

## References

- Abdallah, S., (1998):** Educational program for pediatrics nurses about viral hepatitis, Unpublished Master Thesis, Faculty of Nursing, Ain Shams University
- Ahmed, E., (2010):** The relation between nursing staff and patient's perception toward patient's rights and patient's satisfaction of nurses` compliance at Benha university hospital, Unpublished Master Thesis, Faculty of Nursing, Benha University
- Ahmed, G., (1999):** Measuring quality of nursing service in two different hospitals, Unpublished Master Thesis, Faculty of Nursing, Ain Shams University.
- Ahmed, S., (2003):** Development of clinical nursing care standards for adult surgical patient, Doctorate thesis, Faculty of Nursing, Alexandria University
- Alexander, M., Corrigan, A., Gorski, L., Hankins, J., and Perucca, R, (2010):** Infusion Nursing: An Evidence-Based Approach, 3<sup>rd</sup> ed., Elsevier Saunders, USA, P. 113.
- Ali, S., (2007):** quality of nurse's performance in neonatal intensive care units, unpublished master thesis, Faculty of Nursing, Benha University.
- Atkinson, L., (1996):** Operating room techniques, 2<sup>nd</sup> ed., Mosby Inc, St. Louis, PP: 24-45
- Bara`a, Y., (2006):** Quality Definitions: Quality Dictionary, available at, <http://www.google.com> , 29-12-2010
- Barker, A., (2009):** Advanced practice nursing: essential knowledge for the profession, 1<sup>st</sup> ed., Jones and Bartlett Publishers, United States of America, P. 329.
- Basavanthappa, B., (2003):** Nursing Administration, 1<sup>st</sup> ed., Jaypee. Brothers Publication, New Delhi, PP. 435-438.
- Bethesda, M., (2001):** The quality assurance project's information outlet, Center for Human Services, 9(1):814-816.

- Booyens, S., (2008):** Introduction to Health Services Management, 3<sup>rd</sup> ed., Juta Company Ltd, South Africa, P.251.
- Brewer, (2003):** Five keys to successful management, 1<sup>st</sup> ed., Lippincott Williams and Wilkins Co: London, pp. 294, 295.
- Brocka, B., Brocka, M., (1992):** Quality management implementing the best ideas of the master, 1<sup>st</sup> ed., Business One Irwin, United States of America, PP. 3-4.
- Brown, J. (1998):** The health care quality handbook, a professional resource and study guide, Pasadena, Calif, pp 719-720.
- Buetow, S., and Willingham, J., (2003):** Accreditation of general practices: Challenges and lessons, BMJ, 12: 129-135.
- Bunke, C., Kowalski, M., (2007):** Textbook of Basic Nursing, 9<sup>th</sup> ed., Lippincott Williams & Wilkins Company, Philadelphia, PP.23-24.
- Carr-Hill, R., Dixon, P., Gibbs, I., Griffiths. M., Higgins. M. McMaughan. D., and Wright, K., (2011):** Skill mix and the effectiveness of nursing care, available @ <http://irss23@york.ac.uk>. 14-9-2011
- Carey, R., Lloyd, R., (2001):** Measuring Quality Improvement in Health Care: A guide to Statistical Process Control Applications, 2<sup>nd</sup>, Milwaukee & Quality Press, United States of America, PP. 12, 22.
- Chassin, M., (2005):** Improving the Quality of Health Care, Vol. 76, No. 4, pp.565-591, Available @ <http://www.jstor.org /pss/ 3350512> ,9-4-2010.
- CoFer, J., and Greeley, H., (1998):** Continuous quality improvement for health information management, Marblehead, Mass, Opus Communications.
- Davis, G., (2004):** Pathology and law: A practical guide for the pathologist, 9<sup>th</sup> ed., Springer-Verlag, New York, P. 191.

