

List of Contents

<i>Content</i>	<i>Page</i>
• Introduction	1
• Aim of the study	4
• Review of literature	5
○ Historical Background	5
○ Concept of Quality	6
○ Measuring the quality of nursing care	16
○ Factors affecting quality assurance in nursing care	21
○ Standards of nursing Care	23
○ Importance of standards to the nursing profession	27
○ Patient satisfaction	31
• Subjects and methods	40
• Results	46
• Discussion	73
• Conclusion	84
• Recommendations	85
• Summary	86
• References	90
Appendices	
Appendix I: - Evaluation form of the quality system check list	
Appendix II: Evaluation form of the patient satisfaction check list	
Appendix III: Thesis protocol	
• Arabic summary	