

The Impact of Applying Quality Standards in Organizing the Workflow in Health Facilities

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Abstract

The aim of this current study is to know the extent of the importance of quality and its impact on organizing the work flow in the health facility, and the extent of current progress in the health services provided to visitors in the health facilities, where the questionnaire was conducted via the Google Drive program, and was then distributed via the social media network. On the people, due to the difficulty of communicating in person with the targeted people (residents of the city of Mecca) between the ages of 25-55 years, men and women. This was the best way to obtain and analyze data, as 600 questionnaires were distributed and only 550 questionnaires were obtained.

Keywords: *impact, applying Quality standards, organizing the workflow, health facilities.*

Introduction

Providing and improving health services is the justification for the existence of any health system, its primary goal and responsibility. In an effort to improve health, attention in developing health systems has focused on improving efficiency and effectiveness. Health organizations provide their services and improve their quality. It also led to the entry of the private sector as a partner the public sector in providing health services increases the need for excellence in order to survive; Because of a flare-up Competition between health organizations on the one hand, and the continuous development in the needs and expectations of society on the other. These organizations, on the other hand. As a result of the direct connection between health services and human life and health, the health care system has entered a new era, seeking to facilitate access to health care high quality, low cost, it meets society's needs and expectations and achieves its satisfaction. Here the importance of application emerged quality systems and programs in the health services sector. Attention to quality has become the basic criterion through which the health organization can recognize its level of performance and achieve excellence in it. Just staying within the competitive framework with other organizations. The quality provided to the patient depends on many parties in the organization, as any medical error from any of these parties in any aspect of providing these services is completely unacceptable, this requires the existence of an effective system for evaluating performance in the health system. There are deficiencies in the performance evaluation system.

It may not be possible to identify problems and obstacles that directly or indirectly negatively affect the patient; In order to highlight them and find appropriate solutions for them; Because there are some errors that occur sometimes due to indifference or ignorance of the components of the profession's performance and extreme dependence on the part of some workers health...etc. All of this leads to the implementation of quality systems and programmes. The application of quality

systems in health care began not long ago, and many standards have been established related to controlling the quality of health services, and has established many international organizations specialized in Improving the quality of health services and achieving continuous improvement in the performance of health organizations, such as: Organization world Health Organization, Joint Commission International for Accreditation of Health Institutions, and others. Also, the modernity of the systems the quality and speed of change required to keep pace with the rapid development in the health field requires everyone to work to ensure the success of these systems at all levels of health. This in turn requires: introducing it, spreading awareness its importance and how and requirements for its application. In order to give a complete picture of the role of quality systems in achieving Excellence in performance in organizations that provide health services. This chapter is divided into four sections: The first section dealt with clarifying the concept and models of quality systems, while the second section was devoted to the definition health services, their characteristics and classifications. This research also dealt with the concept of outstanding performance the concept and importance of performance evaluation in health organizations, there is no doubt that quality systems require a lot of preparation to introduce them and explain their importance and how to apply it. It is not easy for employees to accept performance evaluation and self-improvement, because that it will lead to self-criticism and highlighting flaws and mistakes, and then identifying the causes of those flaws and discussing them fully

Abstract for the purpose of finding the best ways to solve it. Although the workers are professionally and educationally prepared in their fields of specialization, but they need training and continuing education programs based on principles, principles, and requirements quality, and giving the required seriousness and attention while performing the duty, as there are documented rules that regulate the work in the organization is the first step in implementing quality systems, which

ultimately leads to improving the level of performance the organization.

The concept of quality began to emerge since humans began to differentiate between goods and services, and this has evolved the concept has evolved, diversified and increased in human needs and desires, and this concept has continued to develop all the way to the concept of total quality, which clearly emerged in the eighties of the twentieth century emphasizing the quality of inputs, processes, standards, outputs, and everything included in the production system services. A number of thinkers and pioneers have emerged who have made clear contributions to this important field of knowledge. Therefore, this requirement was devoted to defining and highlighting the stages of its development Its pioneers are as follows: The origin of the word "quality" goes back to the Latin word "qualities", which means nature (1) The person or the nature of the thing. Throughout the different eras of human history, it means "precision and mastery." As (2) The Oxford Dictionary defines it as "the degree of excellence and preference."

