

Challenges of health leadership in applying quality standards (Joint International Committee)

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Abstract

The current study aims to know the impact of applying international quality standards on the health facility, the impact of applying the standards on health services provided to visitors and reviews in the health facility, the impact of applying the standards on employees in the health facility. This questionnaire was prepared via Google Drive and distributed to residents aged between 25- 55 years old men and women in the western region (mecca and Jeddah). As for the questionnaire, 500 questionnaires were distributed, and 485 responses were obtained via email to the principal researcher.

Keywords: Challenges of health leadership, in applying quality standards, (Joint International Committee).

Quality of health care is now on the agenda in most health care systems measures are important to document the quality of care, to allow comparisons and judgments, to determine priorities, to support accountability, and to provide transparency in health care. Measuring quality performance gains importance in an era when information flows across borders and individuals and institutes can make comparisons (1). Quality is a complex concept. Thus, its

evaluation should be done at different levels of care and from different perspectives of the key stakeholders. Evaluating performance of health care organizations from the stakeholders' perspective is therefore imperative and in specific, nurses' perceptions on quality of care have often been considered an indicative evaluation of the quality of health care provided by these organizations (2). The measurement of healthcare quality is one of the main challenges

that face healthcare organizations these days, both politically and in the public eye. Healthcare providers struggle to achieve the quality of care expected by their consumers. since quality is deemed a key factor in the delivery of patient care initiatives to assess the quality of care delivered to patients have become a worldwide Endeavour. Healthcare quality can be done in different ways, including self-assessment by the healthcare institution, benchmarking between institutions, and external evaluation by an independent organization (3). Joint Commission International accreditation is the international division of the Joint Commission Resources (JCR) and its mission is to advise, help and continuously improve the international health organizations, health ministries, and public health agencies to reach the highest standards of safety and quality in patient care. JCI provides organization with education, consultation services, international accreditation, and certification, while still accommodating their own religious, cultural and legal factors (4). Accreditation increase patient trust and satisfaction with the setting and quality of services and it is considered a formal evaluation process intends to assess the quality of care and provided services. Its main goal is to assess internal and external mechanism and provide bench marking that could help to improve capacity of hospitals in providing quality care. Some studies assessed accreditation and shown the impact of accreditation on hospitals is significantly positive (5). Accreditation programs have been increasing and spreading throughout the world from developed to developing countries through the past three decades, and today there are several accreditation programs for health care organizations. Although accreditation programs take a variety of forms, accreditation is typically a formal process, by which a recognized body, usually a non-governmental organization, assesses and recognizes that a health care organization meets applicable pre-determined and published standards (6).

Material and Methods:

The study began in (the cities of Mecca and Jeddah in the Kingdom of Saudi Arabia), and the study ended with writing the data collection in August 2024. The researcher used descriptive analysis, an approach that uses quantitative or qualitative description of the social phenomenon (Challenges of health leadership in applying quality standards (Joint International Committee) and the variable. The independent variable (The percentage of application of JCI standards globally) and the dependent variable (Percentage of implementation of Joint Commission International standards locally). This type of study is characterized by analysis, reason, objectivity, and reality. It is also concerned with individuals and societies, as it studies the variables and their impact on the health of the individual, society, and the consumer, and the spread of diseases and their relationship. For demographic variables such as age, gender, nationality, and marital status. Status and occupation (7), and use the Excel 2010 Office suite pie chart to sort the results (8). The questionnaire is a wonderful and useful tool for collecting a huge amount of data, but the researchers were not able to conduct personal interviews with the participants in the online survey, due to social distancing rules at the time to prevent infection between participants and researchers, and the questionnaire was only answered electronically, because the questionnaire consists of ten questions, all of which are closed-ended.