- Delaune, S., & Ladner, P., (2002):*** Fundamentals of nursing standards & practice, 2<sup>nd</sup> ed., Thomson Learning, Inc. United States of America, PP: 52-186.
- Delgado, R., Net, A., Suñol, R., Nolla, J., and Bohigas, L., (2004):*** The implementation of a quality assurance program in the Hospital de la Santa Creu i Sant Pau in Barcelona, Health Policy, 8(1), 95-103
- Deming, E. & Juran, J., (2009):*** Establishing hospital quality assurance programs, Available @ <http://www.Totalqualityassuranceservices.com/category/hospital-quality-assurance/> 5-5-2010.
- Donabedian, A. & Bushushur, R., (2003):*** An introduction to quality assurance in health care, 1<sup>st</sup> ed., American University Press, New York, pp.4-8.
- Donabedian, A., (2003):*** An introduction to quality assurance in health care, Int. Journal for Quality in Healthcare, 15(4), PP. 357-358.
- Draper, A., Felland, E., Liebhaber, A., and Melichar, L., (2008):*** The role of nurses in hospital quality improvement, 3<sup>rd</sup> ed., New York, pp.1-8.
- Duffy, J., (2009):*** Quality Caring In Nursing: Applying Theory to Clinical Practice, Education, and Leadership, 1st ed., Springer Publishing Company LIC, Canada, PP.16-17.
- Dunton, N., Gajewski, B., Klaus, S., and Pierson, B., (2007):*** "The relationship of nursing workforce characteristics to patient outcomes" OJIN: the Online Journal of Issues in Nursing. 12(3)
- El-Sayed, H. A., (2006):*** Quality improvement of immediate postpartum nursing care, Unpublished Master Thesis, Faculty of Nursing, Benha University.
- Fetter, M., (2007):*** Quality: the staff nurse's role, Available at, [http://findarticles.com/p/articles/mi\\_m0FSS/is\\_n3\\_v7/ai\\_n18607838/](http://findarticles.com/p/articles/mi_m0FSS/is_n3_v7/ai_n18607838/), 13-4-2010

- Finnish Medical Association, (2002):** Ethical guidelines for the quality assessment of health care, Available @, <http://www.laakariliitto.fi/e/ethics/quality.html>, 21-6-2010
- Flippo, E., (2008):** Personnel Management, 6<sup>th</sup> ed., McGraw-Hill Book Co, Singapore, pp.77-87.
- Forgia, G., Couttolenc, B., (2008):** Hospital performance in Brazil: The search for excellence, 1<sup>st</sup> ed., The World Bank, Washington, P.313.
- Fournier, S., (2001):** Quality assurance coordinator, Available @ <http://www.stepfour.com/jobs/v1/075167014.htm> , 25-5-2010
- George, V., and Haag-Heitman, B., (2011):** Peer review in nursing: Principles for successful practice, 1<sup>st</sup> ed., Jones and Bartlett Publishers LIC, United States of America, P. 158.
- Gerdin, U., Tallberg. M., and Wainwright. P.,(1997):** Nursing informatics: The impact of nursing knowledge on health care informatics, 1st ed., ISO Press/ Lavis Marketing, Netherlands, P.408.
- Gottfried, A., (2010):** The difference between quality control, assurance, and audit, Available @, <http://www.wilsonmar.com/qmstages.htm#QCQA>, 31-8- 2010.
- Hall, L. M., & Doran, D. (2004):** Nurse staffing care delivery model and patient care quality. Journal of Nursing Care Quality; 19 (1): 27-33.
- Hankins, J., Lonsway, R., Hedrick, C., and Perdue, M., (2001):** Infusion therapy in clinical practice, 2<sup>nd</sup> ed., W.B. Saunders Company, United States of America, P.P 32-33.
- Hannah, K., Ball, M., and Edwards, M., (2006):** An introduction to nursing informatics, 3<sup>rd</sup> ed., Springer Science, London, P. 131.
- Harmina, M., Moutafa, N., and Abou-Moghli, F., (1990):** Measuring quality of care in El-Zagazig hospital, Unpublished Master Thesis, High Institute of Nursing Zagazig University.
- Hartman, M., (2002):** Fundamental concepts of quality improvement, 1<sup>st</sup> ed., Quality Press, United States of America, pp. 435-452.

