

Quality of health care: Literature Review

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June 6, 2022

(Quality of health care): Literature Review

This literature review's primary purpose is to understand how to improve the quality of care. This literature review analyzes three articles on the quality of healthcare topics to better understand and identify gaps, if any. Quality health care reduces the risks of medication errors, readmissions, complications, and mortality. Gaining a better understanding of quality healthcare helps identify gaps and allows for those gaps to be resolved. Identified gaps in quality healthcare allow for quality improvement to be implemented along with evidence-based practice. Quality improvement utilizes knowledge, skills, and attitudes to reduce the probability of bad outcomes, complications, and medication errors (QSEN Institute, 2020). Quantitative research is utilized in this literature review because it provides precise and unbiased data about quality health care for the entire population Hannigan, (2018). Quantitative research data in this literature will allow for a better understanding of quality healthcare and identify gaps within the research of the articles about quality healthcare. Quantitative research data analyzed in these articles will provide a pathway or guide for quality improvement implementation. In order to improve healthcare quality, quality improvement will introduce interventions that will address bad outcomes, complications, and medication errors.

Career development and motivation for the quality of nursing services

The first article by Kuka et al. (2021) examines a quantitative study on the effect of career development on the quality of nursing services in healthcare centers. The article's introduction examines the quality of nursing service in the hospital and concludes that human resources contribute to improving the quality of nursing service for hospitals (Kuka et al., 2021).

The theoretical review portion of the article examines service quality and concludes that service quality should exceed the expectation of patients or customers (Kuka et al., 2021). The rest of the article examines the quantitative study conducted to examine the effect of career development on the quality of nursing services (Kuka et al., 2021). The study conducted in the article utilized a quantitative survey approach to collect data about service quality, and the results of the study concluded that directly career development does not improve the quality of nursing services but indirectly significantly improves nursing services through motivational factors (Kuka et al., 2021).

Key Points

The research study conducted in the article about the quality of nursing services utilized a survey design through a quantitative approach (Kuka et al., 2021). The study utilized an accidental sampling technique with 100 nurses as participants, and the data was collected through data analysis utilizing path analysis through multiple linear regression tests. A parametric analysis tool was utilized along with path analysis through multiple linear regression to understand the data (Kuka et al., 2021). The study assigned questionnaires to participants, and the validity of their answers was analyzed using the Pearson product-moment technique. In contrast, the reliability of the answers was analyzed using Cronbach's Alpha value (Kuka et al., 2021). According to Kuka et al. (2021), the data collected in the study was significant because it confirmed that indirectly career development through motivational factors affects the quality of nursing services and cause also has a significant effect on the quality of nursing services. The article concludes that with motivation, career development will improve the quality of nursing services (Kuka et al., 2021). The P-value provided in the study is 0,387.

Assumptions

After examination of the introduction of the article, it is concluded that the author assumes that motivation is responsible for the quality of nursing services provided (Kuka et al., 2021). The conclusion about the author's assumption was made because of the author's statement in the introduction paragraph, author states that "the quality of nursing service is a professional attitude of nurses that provides comfort and protection for every patient who is undergoing the recovery." (Kuka et al., 2021). Quality improvement indicates that the attitudes of nurses and all health care workers matter regarding the quality of care being provided to patients (QSEN Institute, 2020). The improvement of motivations is linked to the improvement of attitudes in nurses and healthcare workers, which is linked to the quality of care patients receive. In the article's introduction, the author believes that human resources significantly improve the quality of nursing services. The author also assumed that the study would reveal that motivation and human resources are the major factors in improving nursing services (Kuka et al., 2021). The author made these assumptions after examining past research about the effect of motivation and human resources on healthcare quality.