Results and discussion:

The percentage of approval to participate in the questionnaire was 100%, and the percentage of participants' ages was: 25-34 years old: 0%, 35-44 years old: 66.7%, 45-55 years old: 33.3%. As for the percentage of participants from Saudis and non-Saudis, it was 33.3%, and the percentage of participants from Saudi and non-Saudi women was 66.6%. As for the gender of the participants, male and female, whether Saudi

or non-Saudi, it was 100%, Saudi men and women. Their professions were as follows: Administrators and managers 66.7%, and the percentage of male and female technicians is 33.3%. As for the responses to the questionnaire questions, they were as follows: First question: The leadership of the health quality management program needs to set a specific goal and vision that all employees of the institution can understand in order to be able to implement it? Question 2: Is the application of quality standards linked to the implementation of leadership principles throughout the entire work environment? Question Three: If the quality of performance increases, will the level of job performance in the hospital increase? All answers were 100% yes. Question Four: Studies have reached a number of recommendations, the most important of which is spreading the culture of comprehensive quality and its concepts for all hospital employees to accept the requirements and standards of comprehensive quality. This requires holding seminars, meetings, and training courses for employees and adopting comprehensive quality standards and indicators to evaluate the hospital's performance? Yes 66.7%, No 0%, and I don't know 33.3%. Question five: Success in achieving quality leads to the formation of a healthy functional environment for society? Yes 100%. Question Six: Does this lead to a large number of people coming to the health center? Yes, 66.7%, No, 33.3%, and I don't know, 0%. Seventh question: It leads to raising the level and reputation of a healthy environment among people? Yes, 66.7%, No, 0%, and I don't know, 33.3%. Question Eight: Do effective leaders build a solid base that allows them to develop their employees while instilling the spirit among them? Yes 100%. Question nine: The success of the health quality management process depends largely on the management's commitment to providing appropriate leadership and the process of selecting leaders being subject to precise scientific standards? Yes 66.7%, No 0%, and I don't know 33.3%. The last question: the Total

Quality Management leader needs to listen to customer expectations, support employees, and urge them to create a language of dialogue with customers about the quality of service, place, and style, and pay attention to listening to customers' complaints and try to find solutions to them, satisfy them, and realize their needs and desires? Yes 100%.

Table.1: Challenges of health leadership in applying quality standards (Joint International Committee) of participants in a questionnaire

Challenges of health leadership in applying quality standards (Joint International Committee)	Yes	no	I don't know
The leadership of the health quality management program needs to define a specific goal and vision that all employees of the institution can understand in order to be able to implement it?	100%	0%	0%
Is the application of quality standards related to the implementation of leadership principles throughout the entire work environment?	100%	0%	0%
Effective leaders build a solid foundation that allows them to develop their employees while cultivating the spirit among them. The success of the health quality management process depends largely on the management's commitment to providing appropriate leadership and the process of selecting leaders being subject to precise scientific standards?	100% 66.7%	0% 0%	0% 33.3%
The Total Quality Management leader needs to listen to customer expectations, support employees, and urge them to create a language of dialogue with customers about service quality, place, and style, and pay attention to listening to customers' complaints and try to find solutions to them, satisfy them, and realize their needs and desires	100%	0%	0%

There is a study entitled (Effect of Joint Commission International Hospitals Accreditation on quality of Health care as

Perceived by Nurses)2009 in Ahlam tolba (9) concluded that this result revealed that there was a statistically positive correlation between all dimensions of quality of health care. There was a significant positive correlation between outcomes of joint commission international hospitals accreditation and total level of quality of health care. Administrators are recommended to involve nurses in the decision-making process to enhance their confidence and commitment to what needs to be done: -Interviewing patients about their experience needs to be considered in the future in order to understand the reasons for their responses and to improve the process of accreditation. Continuous assessing factors that affect quality in order to keep continuous improvement in quality of health care. For the most effective quality of health care, there should be collaboration between the nurses' managers and the nurses through effective communication and education.

Conclusion:

The leadership of the health quality management program needs to define a specific goal and vision that all employees of the institution can understand in order to be able to implement it? Yes 100%. The success of the health quality management process depends largely on the management's commitment to providing appropriate leadership and the process of selecting leaders being subject to precise scientific standards? Yes 66.7%. Applying quality standards (Joint Commission International) in the work environment, for employees and citizens, where high-quality health service is provided, and this is for the common good of all.

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