



References

- Aarons GA & Sawitzky AC. (2008):** Organizational climate partially mediates the effect of culture on work attitudes and staff turnover in mental health services. *Adm Policy Ment Health* May;33:289-301.
- Abbas, H.; Baddar, F; Bassiuni, N. (2008):** Perception of front-line healthcare providers toward patient safety: A preliminary study in a University Hospital in Egypt. *Topics in Advanced Practice Nursing. E Journal*, 8: 2.
- Abd El-Sattar A. (2003):** nursing module for care for patient undergoin major urological procedure, thesis M.D. degree. Aln Shams university. Faculty of nursing, P. 138-140.
- Abdou H., and Saber K. (2011):** Abasline assessment of patient safety culture among nurses at student university hospital, department of nursing Administration faculty of Nursing Alexandria University, Alexandria. Egypt.
- Abe El-hameed M. (2003):** the impact of organizational feature of work environment on quality of nursing care and nurses commitment at critical care unites, doctora thesise , Faculty of Nursing ,Cairo University, P22,35,50,72.
- Affenso E, and Doran D. (2004):** Cultivatiry discoveries in patient safety research a framework international journal of Nursing prescriptive. 2 (1): 33-47.
- Agency for Healthcare Research and Quality (AHRQ). (2008):** Comparative database report. Retrieved on March, 2008, from: <http://www.ahrq.gov/qual/hospculture>



- Agency for Healthcare Research and Quality (AHRQ). (2005):** Preparing and analyzing data and producing report. Retrieved on February, 2008, from: <http://www.ahrq.gov/qual/patientsafetyculture/hospap ps.htm>
- Agency for Healthcare Research and Quality. (2006):** AHRQ quality indicators: guide to patient safety indicators. Rockville, MD: Author; AHRQ Publication No. 03-R203.
- Agency for Healthcare Research and Quality. (2007):** National healthcare quality report. Rockville, MD: U.S. Department of Health and Human Services; AHRQ; February 2008. AHRQ Publication No. 08-0040.
- Ahmed A. (2007):** Assessment of Nursing care provider for children undergoing heamodialysis. Unpublished master thesis faculty of Nursing Alexandria University; PP. 87-92.
- Ahmed S. (2002):** Assessment of the stress sources among staff nurses working in critical areas Unpublished Master Thesis, Faculty of Nursing, Ain Shams University.60-65.
- Aiken L. (2001):** Hospital staffing, organization and quality of care: cross- national findings International. Journal of quality in health care. 14.(1), P.P5-13.
- Aiken L. (2009):** Superior outcomes for magnet hospitals: the evidence base. In: McClure, M.L., Hinshaw, A.S. (Eds.), Magnet Hospitals Revisited: Attraction and Retention of Professional Nurses, first ed. American Academy of Nursing. American Nurses Publishing, Washington, DC, pp. 62-77.
- Aiken L., Clarke, S. & Sloane, D. (2005):** Hospital staffing, organization, and quality of care: cross- national findings. International Journal of Quality in Healthcare, 14 (1), 5-13.



- Aiken LH, Clarke SP, Sloane D.M, et al. (2005):** Hospital nurse staffing and patient mortality, nurse burnout, and job dissatisfaction. *JAMA*; 288 (16): 1987-93.
- Albion MJ, Fogarty GJ, Machin MA. (2006):** Benchmarking occupational stressors and strain levels for rural nurses and other health sector workers. *J Nurs Manag* September;13: 411-8.
- Alfredsdottir, A., Bjornsdottir, D. (2007):** Speaking up in the operating room: How team leaders promote learning in interdisciplinary action teams. *Journal of Management Studies*, 40, 419-1452.
- Ali R. (2007):** The relationship between healthcare organization culture and nurses commitment to the work. Unpublished Master thesis, faculty of Nursing, Alexandria University.
- Alton M, Mericle J, & Brandon D. (2006):** One intensive care nursery experience with enhancing patient safety. *Journal of Advanced Neonatal Care*, June; 6(3):112-9.
- American Association of Critical-Care Nurses. (2005):** AACN standards for establishing and sustaining healthy work environments: a journey to excellence. *Am J Crit Care*. 2005; 14(3): 187-197.
- American Nurses Association. (2007):** Standards of nursing practice. Kansas City, Mo: Author,75-79.
- Anonymous (2002):** Levels of Evidence and Grades of Recommendations. In: Centre for Evidence Based Medicine: <http://www.minervation.com/cebm/documents/levels-23nov99.rtf>.



