

Introduction

Quality refers to excellence of a product or a service, including its attractiveness, lack of defects, reliability, and long-term durability. Quality assurance provides the mechanisms to effectively monitor patient care provided by health care professionals using cost-effective resources and nursing programmer of quality assurance is concerned with the quantitative assessment of nursing care as measured by proven standards of nursing practice (*Patrica& Cerrell.2005*)

'The term "quality", traditionally regarded as related to products, should also be applied to the care given in critical care units.... Intensive care standards can only be maintained by quality control of intensive care units facilities, activities and results. Unit directors should therefore be aware of developments in quality control of intensive care standards and should become involved in outcome analysis in the interests of their patients, their units and their hospital finances.' (*Linton& Frutiger, 2006*)

Quality management system reflects cyclic process for monitoring, evaluating and, if necessary, improving the quality of care. It is up to hospitals to develop their own quality management system and choose their own quality management activities and procedures (*Bagad, 2009*)

Mover over, an effective quality management process support for rapid adoption and consistent and repeatable application of quality improvement methodologies, as manufacturers across the globe are experiencing increased competitive pressure, price erosion and shorter time-to-market requirements (*Wikipedia 2010*)

The purpose of quality management system is to ensure that health care providers learn and follow standards which are thought to ensure quality care to patients, and that management at different levels monitor supervise and support these actions, hospital management was supportive and encouraging, promising action to help meet standards which were not being met, and carrying out these action where it was within their powers to do, so the quality management system is not just the standards and supervision at the hospital, but includes respected credible external expert support, supervision and follow up(*Alserouri &ALsofeani , 2005*).

Angus & Black (2008) state that 'institutional and healthcare system approaches complement bedside strategies to improve care of the critically ill'. Various clinical practice guidelines have been developed internationally to facilitate the implementation of both medical and nursing practice that is evidence-based. Ultimately, the aim of all these measures is to ensure that quality patient care is provided to the critically ill patient, with each of these tools having a place in the care provision tool (*Karen & Corrigan, 2005*).

As techniques to measure the quality of healthcare proliferate and improve, health care professionals are beginning to accept that patient/clients and their families hold unique vantage points as expert witnesses of care and that they should plan their services to reflect the needs of patients/clients. Patient/client satisfaction is now a critical variable in any calculation of quality or value and therefore in the assessment of corporate/individual accountability. It is a legitimate and important measure of quality of care in health care settings. (*Delbanco, 2006*)

The movement to include patient/client evaluations of care is growing as more providers/organizations realize that patient/client satisfaction measurement is a cost effective, non invasive indicator of quality of care. Giving the patient/client an opportunity to voice their opinions about the care they receive can be seen as part of a broader commitment to public and patient/client participation in healthcare service planning and delivery (**Lewis, 2000**)

Significance of study

From the previous mentioned literature the researcher found that the overall satisfaction is an important aspect of the service itself and it is considered to be an important outcome measure for health services. Patient care is not considered to be high quality unless the patient is satisfied. Knowing the predictors of patient satisfaction is therefore important to improve the quality of care provided to patients and to utilize the limited health resources in effective paths. Quality management systems is composed of basic elements which affect in any work place so that, The goal in assessing performance is to create a system that promotes the best clinical standards and ensures the highest quality of patient care. (**Prasanta& Srilatha 2008**)