

**Evaluating the Quality of Health Care Services in the Emergency
Departments: A Comparison between Accredited and Non-Accredited Hospitals in
Jordan**

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ABSTRACT

Background: Quality of health care services reflects the degree to which health services are consistent with current professional knowledge, meet user's expectations and increase the likelihood of achieving the desired health outcomes. Measuring the quality of care in the A&E as experienced by patients may provide valuable information related to the areas in need for improvement. Jordan is one of the countries that employ accreditation as a guiding tool for ensuring the quality of health care. The aims of this study were to evaluate the quality of health care services in the emergency departments in Jordan and to identify possible variations in patients' perspectives between accredited and non-accredited hospitals in Jordan.

Methods: A descriptive across sectional design was used. A sample of 276 patients from Emergency Department Representing accredited and non-accredited public and private hospitals in Jordan. The patients asked to complete the Accident and Emergency Department Questionnaire prior to discharge. The study questionnaire included 47 questions. The statistical software SPSS 22 used descriptive and analytical analysis.

Results: The private hospitals either accredited or non-accredited presented a relatively better quality compared with governmental counterparts. The best evaluation

was reported among private hospitals in waiting (M = 82, M = 86) and overall respect of medical staff (M = 83, M = 87) at accredited and non-accredited hospitals, respectively. Whilst the lowest evaluation was reported among the governmental hospitals in the following domains: doctors and nurses, investigations, and pain. The lowest ever seen results were reported among governmental hospitals in discharge domain in both accredited and non-accredited hospital. Surprisingly, the overall experience of patients in emergency department was coincided similarly between accredited governmental hospitals and non-accredited private hospitals. Variations among private hospitals showed better overall respect of medical staff in private hospitals either accredited or non-accredited compared with governmental counterparts. Better overall experience of patients referred to emergency departments at private sector compared with governmental particularly among accredited private hospitals.

Conclusion: Most previous studies put the accredited and private hospitals at the top regarding patient experiences, but one of these results contradicts the overall trend of better mean scores of patients' responses towards private accredited hospitals than the governmental one. Most of the study results reflected a realistic level of quality of care provided at emergency departments in private sector regardless accreditation program implemented. The results of this study emphasize on the importance of establishing accreditation programs in Jordan's health care facilities for development of quality of care, and continuous quality improvement, especially in the governmental hospitals that showed poorer quality of care across all domains except for overall patient's experience at accredited governmental hospitals.