

Abstract

Introduction:

Today, the quality and its promotion in hospitals is one of the most important issues of health and treatment systems, so that guaranteeing the quality of health services, as a mission of governance, is one of the most important tasks of country managers, and in particular, the quality of hospital services is the most important component of the health system. The purpose of this study is to identify models, strategies and interventions to improve the quality of hospital services around the world, as well as to examine the current situation in teaching hospitals of Kerman University of Medical Sciences. Be healthy, useful and effective.

methods:

The current research was a multi-method (qualitative-systematic review) that was conducted in the first phase of a systematic review and in the second phase, a qualitative study was conducted. In the systematic review stage, library resources were checked and systematic review was done. Related articles were obtained by using appropriate keywords and searching in domestic and foreign databases. Using the internal and external databases of Bind, Model In, Science Direct, Google Scholar, ED, Mag Iran and using the keywords of quality improvement, hospital, challenges and solutions, related articles were searched, then using the input criteria Specific output, suitable articles and desired data were extracted. In the qualitative phase, which was conducted using the content analysis method, interviews were conducted face-to-face or remotely, and the questions were designed using a semi-structured method. In the qualitative phase, the research community will include experienced people in terms of improving the quality of hospital services, such as the officials of quality improvement offices, vice presidents of

treatment, managers and nurses. Targeted and quota sampling methods were selected for interviews and data collection.

Findings:

Among the 2116 articles obtained, 30 articles were finally selected. These studies carried out the quality improvement process as a team with the cooperation and participation of different groups in the hospital and used various models such as PDCA, DART, etc. to perform this process. In the second stage, by examining the existing situation, challenges were identified in 3 categories : structural, process, and result, and finally, in the third quarter, through the findings of the first and second stages, appropriate solutions were presented for each challenge . In the second stage, by examining the existing situation, according to the sample defined for this study, 20 interviews were conducted with the target group, which consisted of quality experts, experts from monitoring and accreditation offices, heads and managers of hospitals and matrons; was done, the quality improvement challenges resulting from the interviews conducted after coding were categorized into three areas : structural, process and result, the challenges in the structural section included 9 items, the process section included 4 items, and the result section included 3 items. Finally, in the third neighborhood, through the findings from the first and second stages, suitable solutions were presented for each challenge.

Conclusion:

Managers, politicians and hospital staff can follow the process of service quality improvement continuously with a team approach and providing continuous training. Quality

improvement is a permanent process that any part of the hospital can solve existing challenges by forming the relevant team. This requires the use of different models and expertise .

Keywords: quality improvement, solutions, interventions, strategies and hospital



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By

Sadegh damyar

Supervisor

Dr. mohammad reza Amiresmaili

Advisors

Dr. Mina Moradzadeh

Thesis No :

Date:

