

Proposal to apply CBAHI standards on five primary healthcare centers in Holy Capital in Saudi Arabia

¹M.M Alameer, ¹K. I Alshareef, ¹A.A Almalky, ¹k.M Jamal, H.H.Alkaf, T.M.Alsoubhi, A.S.Dabool and ²A.A Abdulmaksoud

¹Ministry of Health Makkah, Saudi Arabia
Health Management Department, Faculty of Applied Medical Sciences, Umm AlQurra University
adelabusaif87@yahoo.com

Abstract: The aim of this study is to assess the level of service at five health centers in the holy capital before and during the application of quality standards of central board accreditation health institute (CBAHI) for primary health care centers which are expected to be applied by the Ministry of Health in order to provide high quality health services to satisfy society. It also aims to challenge health services appreciated by reviewers in these centers. The study identified five of the health centers namely prosperous Al-zahir PHCs and Kuwdi & Al-hijra PHCs from Prince Ahmed health sector, Al-adel PHCs, and East Al-azizia from Al-adel health sector and Al-nuwaria PHCs from Al-taneem health sector. The five healthcare centers have been selected by the Ministry of Health in the Holy Capital to qualify for the accreditation of quality. The current study included 250 reviewers, which represent a random sample of the population in the holy capital city. Where 50 questionnaires were distributed to each of these centers (25 to male reviewers and 25 to female reviewers) to see their opinions about the service provided for them from the healthcare centers.

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1.Introduction:

The quality of health services and patient safety has become the main concern in most countries of the world, and accreditation was used as a way to improve the quality of health care and to increase the degree of safety, Khoja, Tawfik A,(2011).

Saudi Arabia and its leadership is always good and aims for the benefit of the homeland and the citizen, and the quality of health services and patient safety is a priority. The Central Board for Accreditation of Healthcare Institutions (CBAHI) has been established by ministerial decree 144187/11 on 1/9/1426 (www.mrhb.com.gov.sa).

The Central Board for Accreditation of Healthcare Institutions seek to build a solid foundation that cannot be competed at the local and the international levels and this requires facilities in several areas and at different stages in the implementation of their strategic plan Khoja, Tawfik A,(2012).

The accreditation of health care institutions in its early stages requires the preparation and development of healthcare standards, including all steps and stages of the administrative and technical work, which must be prepared and developed and tested always by international and local experts, and without stopping. and also requires the preparation and development of manpower (SIT) to train and guide the health facilities of all kinds, to make health

standards as part of the routine daily work; and a great part of this stage has been completed, but what is coming is of no less importance than what has been accomplished in the past Khoja, Tawfik A,(2011).

It also requires the preparation and development of highly qualified specialists (Surveyors), their basic task is to ensure that health facilities that have been trained is applying the health standards at all levels of the facility and make it part of the routine daily work, Vorley, Geoff and Tickle, Fred(2009)

It also requires the preparation and development of a coherent information system in all parts of the Kingdom that ensures the confidentiality, and not losing the information and that information are easily accessed and maintained. Vorley, Geoff & Bushell, Mary-Clare(2010)

It also requires spreading quality culture through conferences, symposia and workshops, and announcements and advertisements on all professional and non-professional levels. And also requires follow-up to the performance of health facilities after their accreditation and to ensure the continuity of quality in health services provided throughout the period of accreditation, the fact that requires human and material effort for the continuity of this enormous work, www.cbahi.org

2. Material and Methods

The researchers are using analytical approach for the conduction of this study The researchers applied their research on the five health centers candidates for the morning show, where they used simple random sample survey that is compatible with their research, where 50 references of each health center were randomly chosen and reviewed.

The questionnaire is a convenient tool for data collection. It includes four questions, one question is closed and three open-ended questions, the first question is selected paragraph of the five paragraphs (completely satisfied, somewhat satisfied, not sure, not satisfied, not satisfied at all), the second question and the third (happy and unhappy) by reviewers, while the fourth and final question is from writing proposals and expectations of the services provided by the health center to developing in future. The results were analyzed and presented using the suitable statistical methods^(3, 4).

