
Summary

Now by the developments in medical technology, all the health organization get effort to reach the great efficiency degree, so that it's interesting to providing the excellent health services by implementing the quality management system and ensuring about patient satisfaction, because the hospitals recognize the importance of delivering patient satisfaction a strategic variable and a crucial determinant of long-term viability and success , Improvement in the service quality involuntarily uplifts the reputation gained by the health care institution. Patient satisfaction is also a valuable competitive tool, to increase staff motivation. (*Christine et al, 2012*).

The present study was conducted to evaluate the implementation of quality management system in critical care units, assess patient satisfaction, and investigate the relationship between quality management system and patient satisfaction at Benha university hospital. The subjects included in this study consisted of 40 nurses working in critical care units and 160 patients.

Two different tools were used for data collection of the study as following: **1-Evaluation observational form of standards of quality management system** :It was structured questionnaire to assess nurses performance according standards of quality management system . It consisted of two parts. **First part** Personal data: This part included data about certain relevant socio demographic characteristics such as: age, qualifications, occupation, department, marital status and years of experience.**Second part** standards of quality management system: it was developed by *Ministry Of Health (2007)*, to evaluate nurses implementation of standards of quality management system , It included

(184) items subdivided under five main subscales, (36) items nursing intervention standard, (18) items infection control standard, (12) items sterilization standard,(35) items waste disposal standard , (8) items laundry standard, (13) items hygiene standard ,(22) items food standard and (40) items structures that necessary for nursing care .

The sceond tools: Evaluation form of the patient satisfaction, developed by Grogan,etal,(2000) It consisted of two parts . **the first part:Personal data:** This part included data about certain relevant Socio demographic characteristics such as age,sex, qualifications, Department, Number of the current visit and Staying period.**the second part :patient satisfaction questionnaire** : it was structured questionnaire to assess level of patient satisfaction. It was consisted of (40) items subdivided under seven main subscales, (7 items) admission and staying, (3 items) Food services, (3 items) accounts ,(5 items) Physicians , (7 items) nursing , (9 items) evaluating the clerks' way who dealt with them during your stay in hospital and (6 items) ageneral evaluation .

The study has generated the following finding:

1. More than two third of studied nurses are moderately implemented Standards of quality management system.
2. More than two thirds of patients were satisfied about nurses' implementation of standards of the quality management system.
3. There was statistically significant correlation between number of the admission and patient' satisfaction.
- 4-There was no statistically significant correlation between nurses' implementation of standards of quality management system, their age and years of experience.

5-There was correlation between total scores of nurses' implementation of standards of quality management system and total scores of patients' satisfaction.

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

1-Nurses:

- Planning workshops for manager & staff nurses about quality management system to be effectively communicated to them.
- Staff nurse members should be represented in hospital committees to report about patient needs, rights & satisfaction
- Continuous follow up & supervision for staff nurses to firmly implementation of standards of quality management system
- Using more patient satisfaction surveys at regular intervals.

2-Education:

- In-service training and education programs about applying infection controls measures should be conducted to staff nurses.
- Increase the efficiency of infection control unit of hospital as a mean to improve nurses' practice regarding applying infection controls measures.
- The applied standards of quality system must be arranged according to structure, process and outcome standards for easy and effectiveness evaluation

3-Research:

- Repeat this study on in patient units as medical and surgical nurses.
- Assess barriers that hinder effective application of quality management system.
- Conduct studies that explore the importance of quality would further help in improving quality of services in these hospitals and increase from patient satisfaction.