- Harvey, L., (2004):** The power of accreditation: View of Academics, Journal of Higher Education Policy and Management, 26 (2), pp. 207-223.
- Henderson, L., and Thuma, R., (1999):** Quality assurance in dialysis, 2<sup>nd</sup> ed., Kluwer Academic Publishers, London, P. 287.
- Hyett, N., (1998):** Current incidence of prematurity, Nursing Perinatal Journal, 3 (5): 12-24
- Huber, D., (2006):** Leadership and nursing care management, 3<sup>rd</sup> ed., W.B.Saunders Company, United States of America, pp. 610, 834-835
- Huston, C., and Marquis, B., (2009):** Leadership role and management functions in nursing: Theory and application, 6<sup>th</sup> ed., Wolters Kluwer Health/ Lippincott Williams& Wilkins, China, PP.543-550
- JCAHO, (2004):** Educating your staff about JCAHO new accreditation process, 1<sup>st</sup> ed., Joint Commission Resources INC, USA, P.9.
- JCAHO, (2005):** Comprehensive accreditation manual for hospitals: The official handbook, 5<sup>th</sup> ed., Joint Commission Resources INC, USA, P.11.
- JCAHO, (2006):** Hospital accreditation standards: Accreditation policies, standards, elements of performance scoring, 5<sup>th</sup> ed., Joint Commission Resources INC, USA, P.383.
- JCAHO, (2009):** Hospital accreditation standards (HAS), 1<sup>st</sup> ed., Joint Commission Resources INC, USA, PP. 408-411.
- Joint Commission, (2007):** Assessing hospital staff competence: Improving health care quality and safety, 2<sup>nd</sup> ed., Joint Commission Resources, USA, P.82.
- Junttila, K., (2000):** Perioperative documentation in Finland, AORN, 72 (5):862-876
- Kalanick, K., (2004):** Phlebotomy technician specialist: A practical guide to phlebotomy, 1st ed., Thomson Learning. Canada, P.25.

**Kearney, N., Richardson, A., and Giulio, P., (2000):** Cancer nursing practice: A textbook for the specialist nurse, 1<sup>st</sup> ed., Harcourt Publishers Limited, China, P.54.

**Kelly, P., (2004):** Essentials of nursing leadership & management, 1<sup>st</sup> ed., Thomson Delmar leading, United States of America, pp. 167-169.

**Kelly, P., (2008):** Nursing leadership and management, 2<sup>nd</sup> ed., Delmar learning, United States of America, PP. 436-437.

**Kleinpell, R. M. (2009):** Outcome assessment in advanced practice nursing. 2<sup>nd</sup> ed., Springer Publishing Co: United States of America, P. 284.

**Kohn, L., Corrigan, J., and Donaldson, M., (2000):** To err is human: Building a safety health system, 1<sup>st</sup> ed., National Academy Press, United States of America, PP. 136-137.

**Kozier, B., (2006):** Fundamental of nursing concepts, process and practice, 7<sup>th</sup> ed., Darling Kindersley publication, USA, P. 361

**Kubba, A., and Wilkinson, C., (1998):** Recommendations for clinical practice: Emergency contraception, Faculty of family planning and reproductive healthcare of the Royal College of Obstetricians and Gynecologists, London, p 77.

**Kunders, D., (2008):** Hospitals: facilities planning and management, 10<sup>th</sup> ed., Tata McGraw-Hill Publishing Company limited, India, P. 412.

**Legido, Q., McKee, M., Nolte, N., and Glinos, I., (2008):** Assuring the quality of health care in the European Union: A case for action, 1<sup>st</sup> ed., MPG Books Ltd, United Kingdom, P.137.

**Lerner, S., (2010):** Medical-Legal issues in quality assurance, Available @, <http://www.lectlaw.com/med/med24.htm>, 14-6-2010.

**Lloyd, R., (2004):** Quality healthcare: A guide to developing and using indicators, 1st ed., Jones and Bartlett Publishers, USA, PP.13-14.

**Madison, N., (2010):** What is a quality control, Available @, <http://www.wisegeek.com/what-is-qualitycontrol.htm>, 11-5-2010

**Malhotra, A., (2009):** Hospital management: An evaluation, 1<sup>st</sup> ed., Global India Publications Pvt Ltd, New Delhi, PP.221, 275.

**Martin, H., (2011):** Steps in a quality assurance plan, Available @, <http://www.articlesnatch.com/Article/Steps-In-A-Quality-Assurance-Plan/1342414>, 9 -4- 2011.

**McConnell, C., (2007):** The effective health care supervisors, 6<sup>th</sup> ed., Jones and Bartlett Publisher, London, pp.356-361.

**McKenna H. P. (1995):** Nursing skill mix substitutions and quality of care: an exploration of assumptions from the research literature. Journal of Advanced Nursing; 21: 452-9.

**McLaughlin, C., and Kaluzny, A., (2006):** Continuous quality Improvement in health care, 3<sup>rd</sup> ed., Jones and Bartlett Publishers, United States of America, P. 109.

**Meeker, S., Inman, G., Samuel, M., and Cronin, T., (2010):** Speaker abstracts of the society of quality assurance 26<sup>th</sup> annual meeting, Cincinnati, Ohio, USA, the Quality Assurance Journal, 13(51), PP.51-545, 13-6-2010

**Mehta, P., (2004):** An introduction to quality assurance for the retailers, 1<sup>st</sup> ed., iUniverse-Inc, United States of America, P.3.