- Anthony M., Staning, T. Click J. (2008):** Leadership and nurse retention: the pivotal role of nurse managers. *Journal of Nursing Administration*, 35 (3), P.P 146-155.
- Argentero P, Dell'Olive B, and felretti M.S. (2008):** Staff bowknot and patient satisfaction with the auoliry of dialysis care. *Amt kidney Dis.* 151 (1): 80-92.
- Ashcroft D.M., C. Morecroft D. Parker and P.R. Noyce. (2007):** "Safety Culture Assessment in Community Pharmacy: Development, Face Validity, and Feasibility of the Manchester Patient Safety Assessment Framework." *Quality and Safety in Healthcare* 14(6): 417-21.
- Aspden P, Corrigan J, Wolcott J, et al. (2010):** editors. Patient safety: achieving a new standard for care. Washington, DC: National Academies Press.
- Baker D., Salas E., Barach, P., Battles, J. & King, H. (2007):** The relation between teamwork and patient safety. In P. Carayon, (Ed) *Human Factors and Ergonomics in Patient Safety*. Mahwah, NJ:LEA.
- Baker D.P, Day R, Sales E. (2008):** Teamwork as an essential component of high-reliability organizations health Serv. Res.; 41 (4): 1576-98.
- Baker L., Falwell A., Gaba D, Hayes J., Lin S, & Singer S. (2009):** Patient safety climate in 92 US hospitals: Differences by work area and discipline, *Journal of Medical Care*; 47 (1) 23- 31.
- Bakhen S. Informatics for patient safety. (2009):** a nursing research perspective. In: Stone PW, Walker PH, Fitzpatrick J, editors. *Focus on patient safety.*, 24th ed. Springer; p. 219-54.



- Bally JM. (2007):** The role of nursing leadership in creating a mentoring culture in acute care environments. *Nurs Econ.*; 25(3):143–8. quiz 149.
- Barline J. & Frone M. (2008):** (eds.) *The Psychology of Workplace Safety*. Washington: APA Books.
- Bassiouni (1988):** Keeping patient safe: Transforming the work environment of Nurses. Washington, D.C. the National Academics press.
- Bauman A., Armstrong-Stassen M., Blythe J., Bourbonnais R., Camero S. (2004):** Commitment and Care. The Benefits of a Healthy Workplace for Nurses, their Patients and the System. A Policy Synthesis Canadian Health Services Research Foundation. The Change Foundation 43.121.
- Bernstein A.L, Miller G.C, Reid S.E, et al. (2003):** Analysing potential harm in Australian general practice: an incident-monitoring study. *Med J Aust*; 169: 73-6.
- Biaggi P., Peter, S. & Ulich E. (2005):** Stressors, emotional exhaustion, and aversion to patients in residents and chief residents. *Swiss Medical Weekly*, 133, 339-346.
- Bokar V, Mathews J., and Remarks T. (2007):** partnering for safety and quality (Webcast, 2007) Jun 20; Chicago (IL). conducted by: American society for healthcare risk management.
- Botwinick L., Bisognano, M. & Haraden, C. (2006):** Leadership Guide to Patient Safety. Boston: Institute for Healthcare Improvement.
- Bower P., Campbell, S., Bojke, C. & Sibbald, B. (2009):** Team structure, team climate and the quality of care in primary care: an observational study. *Quality and Safety in Health Care*, 12, 273-279.



- Boyle D., Bott M., Hansen H., Woods C., & Taunton R. (2002):** Manager's leadership and critical care nurses' intent to stay. American Journal of Critical Care. 8 (6), 361-371.
- Boyle S.M. (2004):** Nursing unit characteristics and patient outcomes. Nursing Economics; 22 (3): 111- 123.
- Braccia D., Bakken S., or store P.W. (2008):** Evaluation of studies of health economics. In evidence Based Nursing RCN publishing BMI journals and Blackwell publishing ox ford.
- Braithwaite J., Healy, J. and Dwan, K. (2009):** The Governance of Health Safety and Quality. Commonwealth of Australia.
- Brennan TA, Leape LL, Laird NM, et al. (2004):** Incidence of adverse events and negligence in hospitalized patients. Results of the Harvard Medical Practice Study I. N Engl J Med.; 324:370–6.
- Bruline P., Clarkson, P., Coleman, R., Ward, J. & Anders, J. (2006):** Patient safety, systems design and ergonomics. Applied Ergonomics, 37, 491-500.
- Bscphm D., Cook D., Kho M., Mcdonald E., Monaghan E., Orlicki C., & Waugh L. (2008):** The climate of patient safety in a Canadian intensive care unit. Journal of Critical Care; 24 (3): 469.
- Calarco M, M. (2006):** Given the nursing shortage, is mandatory overtime a necessary evil? Nursing Leadership Forum, 6. (2)33-36.
- Canadian Council on Health Services Accreditation. (2011):** CCHSA Patient/Client Safety Goals and Required Organizational Practices: Evaluation of Implementation and Evidence of Compliance. Ottawa: Author. Retrieved January 16, 2008. < <http://www.cchsa.ca/upload/files/pdf/Patient%20>



