

Effectiveness of the Health Service in Five Health Centers that Hold CBAHI Quality Standards

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Abstracts

This study aims to evaluate the impact of the effectiveness of health services on males and females, to determine their level of satisfaction with them after these five health centers obtain quality standards, and to determine the health services preferred by these visitors of both sexes in these five health centers. The study identified five health facilities: Al-Zaher Health Center, Al-Nawariya Health Center, Al-Adl Health Center, Al-Aziza Health Center, PHC of Kudi and Al-Hijra Health Center, and these five centers received quality accreditation. The current study included 450 reviewers representing a random sample of residents of the Holy Capital. 450 questionnaires were distributed to each of these centers (250 men and 200 women) to obtain their opinions about the service provided to them by the health centers. The questionnaire consists of six questions for the reviewers. It concluded that, the health centers' achievement of quality standards has led to a significant improvement in the health services provided to patients alike, which has led to the reduction of medical problems and errors, and the improvement and development of the work environment.

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. (1)

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, and though has been the establishment of the Central Board for Accreditation of Healthcare Institutions by ministerial decree 144187/11 on 1/9/1426.

(2), The Central Board for Accreditation of Healthcare Institutions seeks to build a solid foundation that cannot be completed at the local and the international level and this requires facilities in several areas and at different stages in the implementation of the board strategic plan.

(3). The accreditation of healthcare 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 important than what has been accomplished in the past. (1)

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 are applying the health standards at all levels of the facility and make it part of the routine daily work. (4) It also requires the preparation and development of a coherent information system in all parts of the Kingdom that ensures confidentiality, and not losing of the information and that information are easily accessed and maintained. (4) & 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 accreditation, the fact that requires human and material effort for the continuity of this enormous work. (5)

2. Materials and Methods

This study started in (the holy city of Mecca in Saudi Arabia), begin writing the research and then recording the questionnaire in February 2024, and the study ended with data collection in June 2024, this study design was a descriptive study, it is very important in the humanitarian, social and characterized this kind of study that relies on analysis and reason and objectivity is associated with reality, where cares by individuals and agencies, institutions and governments and countries and described the past. (6). A questionnaire is a convenient tool for data collection. It includes six questions, three questions are closed and three open-ended questions, the first question is selected paragraph of the three paragraphs (satisfied, somewhat satisfied, not satisfied) the second and third questions happy and unhappy health services by reviewers, while

the fourth question is from writing official complaints or non-official by reviewers, the fifth question is selected paragraph of the three paragraphs (satisfied, somewhat satisfied, not satisfied) about cleaning services in PHCs, and final question is from writing proposals and expectations of the services provided by the health center to developing and work improvement in future. (7) The analysis of the results was used Excel program set office 2010 histogram graphics, and results have been presented in the study by using frequency tables, percentages, and graphs.

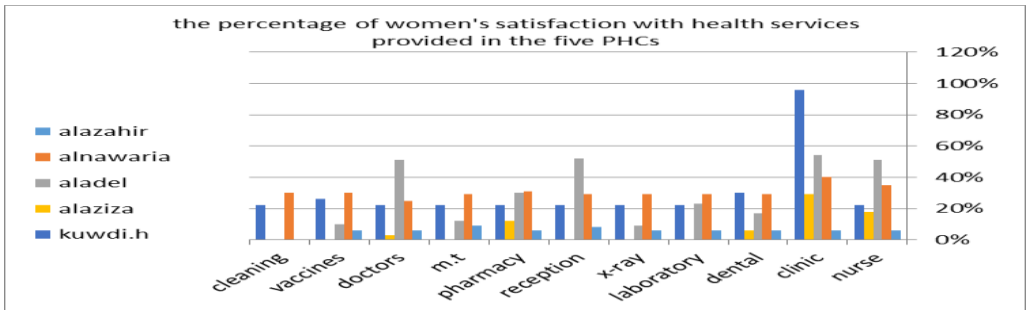
3. Result and Discussion:

As for the first question was the level of satisfaction among As for measuring the level of satisfaction among males and females at Al-Zahir Health Center, we find that the percentage of reviewers who are satisfied with health services was 72% and those and satisfaction somewhat 13.9%, while there is no state of dissatisfaction with men and women in the center among them, while the rate of satisfaction for reviews was 11.6% 2.3%.As for measuring the level of satisfaction among males and females at Al-nuwaria PHC was equal to 50 for each male and female, and there are no cases of satisfaction or dissatisfaction between them, whether men or women. As for at Al-Adel PHC, the percentage of men who are satisfied with health services is 26%, and there are no cases of somewhat satisfaction or dissatisfaction among them, while the percentage of women who are satisfied 73%, 7% for satisfied somewhat, and no dissatisfaction with them. As for Al-Aziza PHC, as for the percentage of satisfaction for men was 51.6%, and for satisfaction somewhat 3% and no dissatisfaction among them, while the percentage of women satisfied is 38.7%, 3% for dissatisfaction and satisfaction somewhat. As for Kuwdi &Al-Hijra PHC, the percentage of satisfaction among men was 40%, 7.2% for satisfaction somewhat and no dissatisfaction, while satisfaction for women was 49%, 3% for satisfaction somewhat. As for the answer to the second and third questions, regarding the quality of health services and their satisfied providers and their percentage of men at Al-Zahir PHC, it was as follows: clinics 60%, nursing 46%, administration 38%, pharmacy 36%, doctors 34%, reception 33%, 31% for both teeth and laboratory, and finally 29% for both radiology and vaccinations, while for women was management 9%,and 8% for a reception and 6% for a nurse,clinic,dental,laboratory,x-ray,pharmacy,doctors and vaccinations. As for health services at Al-nuwaria PHC for men, were 46% for nurse,42% clinics, 36% for dental, cleaning and pharmacy,34% for x-ray, reception and management, laboratory and vaccination by 32% and doctors 29%. (figure No.1). While the health services satisfied women in the center were 40% for clinics, 35% for nursing, 31% for pharmacy, 30% for vaccinations and cleaning, 29% for teeth, laboratory, x-rays, reception and management, and finally 25% for doctors. As for men at Al-Adel PHC, were 55% for clinics, reception 23%, doctors and x-ray by 21%, and 18% for nurse, dental, laboratory, pharmacy and management, finally vaccinations by 13%.while women found that 54% for clinics, 52% reception, 51% nurse and doctors, 30% for pharmacy, laboratory 23%, 17% for dental, management 12%, 10% for vaccinations and finally 9% for x-ray. As for regarding the health services satisfied by men in Al- Aziza PHC, it was 35% for clinics, 25% for dentists, 15% for the pharmacy, 12% for doctors, and 3% for nursing, and finally, there was no satisfaction with the health services related to the laboratory, radiology, reception, management, vaccinations and

cleaning, while found for women were, 29% for clinics, nurse 18%, 12% for pharmacy, 3% for doctors, and no health services satisfaction for laboratory, x-ray, reception, management, vaccinations and cleaning. As regarding the health services satisfied by the men in the kuwdi&Al-Hijra PHC, the clinics were 89%, the dentists 22%, the reception 21%, 17% for both nursing and vaccinations, 16% for radiology and pharmacy, while 15% for each of the doctors, laboratory, management, cleaning, while for women were, (figure No.2) . Clinics 96%, teeth 30%, vaccinations 26%, 22% for each of the nursing, doctors, laboratory, x-ray, reception, pharmacy, management, vaccinations and cleaning.



figureNo.1: satisfaction among men in PHCs



figureNo.2: satisfaction among women in PHCs

As for the fourth question, regarding the reviewers' submission with an official or verbal complaint of poor services at Al-Zahir PHC, we find that the percentage of men who filed complaints was 15.6%, while those who do not 39.5%, and for women who did not submit a complaint, their rate was 34.9%, while 9.6% of women filled complaints, as for Alnawaria PHC.

As for the last question, regarding submitting proposals and opinions to develop work in Al-Zahir PHC, 9.3% of men said that they did, while 32.5% of them did not.

The percentage of women have filled out a complaint was 4,6% and 20,9 % did not do.

In Al-nawaria PHC, where the percentage of men was 11%, women 14.8%, and others, men 33% and women 35.1 %. (table No.1)

Table No.1: The percentage of applicants and non-complaints from both genders in the five PHCs

PHCs	Men		Women	
	YES	NO	YES	NO
Alzahir	15,6%	39,5%	9,6%	34,9%
Alnawaria	11%	36%	14,8%	38%
Aladel	7%	19,1%	7%	66%
Alaziza	43%	3%	32%	22%
Kuwdi &Al-Hijra	5,4%	43,8%	1,8%	49%

For men who submitted proposals and opinions to develop work, they were 7% and 18% for non-applicants, we find that the applicant women accounted for 5%, while 65% for non-applicant in Al-Adel PHC.

As for Al-Aziza PHC, we find that the percentage of male applicants was 45% and female applicants 32.2%, while 3% of men did not apply and 22% of women did not.

For men who submitted proposals and opinions to develop work in Kuwdi &Al-Hijra PHC, it was 5%, while 1% for women, and males' non-applicants 41% and non-applicants 49% for women.

This research appeared many results such as:

1- Most of the reviewers who submitted complaints were at Al-Zahir PHC, followed by Al-Nawaria PHC, and the least of them were in the centers of Kuwdi &Al-Hijra PHC, Al-Aziza PHC and Al-Adel PHC.

2- The best health service for men and women was the service of clinics of all kinds, general and specialized, in the five PHCs.

3- The best health center in terms of providing health service was Al-Zahir PHC, then Al-Nawaria PHC, and Al-Aziza PHC is considered the worst center, according to the opinion of men and women.

4-There has been a significant improvement in the performance of health centers in terms of better- provided health services.

4. Conclusions:

The percentage of men who filed complaints was 11% and non-complaints 36% ,while women who submit a complaint by 14.8%, and the non-applicants are 38%. as for men in the Al Adel PHC, they have filed complaints 7% and 19,1% for others who did not , while women filled a complaint about 7%, and who did not submit a request 66%, as for the men in Alaziza PHC, men who filed complaints was 43%, while those who do not 3 %, while women who submit a complaint by 32%, and the non-applicants are 22%, at Kuwdi &Al-Hijra PHC, we find that the percentage of men who filed complaints was 5,4%, while those who do not 43,8%, as for women who filed complaints was 1,8%, while those who do not 49 %.

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