

## **Introduction**

Quality is defined as a planned, systematic, organization-wide approach to the measurement, assessment and improvement of an organization's performance, there by continually improving the quality of patient care and services provided (**Rossi, 2003**). Additionally, Quality means developing aspects regarding the structure, process and outcomes standards that the health care delivery system must meet in rank for its populations to achieve optimum health gains (**Bethesda, 2001**).

Quality assurance can be defined as activities and programs intended to assure or improve the quality of care in either a defined medical setting or a program. The concept includes the assessment or evaluation of the quality of care; identification of problems or shortcomings in the delivery of care; designing activities to overcome these deficiencies; and follow-up monitoring to ensure effectiveness of corrective steps. (**Donabedian, 2003**).

Also, Quality assurance means assuring the consumer of nursing a specified degree of excellence through measurement and evaluation. (**Kearney, Richardson, Giulio, 2000**)

Quality assurance began as an inspections approach to ensure that health care institutions - mainly hospitals – maintained minimum standards of patient care quality. The use of quality assurance grew over time and Quality Assurance Departments became the organizational reporting incidents and errors, such as mortality and morbidity rates. This approach was reactive and fixed the errors after a problem was noted. Quality Assurance's methods consisted primarily of retrospective chart

audits of various patient diagnoses and procedures. (*Kelly, 2008*). The goal of quality assurance is to guarantee quality in medical care through the detection of problems with their subsequent evaluation and study, and through the implementation of corrective measures, when necessary. (*Delgado et al., 2004*)

The staff nurse is the critical person she is measuring and managing care outcomes; sees best the global and specific issues and intricacies of measures and measurement, most likely going to collect the original quality data. (*Fetter, 2007*)

Nurses play a significant role in delivery of quality patient care. They are the largest component of health care workforce, they spend the most time with patients in health system, and their function in direct patient care with activities involving monitoring patient status, administering physiologic therapies, executing nursing and educating patients are essential for patients to receive high quality care. . (*Hall & Doran, 2004; Page, 2004*).

Quality Assurance Coordinator coordinates, organizes updates, maintains, and provides compliance documentation for audit and other related purposes. Also required to maintain familiarity with specific accreditation standards and interpretations of Quality Assurance Standards, and Standards of Practice as well as to assist in accreditation efforts. In addition, he must be able to instruct employees about, monitor compliance with, and immediately report instances of non-compliance with the above standards to management. And maintaining database records, utilizing document management and compliance software, and interacting and coordinating with employees and clients to maintain and supply updated information such as case file documentation, personnel

file documentation, training qualifications, proficiency testing records, and testimony evaluations, as required for audits, client site visits, client requests. (*Sologig, 2011*).

Health facility accreditation is a systematic, multidisciplinary inspection of the physical and organizational structure of the facility or program and the functioning of its component parts. Factors measured include staff qualifications, facilities, organization, record keeping, and continuing staff education. (*Varavikova, Tulckinsky, 2009*).

Accreditation is defined as a process for evaluating health care facilities according to a set of standards that define activities and structures that directly contribute to improve patient outcomes. Accreditation is an organized process to monitor quality of services and influences the behavior and functions of health care providers in a way to ensure compliance with quality standards (*MOHP, 2002; Buetow and Willingham, 2003*).

### **Significance of the study**

Quality project is implemented now in Benha University Hospitals so, it is important to assess whether nurses aware about quality assurance or not.

Nurses are largely responsible not only for caring of the patients, but also in practicing of high quality care. So, nursing practice is a goal directed service it is adaptable to the needs of individual and community during health and illness to assure that quality of care is provided for the patient.

Examining nurses' awareness regarding Quality Assurance in Hospital is vital to the formulation of practical approaches to quality assessment and improvement.