Safety/PS%20ROP%20version%202%201%20for%202007%20E.pdf

- Canary D, & Stafford L. (2005):** communication & relational maintenance .San Diego, CA: Academic press.p.261.275.
- Carayon P. (2007):** (Ed). Handbook of Human Factors and Ergonomics for Patient Safety. Mahwah: NJ: Erlbaum.
- Carr-Hill R., Dixon P., Gibbs I., Griffiths M., Higgins M., Maughan M.C., Wright K. (2008):** skill mix and effectiveness of nursing care centre for health economics, university of yourk.
- Center of Excellence for Patient Safety. (2004):** Research and Practice. Medical Errors: A Conceptual Framework. University of Texas, Available at http://www.uth.tmc.edu/schools/med/imed/patient_safety/framework.htm. Accessed April 1.
- Chaudhry B., Wang, J. et al (2006):** ‘Systematic review: impacts of health information technology on quality, efficiency and costs in medical care.’ Ann Int Med. 144:E12-E22.
- CHSRF. (2006):** Teamwork in healthcare: promoting effective teamwork in healthcare in Canada. Ottawa: Canadian Health Services Research Foundation. www.chsrf.ca
- Clancy TR, Delaney CW, Morrison B. (2006):** The benefits of standardized nursing languages in complex adaptive systems such as hospitals. J Nurs Adm September;36:426-34.
- Clarke SP. (2007):** Organizational climate and culture factors. In: Stone PW, Walker PH, Fitzpatrick J, eds. Annual review of nursing research. New York: Springer.
- Clinical Initiatives Centre. (2004):** Prescription for Change Series. First Do No Harm-executive briefing on medication safety; reducing adverse drug events. Volume 1 ‘Best practices in



- reporting and prescribing; reducing adverse drug events'.
Volume 11 'Best practices in processing and delivery;
implementation portfolio.' The Advisory Board Company.
- Cohen M. (2009):** 'Why error reporting systems should be voluntary'
BMJ, 320,728-729.
- Compbell M.P. (2004):** pennsylvania state nurses associaiton,
testimony before the nouse labor relations committee, on
mardatory overtime, [www. Psna. Org](http://www.Psna.Org) L Hot Issues, restimaryl.l.
- Cook DJ, Mulrow CD, R.B. H. (2005):** Systematic reviews: synthesis
of best evidence for clinical decisions. Ann Intern
Med;126:(5):376-80.
- Cooper C. & Cartwright, S. (2007):** An overview of fatigue. In
P. Hancock & P. Desmond (eds.) Stress, Workload, and
Fatigue. Mahwah, NJ: Lawrence Erlbaum.
- Cornish P.L., Knowles S.R., Marchesano R., Tom V. et al (2009):**
Unintended Medicaiton discrepancies at the time of hospital
admission'. Arch Intern Med, Vol. 165, pp. 424-429.
- Corser W.D. (2009):** The changing nature of organizational
commitment in the acute care environment. Journal of
Nursing Administration, 28 (6), 32-36.
- Cronenwett L, Sherwood G, Barnsteiner J, et al. (2007):** Quality and
safety education for nurses. Nurs Outlook; 55:122–31.
- Cuthbertson B., Flin R., & Reader T. (2007):** Interdisciplinary
commu- nication in the intensive care unit. Current Opinion in
Critical Ccare, 13: 732-736.
- David M., Bruce G., Elizabeith B., Ray C., Annalee Y. (2005):**
Protecting health care workers from SARS and other
respiratory pathogens: Organizational and individual factors
that affect adherence to infection control guidelines. American



- Journal of Infection Control for Health Care Professional, March; 33(2): 88-96.
- Demerouti E, Bakker AB, Nachreiner F, et al. (2003):** A model of burnout and life satisfaction amongst nurses. J Adv Nurs; 32:(2):454-64.
- Demerouti E, Bakker AB, Nachreiner F, et al. (2006):** The job demands-resources model of burnout. J App Psychol; 86:(3):499-512.
- Dendass J.(2008):** Nurse executive transformational leadership found in participative organizations. J Nurs Adm May;30(5):241-50.
- Dennis & Taunton. (2006):** Patient perspectives of patient-provider communication after adverse events.' International Journal for Quality in Healthcare, Vol. 17, No. 6, pp. 479-486.
- Dijkstra K., pieterse M., prugn, A. (2006):** Physical environmental stimuli that TWRN healthcare facilities into healiry environments through psychosocially mediated effects., systematic review T.A.V nurse. 56, 166-181.
- Dismukes K. & Smith G. (2004):** Facilitation and Debriefing in Aviation Training and Operations. Aldershot: Ashgate.
- Donabedian A. (2001):** Explorations in quality assessment and monitoring the definition of quality approaches to its assessment, volume I. Ann Arbor, MI: health administration Press.
- Donaldson K. (2007):** Bulding asafety health system washing to n, DC: vational academis press, 1999, a available at: [http://www. Pubmedcentral. Nih. Gov/articlender. Fogartid=1144882](http://www.Pubmedcentral.Nih.Gov/articlender.Fogartid=1144882). Accessed august 1, 2007.
- Donaldson L. (2009):** 'Management and Leadership.' Quality in Healthcare 10 (supplII):ii8-ii12.) [http:// www.doh.gov.uk](http://www.doh.gov.uk)



- Donaldson N. (2008):** Nurse staffing and patient care quality and safety. In: Hughes RG, editor. Patient safety and quality: an evidence-based handbook for nurses. Rockville, MD: Agency for Healthcare Research and Quality pp. 2-111-2-136. AHRQ Publication No. 08-0043.
- Duffield C. (2008):** Clueing it together: nurses their work environment and patient safety Sydney university of technology, Sydney.
- Ebright P, Patterson E, Chalko B, et al. (2009):** Understanding the complexity of registered nurse work in acute care settings. JONA; 33(22):630–8.
- Edmonds M., pradhan M. (2005):** Setting Priaritios for patient safety qual safe health care; 11 (3): 224-90.
- Ekkelboom R, Van den Bery, A.F taspers F. (2005):** Evidence based design: stand ban zaken (Evidence – Based Design: the status) Zorg magaire. Nr. 11-2005 PP. 11-23.
- Espin S., Lingard L., Baker G.R., & Regehr G. (2006):** Persistence of unsafe practice in everyday work and exploration of organizational and psychological factors constraining safety in the operating room. Journal of Quality and Safety of Health Care, June; 15(3): 165-70.
- Evans O, Steptoe A. (2009):** The contribution o f gender-role orientation, work factors and home stressors to psychological well -being and sickness absence in male - and female - dominated occupational groups. Soc Sci Med; 54:(4):481 -92.
- Flanagan B. (2008):** Debriefing – theory and techniques. In R. Riley (Ed.) A Manual of Simulation in Healthcare. Oxford: Oxford University Press.
- Fletcher B. et al. (2006):** Holding up the leadership mirror then changing the reflection. Proceedings of Society of



- Petroleum Engineers Health, Safety, Environment conference, Calgary, March. (SPE 98700) Texas: SPE.
- Flin R. & Mitchell L. (2009):** Eds. Safer Surgery. Analysing the Behaviour in the Operating Theatre. Farnham: Ashgate.
- Flin R., Burns Mearns, K., Yule S. & Robertson E. (2006):** Measuring hospital safety climate. Quality and Safety in Health Care, 15, 109-115.
- Flin R., O'Connor P. & Crichton M. (2008):** Safety at the Sharp End: A Guide to Non- Technical Skills. Farnham: Ashgate.
- Fogarty GJ, McKeon CM. (2009):** Patient safety during medication administration: the influence of organizational and individual variables on unsafe work practices and medication errors. Ergonomics; 49:444-56.
- Gaborro J. (2005):** The development of working relationship in galegheri intellectual team work social & technological foundations of cooperative work .Hillsdale, NJ, lawrence Erlbaum. P 34-44.
- Gallagher P., Barry, P., Ryan, C., Hartigan, I. and O'Mahony D. (2008):** 'Inappropriate prescribing in an acutely ill population of elderly patients as determined by Beer's Criteria.' Age Ageing. 37:96-101.
- Gallagher T. H., Waterman A. D., Ebers A. G., Fraser V. J. and Levinson W. (2003):** 'Patients' and physicians' attitudes regarding the disclosure of medical errors.' JAMA, Vol. 289, No. 8, pp. 1001-1007.
- Geiger –Drown, J., TTinkaff, A.M. (2010):** Is it time to pull the plug on 12-hour shifts? Part L. the evidence. Journal of Nusing administration, 40 (3), 100-102.