Deficit/Conclusion

Berich approves of the author's line of reasoning because quality service requires that an interprofessional team is involved. The author concludes that human resources and motivation play a significant role in improving the quality of nursing services (Kuka et al., 2021). The article has two implications, and it concludes that motivation affects career development which affects the quality of nursing services, and that human resources foster improvements in the quality of nursing services. Before any intervention can be introduced or implemented, more research should be conducted about the causes of low-quality healthcare. Surveys can be utilized

to gather information about patients' quality of healthcare. Patients should be asked personalized questions on the survey about healthcare quality. According to the study, if nurses refuse to accept the author's line of reasoning, the implications are that the effect of career development on the quality of nursing services will decrease, and improvements in the quality of nursing services will decrease. In order to improve the quality of nursing services provided, interventions utilizing quality improvement have to be implemented to improve motivation and the role of human resources in quality healthcare.

Second article title here

The second article by Al-Jabri et al. (2021) aims to understand the quality of care and patient safety at healthcare institutions in Oman by analyzing a quantitative study utilizing a cross-sectional design. The study aimed to understand the perspective of patients and healthcare professionals about quality care (Al-Jabri et al., 2021). The article identified that quality healthcare and patient safety is decreasing (Al-Jabri et al., 2021). The study utilized questionnaires to collect data from patients and healthcare professionals (Al-Jabri et al., 2021). Three hundred sixty-four patients and 140 health care professionals participated in the study; patient data in the study was collected through convenience sampling of 600 adult patients because the authors enrolled more participants throughout the study (Al-Jabri et al., 2021). Researchers collected data from healthcare professionals by utilizing a stratified sampling of 246 professionals that worked at the hospital (Al-Jabri et al., 2021). The author identified that all the data collected in the study was confidential, and researchers received ethical approval from the university committee and the hospitals involved (Al-Jabri et al., 2021). The data collected was analyzed utilizing descriptive statistics, and the study results concluded that both the patient and

health care professionals agreed that quality healthcare and patient safety were excellent (Al-Jabri et al., 2021). The study identified that hospital Admissions and work area variables contribute to the overall quality of healthcare and patient safety (Al-Jabri et al., 2021).

Key Points

Researchers conducting the study in the article conducted a quantitative study utilizing questionnaires to gather data from patients and healthcare professionals (Al-Jabri et al., 2021). Researchers used a cross-sectional design to conduct the study and power analysis to estimate a sample size (Al-Jabri et al., 2021). The study utilized convenience sampling to gather patients for the study and utilize stratified sampling to gather health care professionals for the study (Al-Jabri et al., 2021). Two hundred forty-six health care professionals were gathered for the study, and 600 adult patients were gathered for the study (Al-Jabri et al., 2021). The data gathered in the study was deemed significant because it revealed that the overall quality of care and patient safety in the hospitals that participated in this study was excellent, even after a recent report highlighted that patient safety and quality care was decreasing (Al-Jabri et al., 2021). The study conducted in the article had two p-values the first p-value is 0.036, and the second p-value is 0.046 (Al-Jabri et al., 2021). The first p-value represented data from the patients, and the second p-value represented data from healthcare professionals in the study (Al-Jabri et al., 2021). The author concluded that the study's results provide evidence that the quality of healthcare and patient safety was excellent at the hospitals involved (Al-Jabri et al., 2021).

Assumptions

Al-Jabri et al. (2021) believe that the study performed in the article will identify gaps and the causes of decreased patient safety and health care quality. The author assumed that there are gaps and causes for decreasing patient safety and healthcare quality because the recent report indicated that patient safety and healthcare quality are decreasing (Al-Jabri et al., 2021). The article identified that the recent report on patient safety and health care quality indicating a decline is false because the quality of care is excellent, according to the study (Al-Jabri et al., 2021). Furthermore, after receiving the study results, the author assumes that hospital and admission processes and work areas contribute to the quality of care and patient safety (Al-Jabri et al., 2021). The author also assumes that the perspective of the patients and healthcare workers from the study can further advance delivery methods at healthcare institutions (Al-Jabri et al., 2021).

Deficit/Conclusion

The author's line of reasoning is appropriate. Al-Jabri et al. (2021) assumed that the study would identify any gaps and causes for the decline in patient safety and healthcare quality. However, the study revealed no gaps or causes for the decline in patient safety and healthcare quality. The study's results revealed that patient safety and health care quality are excellent in the hospitals involved (Al-Jabri et al., 2021). Upon examination of the results, the author believes that the hospital, admission process, and work area contributed to the overall quality of care and patient safety (Al-Jabri et al., 2021). The author also believes that the results of this study can be used to improve further the delivery methods at health care institutions (Al-Jabri et al., 2021). The implication for nurses not accepting the author's line of reasoning is a continual decline in patient safety and health care quality. The study's results contraindicate the results of the recent

report; because of this, further research is required to identify any missing gaps and causes that indicate patient safety and health care quality are decreasing (Al-Jabri et al., 2021). A qualitative study survey should be conducted to understand better the perspective of patients and health care workers about patient safety and quality health care.

The Relationships between Health Professionals' Perceived Quality of Care, Family Involvement, and Sense of Coherence in Community Mental Health Services

The article by Moen et al. (2021) examines the perceived quality of care between health care professionals, family involvement, and coherence in mental health services. In the article's introduction, the author examined past research about the topics being analyzed in the study (Moen et al.,2021). the author also provides the readers with results of past research about the topic analyzed in the study. The article's introduction introduces the aim, method, design, and data collection method. The author also mentions that ethical considerations were followed in the study conducted. A quantitative cross-sectional study was conducted in the article to examine the perceived quality of care between healthcare professionals and family involvement and coherence in mental health services (Moen et al.,2021). Statistical analysis of the study revealed that healthcare professionals perceived healthcare quality as high and that family involvement is not a burden (Moen et al.,2021). The author Moen et al. (2021) compared the results of each topic examined in the study with the result of past research collected about each topic to identify gaps or support the work. Moen et al. (2021) reveal the strengths and limitations of the results of the study. The author also provides implications of the findings in practice and research.

Key Points

A quantitative cross-sectional design study was used to examine how healthcare professionals perceive healthcare quality and examine family involvement and coherence in mental health services (Moen et al.,2021). Researchers invited all mental health professionals of the Norwegian municipalities to participate in the study, but only fifty-six health professionals participated (Moen et al.,2021). According to Moen et al. (2021), the study used questionnaires composed of three standardized and validated instruments to collect data from participants. Researchers even included questions about the participants' personal information (Moen et al.,2021). This study used three scales to measure data about each topic; the QPC-COPS scale, FINC scale, and SOC-13 scale (Moen et al.,2021). Version 25.0 of IBM statistics SPSS was utilized to complete the statistical analysis of the data (Moen et al.,2021). The study's data revealed that health professionals perceived that quality care is excellent and that family involvement in health care is not a burden (Moen et al.,2021). According to Moen et al. (2021), the data also revealed that the sense of coherence and quality of care depend on each other. The study's data is significant because it reveals that a sense of coherence affects how health care professionals perceive or rate the quality of care (Moen et al.,2021). The study has four P-values because three separate topics are analyzed in the study, plus the comparison of the sense of coherence and quality of care, the P values of the study are $p < 0.047$, $p < 0.04$, $p < 0.007$, and $p < 0.005$ (Moen et al.,2021). The author explains that the study's findings revealed that health professionals address several issues regarding the quality of care in mental health services. Moen et al. (2021) explain that data in the study revealed that health professionals with long work experience rate quality of healthcare high and found that healthcare professionals with low coherence claimed that families were a burden, unlike those with a high sense of coherence

scores (Moen et al.,2021). The author also claims that a sense of coherence impacts healthcare quality (Moen et al.,2021).

