



EVALUATING THE EFFECTIVENESS OF HEALTH SERVICES PROVIDED IN FIVE HEALTH FACILITIES AFTER OBTAINING THE QUALITY STANDARDS (CBAHI) ON THE POPULATION OF MAKKAH CITY

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Abstract:

This study aims to evaluate the impact of health services effectiveness on males and females and know their level of satisfaction with it after these five health centers obtained quality standards recently, It also aims to determine the health services preferred by these reviewers of both genders in these five centers.

The study identified five of the health facilities namely prosperous Al-Zahir PHC, Al-Nuwaria PHC, Al-Adel PHC, Al-Aziza PHC, Kuwdi & Al-Hijra PHC, these the five healthcare centers obtained 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 male reviewers and 25 female reviewers) to see their complaints and to Know trends and opinions about the service provided for them from the healthcare centers.

A questionnaire consists of six questions for reviewers.

Keywords: CBAHI: central board accreditation health institute.

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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, Tewfik A,(2011) ⁽⁷⁾

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.

(www.mrhh.gov.sa.com)

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. (Khoja, Tewfik A,(2012) ⁽⁸⁾

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. (Khoja, Tewfik A,(2011) ⁽⁷⁾

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. (Vorley, Geoff and Tickle, Fred (2009) ⁽²⁾

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. (Vorley, Geoff & Bushell, Mary-Clare (2010) ⁽³⁾

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. (<http://www.cbahi.org>)

2-Materials and Methods;

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. (Alserahy, et al, 2008) ⁽⁴⁾

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. (Obidat, et al, 2007) ⁽¹⁾ 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.

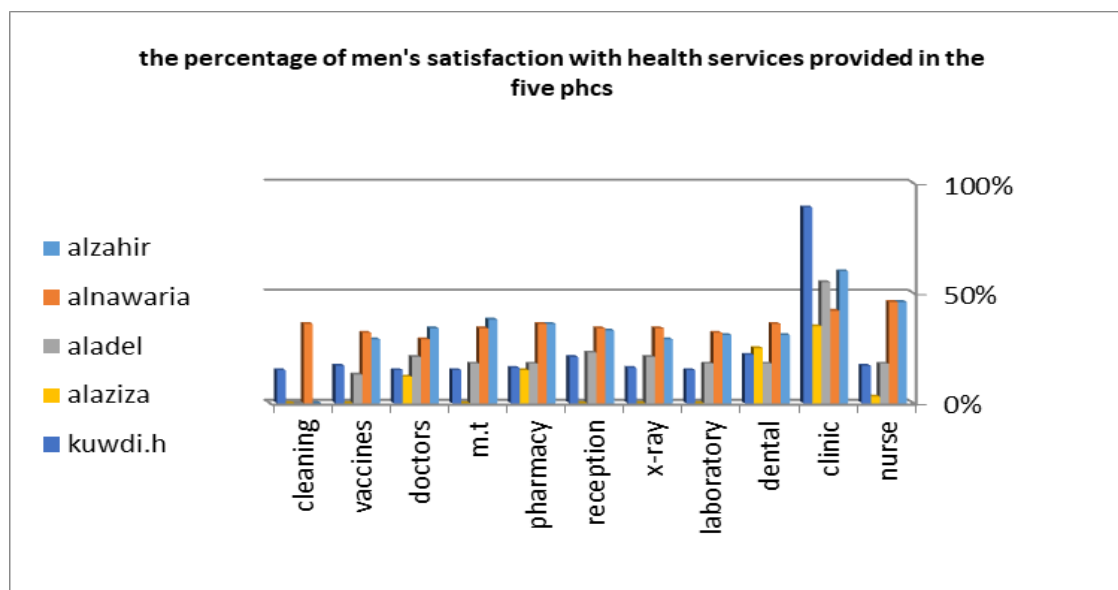


Figure No.1: satisfaction among men in PHCs

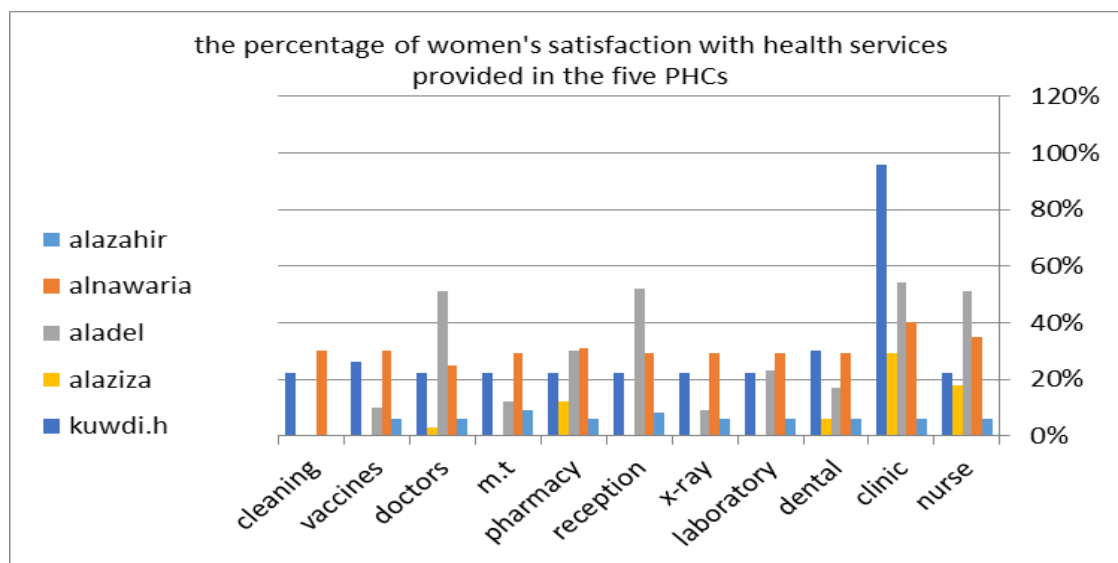


Figure No.2: satisfaction among women in PHCs

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, we find that 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%.

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)

| 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% |

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

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 health centers' attainment of quality standards has greatly improved the health services provided to the auditors alike, which led to the reduction of medical problems and errors, and the improvement and development of the work environment.

5-Acknowledgments:

Praise be to God, prayer and peace be upon our Master Muhammad and his family and companions, to begin with, we would like to offer thanks to the eminent professors who have taught us beneficial knowledge and we have taken their credit after the first God ladders glory like, we thank Dr. Anas Seraj Dablood the dean of the college of science at Umm Alqura university the Holy Capital, which helped us a lot in the area of analysis results, ask God Almighty to give him richly rewarded Amen, and we will never forget that we give thanks to our brothers Hamza Ukal the manager of primary health care in Alnawaria in Holy Capital and brother naif allehyani and the rest of the colleagues involved with me in the research and the managers of the four health centers on their efforts and fatigue in the service of patients and patient families and health centers to provide better health services for them and we ask God to give the best reward .

We would love to offer this modest effort to all the faithful who wish to develop related health services to citizens and residents in the Holy Capital, ask God that we have been successful in the output of this business as desired Amen.

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