- General accounting office. (2009):** Nursing workforce: multiple factors create nurse recruitment and retention problems, Washington, D.C: General Accounting office; available at <http://www.gao.gov/new.items/101912t.pdf> last accessed January 14.
- Gershon RR, Karkashian CD, Grosch JW, et al. (2009):** Hospital safety climate and its relationship with safe work practices and workplace exposure incidents. *Am J Infect Control* June;28:211-21.
- Glisson C, Dukes D, Green P. (2009):** The effects of the ARC organizational intervention on caseworker turnover, climate, and culture in children's service systems. *Child Abuse Negl*; 30:855-80.
- Grabowski M., Reberts K. (1997):** Risk mitigation in large scale systems lesson from high reliability organizations. *Calif management Rev*; 39: 152-62.
- Haig K., Sutton S. & Whittington J. (2006):** SBAR: a shared mental model for improving communication between clinicians. *Joint Commission Journal on Quality and Patient Safety*, 32, 167-175.
- Handler S.M., Castle N.G., Studenski S.A., Erera S., and Fridsma D.B. (2006):** Patient safety culture Assessment in nursing Home. *Quality and safety in health care*, 15: 400-40. Available at: <http://www.qshco.bmj.com>.
- Happ M. (2009):** Socio technical systems theory analysis & Application for nursing administration *journal of nursing administration* Vol. 23. No (6), P.P 47-54.



- Harrington T., Facoem, L. and moore, M. (2003):** occupational injuries, vauation and prevention, Mosby company, London, 353.
- Hassan M. (2008):** Knowledge, attitude and performance of nursing caring for burn victim, master thesis, HIN, Ain Shams university, 100-112.
- Haynes, A. et al. (2009):** A Surgical Safety Checklist to reduce morbidity and mortality in a global population. New England Journal of Medicine, 360, 491-495.
- Healey A., Sevdalis N. & Vincent, C. (2006):** Measuring intra-operative interference from distraction and interruption observed in the operating theatre. Ergonomics, 49, 589- 604.
- Health Canada. (2005):** Governments and patient safety in Australia, the United Kingdom, and the United States: a review of policies, institutional and funding frameworks, and current initiatives: final report. [http:// www.hc-sc.gc.ca/hcs-sss/pubs/qual/2005-gov-patient-securit/index-eng.php](http://www.hc-sc.gc.ca/hcs-sss/pubs/qual/2005-gov-patient-securit/index-eng.php)
- Healthcare Risk Control. (2009):** Risk and Quality Management Strategies, Culture of Safety. November Available at: http://www.ecri.org/Documents/Patient_Safety_Center/HRC_Cultureof Safety.pdf. Accessed May 1.
- Hengey D. (2008):** your work, your time, yhour lifeia summary report of conference delegates. Annual conference, 16 july, Brisbane, Queensland.
- Henrisken K., isaacson S., and sadler B.L. (2004):** the role of the physical environment in crossing the quality chasm. Il comm. J qual patient safety; 33: 68-80



- Heyden R & Henry B. (2005):** Defining nursing administration terms, aspen advisor for nurse executive Aspen publishers, vol 8:2- 8:6, Inc.
- Hickman S. (2005):** Enouncing patient safety in a healing environment topic in advanced practice nursing journal S (1), available at: <http://www.Medscape.Com/view/article/199690>.
- Hofmann D., & Mark A. (2006):** An investigation of the relationship between safety climate and medication errors as well as other nurse and patient outcomes. *Personnel Psychology*; 59: 847- 869.
- Hofmann D. & Morgenson F. (2004):** the role of leadership in safety. In J. Barling & M. Frone (eds). *The Psychology of Workplace Safety*. Washington: APA Books.
- Hudson C, Mearns K, & McGeorge P. (2007):** Explicit and implicit trust within safety culture. *Risk Analysis*; 26 (5): 1139-1149.
- Hughes RG, Blegen M.A. (2008):** Medication administration safety. In: Hughes RG, editor. *Patient safety and quality: an evidence-based handbook for nurses*. Rockville, MD: Agency for Healthcare Research and Quality. pp. 2-397-2-458. AHRQ Publication No. 08-0043.
- Institute of Medicine. (2004):** Keeping patient safe: transforming the work environment of nurse Washington D.C: National Academy press.
- Institute of Medicine. (2005):** Committee on Quality of healthcare in America to Err is human: Building a safer health system. In: Kohn L.T., Corrigan J.M., Donaldson M.S., (eds) *National Academies press*, Washington DC.
- Institute of Medicine. Crossing the Quality Chasm. (2001):** A New Health System for the 21st Century. Washington, DC:



- National Academies Press; Available at: [http:// www.nap.edu/openbook.php?record_id=10027](http://www.nap.edu/openbook.php?record_id=10027). Accessed January 1, 2007.
- International council of Nurses. (2009):** Skill my decision making for nursing Geneva, ICN.
- Jeffs L., Law M, Baker G.R. and Norton P.G. (2008):** ‘Patient Safety Research in Australia, United Kingdom, United States and Canada: A Summary of Research Priority Areas, Agenda-Setting Processes and Directions for Future Research in the Context of their Patient Safety Initiatives.’ Canadian Patient Safety Institute.
- Johnston G.N. et al. (2003):** ‘What stops effective clinical audit? Reports from the front line.’ Scottish Medical Journal, 45, 23 - 27.
- Johnstone M., & Kanitsaki O. (2006):** Culture language, and patient safety: Making the link.
- Joint Commission of Accreditation. (2011):** Available at www.bignerds.com/tag/the-joint-commission-jccho/1/. etrieved on 9 November.
- Kalisch B.J., & Aebersold B. (2006):** Overcoming Barriers to patient safety; Nuts Econ; 143-55. Available at: [http:// www.medscape.com/view article/ 541777](http://www.medscape.com/view article/ 541777).
- Kane R.L., shamliyan T.A., Mueller C., Duval S., and wilt T.J. (2007):** the assoliation of registered nurse staffing levels and patient outcomes systematic review and meta – analysis. Med care. 45 (12): 1195-1204.
- Khatab M. (2005):** Risk and quality management strategics, culture of safety. Available at: [http:// ww. Ecri. Org/documents/ patient safety – center/HRC – culture of safety](http://ww.Ecri.Org/documents/patient safety – center/HRC – culture of safety).



- Kilbridge P.M., Campbell U.C., and Cozart H.B. (2006):** Automated surveillance for adverse drug events at a community hospital and an academic medical center. *J Am Med Assoc* 296: 342-377.
- Kitch B.T. (2005):** Patient safety culture: a review of survey instruments, presented at: national patient safety congress; orlando.
- Kohn L., Linda T., Kohn, Janet M., Corrigan and Molla S. (2003):** Committee on quality of health care in America. Institute of Medicine. Washington, D.C., National Academy press.
- Kohn LT, Corrigan JM. (2008):** Donaldson MS, editors. A report of the Committee on Quality of Health Care in America, Institute of Medicine. Washington, DC: National Academy Press; To err is human: building a safer health system.
- Krauss M.J., Evanoff B., Hicho E., et al. (2005):** A case control study of patient medication and care related risk factors for inpatient falls. *J Gen Intern Med*; 20: 116-22.
- Lamb R. M., Studdert D. M., Bohmer R. M. J., Berwick D. M. and Brennan, T. A. (2009):** 'Hospital disclosure practices: Results of a national survey.' *Health Affairs*, Vol. 22, No. 2, pp. 73-83.
- Leap LL, Rogers G, Hanna D, et al. (2001):** Developing and implementing new safe practices: voluntary adoption through statewide collaborative. *Qual Saf Health Care*; 15: 289-95.
- Leape L. (2007):** 'Reporting of adverse events' *NEJM*, Vol. 347, No. 20, 1633-1638.
- Leape LL, Berwick DW, Cullen DJ, et al. (2005):** Systems analysis of adverse drug events. ADE prevention study group. *JAMA*; 294:35-43.



- Levy BS, Wegman DH. (2006):** Occupational health: recognizing and preventing work-related disease and injury. Philadelphia, PA: Lippincott Williams & Wilkins.
- Marchionni C & Ritchie J. (2008):** Organizational factors that support the implementation of a nursing best practice guideline. *Journal of nursing management* 16, 266-274.
- McCauley K, & Lrwin R.S. (2006):** Changing the work environment in ICUS to achieve patient – focused care the time has come. *Chest* 130: (5), 157, 1-8.
- McCue M., (2004):** Nurses staffing, quality and financial performance. *Journal of health care finance*, 29 (4): 54-76.
- Miles A. et al. (2003):** ‘Clinical audit in the national health service: fact or fiction?’ *Journal of Evaluation in Clinical Practice*, 2, 29-35.
- Mitchell P. (2008):** Defining patient safety and quality care In: Hughes RG, editor. Patient safety and quality. An evidence. Based handbook for nurses. Rockville M.D: Agency for Healthcare Research and quality: pp. 1-1. AHRQ publication No. 08-0043.
- Moore D.W. (2004):** December 4:- nurses top UST in honesty and ethics poll. The Gallup organization. Retrieved January 20, from [http:// www. Gallup. Com/ poll/ content/ login. Aspx? Ci=14236](http://www.Gallup.Com/poll/content/login.aspx?Ci=14236).
- Nabhan A., Ahmed-Tawfik M.S. (2009):** Understanding and attitudes towards patient safety concepts in obstetrics. *Int J Gynecol Obstet*; 98: 212-216.
- National patient safety Agency. Slips. Trips and falls in hospital. (2008):** London. NPSA. Available at: [http:// www.npsa. nhs.uk/health/resources/ pso](http://www.npsa.nhs.uk/health/resources/pso) (last accessed 30 June).