As for the terminology, I knew it Quality has several definitions, including: the federal Quality Institute defines it as "achieving customer requirements first time and every time." the ministry of defense defined it as conformity with a set of customer requirements, which if what is achieved leads the product to be compatible with the use for which it was designed (3) postponed it, ISO 9001:2000 officially defines quality as "the comprehensive attributes and characteristics. A product or service that relates to its ability to satisfy both explicit and implicit needs (4) for customer". Quality is defined as "a set of qualities, characteristics and standards that must (5) The product is available in a way that matches and meets the customer's desires and preferences." from the above we find that despite the multiple points of view in defining quality, it is they agree on three points: satisfying the customer's needs, meeting his requirements, and achieving his satisfaction.

Material and Methods:

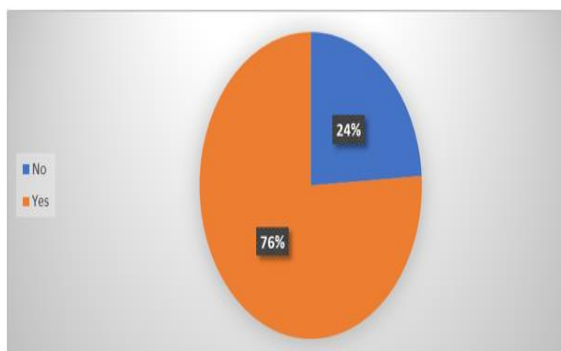
The study started in (the holy city of Mecca in Saudi Arabia), began writing the research and then recording the questionnaire in June 2023, and the study ended with data collection in October 2023. The researcher used the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon (The impact of applying Quality standards in organizing the workflow in health facilities). This kind of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status. Status, occupation (6), And use the Excel 2010 Office suite histogram to arrange the results using: Frequency tables Percentages (7). A questionnaire is a remarkable and helpful tool for collecting a huge amount of data, however, researchers were not able to personally interview participants on the online survey, due to social distancing regulations at the time to prevent infection between participants and researchers and vice versa (not coronavirus participation completely disappearing from society). He only answered the questionnaire electronically, because the questionnaire consisted of ten questions, all of which were closed. The online approach has also been used to generate valid samples in similar studies in Saudi Arabia and elsewhere (8)

Results and discussion:

The participation rate in the research questionnaire was 99.9%, and the gender of the participants was as follows: the percentage of males was 82.2%, while the percentage of females. As for their gender, it was 100% Saudi. As for their marital status, it was as follows: married 72.6%, singles 26%, divorced. 1.3%. Illiterate does not read 0%, primary 2%, secondary 24.7%, university 56.2%, postgraduate 16.4%. As for their job

professions, they were as follows: not working 2%, government employee 81.9%, private sector employee 1.4%, student 14.7%, retired 0%, self-employed 0%. When moving on to answer the questionnaire questions from them, they were as follows: The first question is: Do you apply quality standards to regulate the workflow in your health facility? Yes 93.3%, No 6.7%. As for the second question: Do all employees, without exception, apply quality standards in the health services provided to patients at the health facility? Yes 76% and no 24%. The third question: Are all quality standards applied professionally within your health facility? Yes, 82.7% and No, 17.3%. The fourth question was about: Are there clear, formal guides that you use to implement quality standards in your health facility? Yes 93.3% and no 6.7%. The fifth question: Is there an official work guide for all departments in the health facility? Yes 89.2% and no 10.8%. Question Six: Is there a clear job description for all health facility employees? Yes 89.2% and No 10% (also the same answer). The seventh question: Does every employee in the health facility have (clear and understandable tasks) about his work tasks and apply them effectively? Yes 86.7% and no 13.3%. The eighth question: Has the health facility currently obtained quality standards? Yes, 82.7% and No, 17.3%. Question nine: Has the health facility obtained quality standards in certain departments, such as administrative affairs (ISO 2008) or CAP standards in the laboratory? Yes 68% and no 32%. (Figure No.1)

Figure No.1: Opinions and attitudes of participants in the questionnaire regarding the application of quality in health services provided to patients in the health facility



Conclusion:

Quality is considered an important factor in improving and developing the health services provided to patients and organizing the workflow in health facilities, in terms of the presence of fully applied standards for all departments in the health facility, starting with the medical clinics, passing through the pharmacy and radiology, and ending with all health services at a rate of 93.3%, and thus the auditor notes these facilities Health, the extent of development in health services currently provided by employees and workers in health facilities.

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