Assumptions

The article's author assumed that the study conducted will identify issues about the perception of quality care that health care professionals have and identify if there is any relationship between perception of quality health care, family involvement, and sense of coherence (Moen et al.,2021). The author also assumed that the data would reveal if health care professionals perceived the quality of care and sense of coherence differently. The author's assumptions are based on data from past research studies on the topics at hand. In the article's introduction, the author examined multiple articles regarding the topics (Moen et al.,2021). The results of those articles indicated that family involvement in the health care of a loved one is essential, and mental health care professionals with a strong sense of coherence rated the quality of health care based on the resources available (Moen et al.,2021).

Deficit/Conclusion

The author's line of reasoning is appropriate; Moen et al. (2021) believe that understanding how healthcare professionals perceive healthcare quality can help researchers understand how to improve healthcare quality. The author wants to understand how family involvement in the care of a loved one affects the quality of healthcare provided (Moen et al.,2021). The author also wants to understand whether there is any relationship between the three topics studied in the article (Moen et al.,2021). There are significant implications if nursing fails to accept the author's line of reasoning. The author explains that the findings of this study can help with decision-

making and improving health care services (Moen et al.,2021). The implications in the nursing field include complete exclusion of family members in the health care of loved ones, patient decreased participation in their health, and disregard for coherence. Health care professionals with more experience have a high sense of coherence, while those with little experience have a low sense of coherence (Moen et al.,2021). The article revealed that health professionals with a high sense of coherence before stating that healthcare quality is high examined the health environment and the resource available to them (Moen et al.,2021). Those with a low sense of coherence stated that healthcare quality is low based on opinions (Moen et al.,2021). Nurses need to understand that sense of coherence has the most impact on the quality of healthcare. If nurses do not understand that sense of coherence impacts the quality of care, an increase in medication errors, readmissions, and a decrease in the quality of care will occur.

Conclusion

Overall, the article examined three articles with quantitative studies about the quality of health care. After fully examining the three articles, it can be concluded that quality healthcare is crucial to ensure success and patient satisfaction. The data from all three articles reveals that quality health care can be affected by other issues within the health care system. The first article revealed that human resource is a significant factor in ensuring quality health care. In contrast, the second article revealed that the admission process affects the quality of healthcare, and the third article revealed that a sense of coherence greatly impacts the quality of healthcare.

Understanding that quality health care is affected by many factors can allow nurses to examine what factors affect quality health care at their facilities. Patient outcomes can easily be improved by manipulating factors that affect quality healthcare at specific healthcare centers. Ensuring the involvement of an interprofessional team and human resources can improve patient outcomes.

Ensuring healthcare professionals have a higher sense of coherence can also improve patient outcomes. A proper admission process can also improve patient outcomes and improve care quality. According to Moen et al. (2021), the study's findings can help improve the nursing practice by guiding health professionals and decision-makers. The human resources department can also improve the nursing practice by ensuring that hired nurses are competent. Determining specific factors affecting the quality of care can help nurses manipulate or improve the nursing practice to ensure quality health care for patients. The nursing practice is affected by many factors specific to each health care center. Evidence-based practice and quality improvement efforts can be improved by ensuring that health professionals are competent and have a high sense of coherence. In the article by Moen et al. (2021), health professionals with a high sense of coherence understood how to use resources to improve the quality of care. Quality improvement efforts can be improved by implementing the findings of the three articles examined in this article. Quality improvement requires a small test involving changes in improving evidence-based practice, and care is conducted, measured, and results evaluated for effectiveness (QSEN Institute, 2020). Implementing the findings in a clinical trial and measuring the data can ensure that evidence-based practice is improved and utilized. Healthcare is affected by many factors. Motivation and human resources affect healthcare because, as mentioned by Kuka et al. (2021), motivation fosters career development while human resources ensure that guidelines and procedures are followed. Healthcare can also be improved by ensuring that healthcare professionals are coherent and competent. As mentioned in the articles above, healthcare quality is affected by many factors such as motivation, human resources, and coherence.

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