3. Results and Discussion:

In Alzahir primary healthcare centre, 60% of males chose to answer satisfied fully while 40% chose somewhat satisfied, which indicated that the majority of them were fully satisfied regarding the service provided to them, while the level of satisfaction among males in Aladel phc was 36%, and somewhat satisfied was 60% and dissatisfied was 4%, meanwhile the percentage of males in Azizlah phc who chose satisfied fully were 76%, while 24% said somewhat satisfied. Regarding males in Alnuwaria phc 60% were satisfied fully, 32% were somewhat satisfied and 8% were dissatisfied. Regarding kudi & Alhijrah phc, 84% were satisfied fully, 8% were not sure, and finally 8% were dissatisfied. Obidat and Thuqan, (2007).

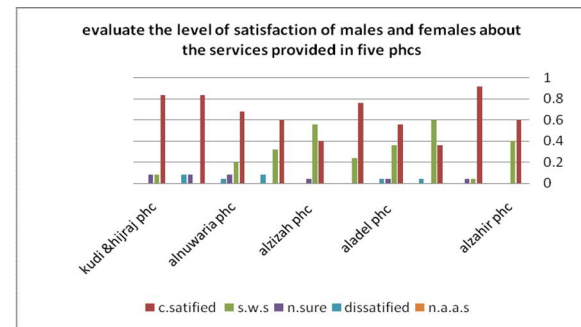
Results revealed that males in kudi & Alhijrah phcs were the most satisfied (84 %,) and the lowest satisfaction rate for men were in Aladel phc (36%), and most males who chose the answer somewhat were 60% in Aladel phc. Results revealed that the proportion of women most satisfied were as follows: Alzahir phc 92%, 84% in kudi & Alhijrah phc, 68% Alnuwria phc, 56% Aladel phc, and 40% in Alazizia east phc. Alserahy, Hassan Awad *et al.* (2008),

The highest proportion for women's satisfaction with health services were in Alzahir phc (92%) and the lowest satisfaction were in alazizia east phc (40%) (Figure 1) Alazizia east phc showed the highest percentage for men's satisfaction with the health service among the five health centers (72-88%), whereas the worst health service satisfaction for men was in Aladel phc (0-24%) (Figure 2).

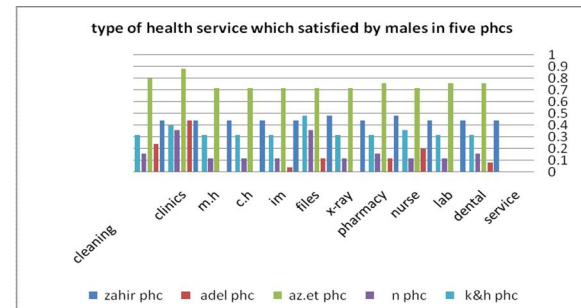
The highest percentage of dissatisfaction (filled a complaint to manger of phc) with the health service

provided to men were in Alazizia East phc (64-76%). The lowest percentage of dissatisfaction with the health service provided to men, were in kudi & Alhijrah phcs (0-4%). The highest percentage of satisfaction with the health service provided to women was in Alzahir phc (72-80%) and the lowest percentage for satisfaction with the health service provided to women, was in kudi & Alhijrah phcs (4-16%). The highest percentage of dissatisfaction with the health service provided to women was in Aladel phc (4-36%).

The lowest percentage of dissatisfaction with the health service provided to females was in Alnuwria (0-4%)



(Figure 1): The level of satisfaction of males & females about the services provided.



(Figure 2): Type of health services satisfied by males

Conclusion:

Five primary health centers has been enrolled to CBAHI program as ministry of health request to apply national quality standards (CBAHI) as follows:

Al-Zahir PHCs and Kudi & Al-hijra PHCs from Prince Ahmed health sector, Al-Adel PHCs, and East Al-Azizia from Al-Adel health sector and Al-Nuwria PHCs from Al-Taneem health sector.

This research revealed two main results:

- 1- Females at Al Zaher health center are more satisfied than females in other primary health centre.
- 2- Males and females of Alnuwaria health center are more complaining.

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