

7th World Congress on

Healthcare & Technologies

September 26-27, 2016 London, UK

TQM PRACTICE IN A MIDDLE EASTERN COUNTRY: A CASE STUDY OF ITS INFLUENCE ON THE QUALITY OF CARE IN PUBLIC HOSPITALS

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The health care system of any country is a critical resource than must be made a priority by country governments to guarantee that its residents receive the quality of care to maintain good health and wellbeing. The main aim of the study is to explore the existing state of TQM practice in health care in Saudi Arabia hospitals with a view to improve efficiency and productivity and the overall quality of care provision based on provider and patients. The author utilised a mixed methodology inclusive of semi-structured interviews and survey. The qualitative sample was drawn from TQM Managers and head nurses of the Ministry of Health and two major public hospitals situated in the capital city. While quantitative data was drawn from nurses and patients of the two selected hospitals. The qualitative data set and related thematic analyses provided the major findings of the study. The author identified four key themes that require significant focus to enhance TQM practice and implementation in the Saudi context towards delivering high quality of patient care and improved patient satisfaction. These main themes, each of which had sub-themes were (1) Levels of Understanding of TQM Practice, (2) Inter-institutional Communication Strategies (IICS), (3) Enhanced Competency Development & Training, and (4) Managerial Commitment & Leadership. The author proposed a TQMOC framework in the study and articulated that these themes are critical success factors (CSFs) necessary for the effective implementation of TQM and the resultant quality outcomes so desired by patients, employees and the Saudi government.

Biography

Ibrahim Alqasimi is a PhD Candidate in the School of Nursing, Midwifery, Social Work & Social Sciences University of Salford, in the final year of his PhD study. He obtained a Master's degree in Leadership and Management of Healthcare Practice from Salford University and then commenced doctoral dissertation work in 2013.

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