**Ministry of Health and Population, (2002):** Guiding manual for quality implementation at family health units, quality general administration.

**Mitra, A., (2000):** Fundamentals of quality control and improvement, 2<sup>nd</sup> ed. , Asimon &Schuster Company, New Jersey, pp. 10-11, 118-119.

**Moby's Dental Dictionary,( 2008):** Definition of quality assurance, available @, <http://www.us.elsevierhealth.com/Dentistry/Gift/book/9780323049634/Mosbys-Dental-Dictionary/>, 23-6-2011

**Mohammed, S.,(2006):** Comparative study between the nursing performance for general postoperative patient at university hospital and teaching hospital at Benha city, Master thesis, Faculty of Nursing, Benha University

- Mukherjee, P., (2006):** Total quality management, 1st ed., PHI Learning Put. Ltd, USA, p. 75.
- Muller, M., (2000):** The quality of nursing service management in South African hospitals, *Curationis*, 23(2):63-69.
- Nanagas, J., (1994):** Hospital nursing service administration manual, 2<sup>nd</sup> ed., San Laazaro Comp, P.49
- Nancy, R., (2004):** Teague's the quality toolbox, 2<sup>nd</sup> ed., American society for quality Press, USA, pp 390-392.
- National Health & Medical Research Council, (2003):** When does quality assurance in health care require independent ethical review: Advice to Institutions, Human Research Ethics Committees and Health Care Professionals, approved at 20 February 2003, available at, <http://nrv.gov.au/files/nhmrc/publications/attachments/e46.pdf>, 13-7-2011
- Needleman, J., and Hassmiller, S., (2009):** The role of nurses in improving hospital quality and efficiency: Real-world results, Available @, [www.rwjf.org/pr/product.jsp?id=44209](http://www.rwjf.org/pr/product.jsp?id=44209), 5-5-2010
- Novotny, M., Lippman, D., Sanders, N., and Fitzpatrick, J., (2003):** One hundred and one careers in nursing, 1<sup>st</sup> ed., New York, Springer Publishing Company, pp.150-151
- Ogrinc, G., Headrick, L., Mutha, S., Coleman, M., O'Donnell, J., and Miles, P., (2003):** A framework for teaching medical students and residents about practice-based learning and improvement, synthesized from a literature review, *Academic Medicine: Journal Of The Association Of American Medical Colleges* , 78(7):748-756.
- Page, A. (2004):** Keeping patients safe transferring the work environment of nurses. National Academic Press Co: Washington, Dc, p. 20.
- Polit, D. F., & Beck, C. T. (2008):** Nursing research: Generating and evidence for nursing practice. 8<sup>th</sup> ed., Lippincott Williams and Wilkins, A welters Kluwer Business Co: United States of America, P. 322.



**Potter, P., and Perry, G., (1999):** Basic nursing: A critical thinking approach, 4<sup>th</sup> ed., Mosby, London, P. 944.

**Quality Assurance Project, (2007):** Methods and tools improving quality, available @, <http://www.qaproject.org>, 13-11-2010

**Raik, F., (2001):** Hospital accreditation, Available @, [http://en.wikipedia.org/wiki/Hospital\\_accreditation](http://en.wikipedia.org/wiki/Hospital_accreditation), 29 -6-2010.

**Rawlins, M., and Hine, D., (2002):** Principles for best practice in clinical audit, 1<sup>st</sup> ed., Radcliff Medical Press Ltd, United Kingdom. P. 134.

**Robinson, D., and Kish, C. (2001):** Core concepts in advanced practice nursing, 1<sup>st</sup> ed., Mosby, London, pp 85- 95.

**Rodak, B., Fritsma, G., and Doig, K., (2007):** Hematology: Clinical principles and application, 3rd ed., Saunders Elsevier, China, P. 48.

**Rodwin, V., Brecher, C., Jolly, D., and Baxter, R., (1992):** Public hospital system in New York and Paris, 1<sup>st</sup> ed., New York University, United States of America, PP. 149-152.

**Ross, J., and Omachonu, V., (2004):** Principles of total quality, 3<sup>rd</sup> ed., CRC Press, Florida, pp.3, 174.

**Rossi, P., (2003):** Case management in health care, 2<sup>nd</sup> ed., Saunders Company, USA, p 717.

**Salama, D., (1997):** Effect of nurses' job satisfaction on the quality of patient care in medical ward at Benha university hospital, Master thesis, High institute of nursing, Zagazig University, Benha branch

**Sale, D., (2000):** Quality assurance: A path way to excellence, 3<sup>rd</sup> ed., Ardvard Edititorial, Malaysia, P.38.

