

Summary

Quality improvement has positive results on renal dialysis as it will achieve greater probabilities and success for change of knowledge, performance and practice of nurses.

The present study aimed to evaluate the quality of performance program for nurse service to providers client satisfaction in Benha University Hospital. The study sample included all nurses (65) working in the out-patient clinic department of renal dialysis in Banda University Hospital. The sample also included 100 clients to assess their satisfaction regarding to renal dialysis.

Tools used for data collection included: 1) A Structured interviewing questionnaire that comprises socio-demographic characteristics of nurses, and 2) An observation checklist to assess nurse's knowledge about quality improvement for renal dialysis and client satisfaction tool question to assess the nurses knowledge were answered through the interview.

Based on the results obtained from the interview questionnaire, the observation checklist and client's satisfaction checklist as well as literature review, the health educational program for nurses was developed.

Client satisfaction toward renal failure and dialysis was assessed. The implemented content of the program was divided into 12 sessions. Different methods of teaching such as lectures, group discussion, and demonstration, were also used during implementation of the program. Handouts and posters were used as teaching tools.

The study showed that nurses, knowledge and practice scores regarding quality of renal dialysis and client satisfaction improved significantly in all aspects after application of the health promotion program.

Based on the findings of the study, the following recommendations can be deduced:

- The developed training program about quality improvement of renal dialysis should be offered. A written standard protocol should be available for each hospital to protect and support renal dialysis, and have it communicated to all health care providers.
- Periodical continuing educational courses and in-service training programs should be held to keep nurses up-to-date in their knowledge and performance about quality improvement. Counseling and periodic appraisal evaluation for their performance should be performed about dialysis.
- Materials should be available for nurses and clients in the outpatient clinics and departments of renal dialysis with simple language. They should be and updated knowledge should be disseminated through films, video tapes, posters, handouts, and manuals about quality and quality improvement of renal dialysis.