- National Quality Forum (NQF). (2008):** National voluntary consensus standards for nursing-sensitive care. Washington, DC: NQF; Available at www.qualityforum.org/pdf/nursing-quality/txNCFINALpublic.pdf
- National Quality Forum. (2007):** National voluntary consensus standards for nursing-sensitive care: an initial performance measure set. Washington, DC: National Quality Forum.
- Nicklin W., & Meveety J.E. (2005):** Canadian nurses perception of patient safety in hospital Canadian journal of nursing leadership, 15 (3), 1-11.
- Nieva VF, Sorra J, (2003):** Safety culture assessment: a tool for improving patient safety in healthcare organizations. Qual Saf Health Care; 12 -17.
- Nightingale F. (1863):** Notes on hospitals London: Longman Green, Longman, Roberts and Green.
- Omran A. (2006):** Strategies for quality improvement of care on client oriented provider efficient in family planning services, doctoral thesis faculty of Nursing Benha University Egypt.
- Pappas S. (2008):** The cost of nurse sensitive adverse events. The journal of nursing Administration, 38 (5): 230-235. j
- Peter & Nicklin. (2003):** Identifying and training non-technical skills in acute medicine. Quality and Safety in Health Care, 13 (Suppl I), i80-i84.
- Petrosino A, Boruch RF, Rounding C, et al. (2006):** The Campbell Collaboration Social, Psychological, Educational and Criminological Trials Register (C2- SPECTR) to facilitate the preparation and maintenance of systematic reviews of social and educational interventions. Evaluation and Research in Education; 14 :(3-4):206 -219.



- Reason JT. *Human error*. Cambridge, U.K. (2006):** Cambridge University Press.
- Resolution W.T.L., Ass. 18: *Quality of care*. (2002):** Patient safety in fifty fifth world health assembly, Geneva, 13-18 may volume I, Resolution and decision. Geneva World Health (WHASS/2002/ Rec/I).
- Robinson A. R., Hohmann K. B., Rifkin J. I., Topp D., Gilroy C. M., Pickard, J. A. and Anderson R.J. (2006):** ‘Physician and public opinions on quality of healthcare and the problem of medical errors.’ Arch Intern Med, Vol. 162, pp. 2186-2190.
- Rogers A.E., Hwang W.T., Scott I.D., Aiken L.H, & Dingers D.F. (2004):** The working hours of hospital staff nurses and patient safety health affairs (mill wood), 23 (4), 202-12.
- Rogers E.M. (2008):** Diffusion of Innovations. 5. New York, NY: Free Press.
- Rosenthal J. (2007):** Advancing Patient Safety through State Reporting Systems.’ Perspective, www.webmm.ahrq.gov/printviewperspective.aspx?perspectiveID=43
- Ross Baker G., Norton, P. G., Flintoft V., Blais R., Brown A., Cox J., Etchells E., Ghali W. A., Hébert P., Majumdar S. R., O’Beirne M., Palacios-Derflingher L., Reid, R. J., Sheps S. and Tamblyn R. (2004):** ‘The Canadian Adverse Events Study: the incidence of adverse events among hospital patients in Canada.’ CMAJ, Vol. 170, No. 11, pp. 1678-1686.
- Runciman W.B., Williamson J.A.H., Deakin A., Beneviste K.A., Bannon K. and Hibbert P.D. (2006):** ‘An integrated framework for safety, quality and risk management: and information and incident management system based on a