**Sanjary, M., (2006):** Disaster and mass casualty management in a hospital, Journal of post graduate medicine, 52 (2): 89-90.

**Shanks, N., and Buchbinder, S., (2007):** Introduction to health care management, 1st ed., Jones and Bartlett Publishers, United States of America, PP. 86-87.

- Sharon, T., (2004):** Protect yourself in hospital, 1<sup>st</sup> ed., McGraw-Hill Company, New York, P.211.
- Silverman, D. (2004):** Qualitative research: Theory, method and practice, 2<sup>nd</sup> ed., Sage Co: Great Britain, P. 88.
- Snook, D., (2007):** Opportunities in hospital administration careers, 1<sup>st</sup> ed., McGraw-Hill Company, New York, P.57.
- Snook, I., (2004):** Hospitals: What they are and how they work, 2<sup>nd</sup> ed., Jones and Bartlett Publishers, United States of America, PP. 186-187.
- Sologig, (2011):** Quality assurance coordinator, available @, [http://www.careerbuilder.com/JobSeeker/Jobs/JobDetails.aspx?lr=cbsalary&siteid=ns\\_eg\\_g\\_hospital\\_quality\\_assu\\_&job\\_id=J8B50N73S8CXB0NL5KG](http://www.careerbuilder.com/JobSeeker/Jobs/JobDetails.aspx?lr=cbsalary&siteid=ns_eg_g_hospital_quality_assu_&job_id=J8B50N73S8CXB0NL5KG), 4-7-2011
- Stanhope, M., (2002):** Foundations of community health nursing: Community-oriented practice, 1<sup>st</sup> ed., Mosby Inc, Philadelphia, P. 250.
- Stephen, M., (2003):** Hospital pharmacy, 1<sup>st</sup> ed., RPS Publishing, London, P. 81.
- Swansburg, R., (1995):** Nursing staff development: A component of human resource development, 1st ed., Jones and Bartlett Publishers, London, P. 172.
- Tappen, R., (1995):** Nursing leadership and management concepts and practice, 3<sup>rd</sup> ed., F.A.Davis Company, Philadelphia, p. 89.
- Tatum, M., (2003):** What is a quality circle, Available @, <http://www.wisegeek.com/what-is-a-quality-circle.htm>, 11-5-2010.
- Tomey, A., (2000):** Guide to nursing management and leadership, 6<sup>th</sup> ed., Mosby, St. Louis, p 387.
- Veenema, T.,(2007):** Disaster nursing and emergency preparedness: for chemical, biological terrorism and other hazards, 2<sup>nd</sup> ed., Springer Publishing Company, New York, P.157.

- Walsh, M., (2002):** Watson' clinical nursing and related sciences, 6<sup>th</sup> ed., Bailliere Tindal, St. Louis, p 296.
- Waltz, C. F., Strickland, O. L., & Lenz, E. R. (2010):** Measurement in nursing and health research, 4<sup>th</sup> ed., Springer Publishing Co: United Stated of America, P. 417.
- Wan, T. T., Breen G. M., & Zhang N. J. (2010):** Improving the quality of care in nursing homes: An evidence based approach, 1<sup>st</sup> ed., Johns Hoskins Press Co: United States of America, P. 26.
- Wan, T., and Connell, A., (2003):** Monitoring the quality of health care: Issues and scientific approaches, 1<sup>st</sup> ed., Kluwer Academic Publishers, USA, PP. 78-79.
- Wensley, M., (2001):** Quality of nursing care, Journal of Nursing Care Quality, 23 (2): 1-5.
- Wright, M., (2009):** Quality Assurance Programs, Available @, [www.arb.ca.gov/aaqm/qmosqual/qmosqual.htm](http://www.arb.ca.gov/aaqm/qmosqual/qmosqual.htm), 20-2-2010
- Wikipedia, (2010):** Accuracy of quality assurance, Available @, [http://en.wikipedia.org/wiki/Quality\\_assurance](http://en.wikipedia.org/wiki/Quality_assurance), 3-4-2010
- Winkel, P., and Zhang, N., (2007):** Statistical Development of Quality in Medicine, 1<sup>st</sup> ed., John Willey & Sons Ltd, England, P.1
- Wolper, L., (2004):** Healthcare administration: Planning, implementation, and managing organized delivery systems, 4<sup>th</sup> ed., Jones and Bartlett Publishers, United States of America, PP. 494-495.