

## **Summary**

The issue of quality of health care is not new. Since the 1960 there was increasing interest in the quality of health care on the part of providers, health care recipients, organizations and the public at large. The concept of about quality and how to achieve it (*Texas Health Resource, 2007*). quality assurance is integral to health care, it is essential that institutions educate their staff about the ethical requirements for quality assurance. (*National Health & Medical Research Council, 2003*)

The aim of this study is to; assess nurses' awareness regarding Quality Assurance in Benha University Hospitals.

Subjects of this study were 30% of the total number of staff nurses working at medical & surgical departments at Benha University Hospitals equal (300) nurses; (30) nurses from them were excluded from the study sample for the pilot study. The sample size was (270) nurses included (130) nurses at general medical departments, and (140) nurses at surgical departments who they have fulfilled criterion of a working experience of not less than one year at the study setting.

The tool for this study was questionnaire sheet to assess nurses' awareness regarding quality assurance at Benha University Hospitals.

### **Results of this study indicated that:**

1. More than half of nurses (51.1%) working at surgical departments and the (48.9%) working at medical departments. As regarding to Age, the majority of nurses (45.2%) were 20-30 years. As far as nurses` years of

experience, the highest percent of nurses (31.9%) their experience were over fifteen years. In relation to nurses' education, (62.2%) have nursing diploma.

2. the highest percent (91.5%) of nurses were aware regarding resources required to implement quality assurance in hospital, also, the majority (89.6% & 89.3%) of them were aware regarding follow up and maintaining of resources, the role of management in the application of quality assurance in hospital.
3. The lowest percent (4.1%) of them were unaware regarding to role of quality team.
4. Nurses' age had a statistical significant relation with their awareness. On the opposite, nurses' years of experience and education level had no statistical significant relation with their awareness.
5. There is a significant negative correlation between nurses' age and their awareness
6. There is negative insignificant correlation between nurses' years of experience and their awareness.
7. There is a positive insignificant correlation between nurses' education and their awareness.

In conclusion, the highest percent of the nurses were aware regarding quality assurance at Benha University Hospitals.

## **Recommendations**

In the light of the findings obtained from the present study, the following points are recommended:-

- 1- Nursing members from different category must be involved in different committees related to quality issues in the hospital.
- 2- Conducting educational courses about standards of quality assurance, documentation according to quality system, use of available resources effectively,
- 3- The hospital should conduct periodic assessment to ensure the application of quality assurance.
- 4- Publishing regulations of quality assurance in the hospital through posters and booklet.
- 5- Replicated study must be cover another area such as, problems facing nurses in work and factors affecting on the quality of provided care and their performance