- universal patient safety classification.' Qual. Saf.Healthcare, 15, 82-90.
- Salem H. (2008):** Nursing staff perception toward factors related to working conditions affecting patient safety unpublished Master thesis. Alexandria University. Egypt.
- Scihmalenbberg C, Kramer M. (2007):** Types of intensive care units with the healthiest, most productive work environments. Am J Crit Care;16(5):458–68. quiz 469.
- Singer S.J., Falwell A., Gaba D.M., & Baker L.C. (2008):** Patient safety climate in US hospitals, variation by management level. Journal of Medical Care; 46(11), 1149-1156.
- Siu OL. (2007):** Predictors of job satisfaction and absenteeism in two samples of Hong Kong nurses. J Adv Nurs; 40(2):218-29.
- Smyth, E., McIlvenny, G., Enstone J.E., Emmerson A.M., Humphreys H., Fitzpatrick F., Davies E., Newcombe R.G. Spencer R.C. (2010):** 'Four Country Healthcare Associated Infection Prevalence Survey 2006: overview of the results.' J Hosp Infect.
- Spence L., Aschinger H.K., and Leiter M.P. (2008):** The impact of nursing work environments on patient safety culture: an assessment of the clustering of response at unit level and hospital level Qual saf Health Care, 18: 292-296.
- Stokes S.L., Wu, A. W. and Provonost P. J. (2008):** 'Ethical and Practical Aspects of Disclosing Adverse Events in the Emergency Department.' Emerg Med Clin N Am, Vol. 24, pp. 703-714.



- Stone PW, Harrison MI, Feldman P, et al. (2009):** Organizational climate of staff working conditions and safety—an integrative model. Rockville, MD: Agency for Healthcare Research and Quality. AHRQ Publication No. 05-0021-2.
- Stone PW, Mooney-Kane C, Larson EL. (2007):** Nurse working conditions, organizational climate and intent to leave in ICUs: an instrumental variable approach. *Health Serv Res*. In press.
- Taris TW. (2004):** The mutual effects between job resources and mental health: a prospective study among Dutch youth. *Genet Soc Gen Psychol Monogr*; 125 :(4):433 -50.
- The Agency of Health Care Research and Quality. (2009):** (AHRQ PSNet) Patient Safety Network. Patient safety. [Accessed October 20. <http://psnet.ahrq.gov/glossary.aspx#P>.
- The IOM medical errors report. (2005):** 5 years later, the journey continues. *Qual Lett Healthc Lead*; 17(1):2–10. 1.
- Thomas EJ, Lipsitz SR, Studdert DM, et al. (2000):** The reliability of medical record review for estimating adverse event rates. *Ann Intern Med*; 136:(11):812-6.
- Ulrich R., Zimring C., Zhwx D.U., Bose J., Seo H.B., Choi Y.S., et al. (2006):** A review of the research literature on evidence-based health care design, *Health environment research and design journal*, (3), 61-125.
- Vogin G. (2002):** "study seeks telehealth solution to Reduce nurses Burnout" . Available at : <http://www.medscape.com/view/articles/44/754>.
- Waldman JD, Kelly F, Arora S, et al. (2009):** The shocking cost of turnover in health care. *Health Care Manage Rev* January;29:2-7.



- Waller M.J., and K.H. Roberts. (2008):** "High Reliability and Organizational Behavior: Finally the Twain Must Meet." *Journal of Organizational Behavior* 24(7): 813-4.
- West C.P., Huschka M.H., Novotny P.J., Sloan J.A., Kolars J.C., Habermann T.M. and Shanafelt T.D. (2006):** 'Association of Perceived Medical Errors with Resident Distress and Empathy.' *JAMA*, Vol. 296, No. 9 1071-1078.
- WHO. (2008):** The International classification for patient safety: Version 1.0 for use in field testing 2008-2009 (ICPS). Geneva, WHO World Alliance for Patient Safety.
- Wilson J.R., & Corlett N. (2005):** Evaluation of human work. 3 rd. ed. Boca Raton, Fl: CRC press.
- Woolf SH. (2004):** Patient safety is not enough: targeting quality improvements to optimize the health of the population. *Ann Intern Med*; 140:33–6.
- World Alliance for Patient Safety. (2008):** Second Global Patient Safety Challenge Safe Surgery Saves Lives. WHO. <http://www.who.int>.
- World Health Organization. Patients for Patient Safety Regional Workshop. (2008):** 26-28 March 2007 - Cairo, Egypt. Available at: <http://www.who.int/patientsafety/events/March/en/index.html>. Accessed February 1.
- Wurster AB, Pearson K, Sonnad SS, et al. (2010):** The Patient Safety Leadership Academy at the University of Pennsylvania: the first cohort's learning experience. *Qual Manag Health Care* 2 April;16:166-73.
- Zhan C, Miller M.R. (2006):** Excess length of stay, charges, and mortality attributable to medical injuries during hospitalization. *JAMA* October 8;290:1868-74.



Zimmerman P.G. (2005): More RNs mean better care... "Do staffing levels influence drug errors? The jury's out,". Nurs Spectr; 13:(23):13.

Zohar D. (2006): "A Group-Level Model of Safety Climate: Testing the Effect of Group Climate on Microaccidents in Manufacturing Jobs." Journal of Applied Psychology 85(4): 587-96.