
Chapter (2): Family Planning	20-43
- Concept of Family Planning (Definition)	19
- Selection of Birth Control Method	19
- Components of Family Planning.	20
- Male Methods of Contraception.	22
- Female Methods of Contraception.	25
I- Hormonal Methods:	25
II- The Coil.	32
III- Chemical Contraceptive	34

CONTENTS

Item	Page
IV- Barriers Methods.	35
V- Natural Methods.	39
VI- Female Sterilization	41
VII- Emergency Contraception	43
Chapter (3) :Infection Control Measures	44-77
- Definitions	44
- Infection Control Doctor	45
- Infection Control Nurse	46
- Infection Control Team	48
- Infection Control Committee	49
- Routine Infections Control Precautions	50
- Methods of Decontamination	54
- Prevention of Infections in Health Care Workers	55
- Hand Washing	56
- Gloving	59
- Antiseptics	62
- Steps for Skin and Mucous Membrane Preparation	63
- Steps involved in Processing Instruments and other Items.	64
- Disease Transmission Cycle.	73

CONTENTS

Item	Page
CHAPTER (4) Counseling:	78-89
- Definition	78
- Benefits of Family Planning Counseling.	78
- Purpose of Family Planning Counseling.	78
- Principles of Family Planning Counseling.	79
- Elements of Counseling	79
- Counseling Skills	83
- Role of Counselor in Family Planning.	85
- Steps in Contraceptive Decision Making	85
Materials & Methods	90 –97
• Results	98-128
• Discussion	129-140
Conclusion	141
Recommendations	142
• Summary	144-148
References	149-171
Appendix	1-38
Arabic Summary	