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***Evaluation of the Quality of the Health Care
Services as an Indicator in Achieving of a
Sustainable Development 2030***

*Within the requirements to obtain a master's degree in social work
Industry Development & Planning*

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1444 H – 2023 AC

First: The problem of the study and its importance:

The issue of development in its various aspects occupied a prominent place in societies of all kinds alike, and it also attracted the attention of many researchers in various fields as the ideal means to achieve a better life for societies and a better standard of living for individuals, especially after the intensity of the conflict between the deposits of underdevelopment and the prospects for development intensified.

Therefore, countries and societies are accelerating to achieve higher rates and levels of development, improve the quality of life, and improve the human being in society, and therefore development cannot be without relying on the human being, as he is the one who makes it, directs it, and benefits from its revenue.

Therefore, health has become one of the most important matters in the field of development, as one of the factors that contribute to sustainable development and one of its indicators. Sustainable development cannot be achieved without a healthy population. While health is a value in itself, it is also considered a key to productivity and economic, social and cultural prosperity.

The provision of high-quality health services is a global necessity for comprehensive health coverage, and this is the primary role of quality in providing health care services with the commitment of countries to achieve universal health coverage by 2030, and there is a growing recognition that optimal health care cannot be provided simply by ensuring the coexistence of the structure Infrastructure, medical supplies and health care providers However, improvement in

health care delivery requires a deliberate focus on the quality of health services, which includes effective, safe, people-centred, timely provision and delivery that is equitable, integrated and effective; Quality of care is the degree to which health services increase the likelihood of desired health outcomes for individuals and populations and are consistent with current professional knowledge.

Second: Study Objectives:

The current study is based on a main objective: Highlighting the reality of the quality of health care services as an indicator for achieving sustainable development 2030.

Several sub-goals emerge from this objective, namely:

- 1- Measuring the impact of tangibility in assessing the quality of health services.
- 2- Measuring the effect of reliability in assessing the quality of health services.
- 3- Measuring the impact of the response in assessing the quality of health services.
- 4- Measuring the effect of safety in evaluating the quality of health services.
- 5- Measuring the effect of empathy in assessing the quality of health services.
- 6- Identifying the obstacles that limit achieving the quality of health care services.
- 7- Reaching planning indicators to improve the quality of health care services.

Third: Study Questions:

The current study seeks to answer a main question: What is the reality of the quality of health care services in the rural health units under study?

The main question can be answered by answering the following sub-questions:

- 1- To what extent is the quality of health services achieved according to tangibility?
- 2- To what extent is the quality of health services achieved according to reliability?
- 3- To what extent is the quality of health services achieved according to the response?
- 4- To what extent is the quality of health services achieved according to security?
- 5- To what extent is the quality of health services achieved according to empathy?
- 6- What are the obstacles that limit achieving the quality of health care services?
- 7- What are the planning indicators for improving the quality of health care services?

Fourth: Study Concepts:

- 1- The concept of evaluation.
- 2- The concept of quality.

- 3- The concept of service quality.
- 4- The concept of quality of health services.
- 5- The concept of sustainable development.

Fifth: The methodological procedures of the study:

1- Type of study:

This study is one of the evaluation studies aimed at analyzing the current situation in order to plan for the future.

2- The method used:

The study relied on the use of the social survey methodology for the sample of those who frequented the rural health units in Fayoum Governorate, numbering (395) individuals, as well as the comprehensive social survey methodology for workers in rural health units in Fayoum Governorate, numbering (134) individuals.

3- Fields of study:

a) spatial domain:

The spatial field of the study is represented in the rural health units in Fayoum Governorate. It was applied in the active rural health units that continue to provide services to the frequenters, as follows:

- Al azab health unit.
- Al elaam health unit.
- Mandara Health Unit.
- Abu Sir Health Unit.

b) the human domain:

The human field of study is as follows:

- 1- The sample social survey of frequenters to rural health units in Fayoum Governorate. The type of the sample in the simple random sample of the visitors to the rural health units in Fayoum Governorate under study was represented by (10%) and their number was (395) individuals .
- 2- The comprehensive meeting survey of workers in rural health units in Fayoum Governorate, numbering (133) individuals.

c) time domain:

The time domain of the study represented the period of data collection from the field, which started from 9/19/2021 to 1/31/2023.

4-Study tools:

The data collection tools were:

- 1- A survey form for frequenters to rural health units on assessing the quality of health care services as an indicator for achieving sustainable development 2030.
- 2- A measurement form applied to workers in rural health units on the quality of health care services as an indicator for achieving sustainable development 2030.

Sixth: the general results of the study

The study found a group From the results that answer the questions you previously identified, Which are consistent with the objectives of the study, and are as follows:

1- The answer to the first sub-question of the study: To what extent is the quality of health services achieved according to tangibility?

- The results of the study concluded that the level of achieving the quality of health services according to tangibility as determined by the frequenters reached a weighted average of (2.71) and a relative strength of (90.5%), which is a high level.
- The results of the study concluded that the level of achieving the quality of health services according to tangibility as determined by the workers was a weighted average of (2.66) and with a relative strength of (88.8%), which is a high level.

3- The answer to the second sub-question of the study: To what extent is the quality of health services achieved according to reliability?

- The results of the study concluded that the level of achieving the quality of health services according to reliability as determined by the frequenters reached a weighted average of (2.82) and a relative strength of (94%), which is a high level .
- The results of the study concluded that the level of achieving the quality of health services according to reliability as determined by the workers reached a weighted average of (2.74) and a relative strength of (91.3%), which is a high level.

4- The answer to the third sub-question of the study: To what extent is the quality of health services achieved according to the response?

- The results of the study concluded that the level of achieving the quality of health services according to the response as determined by the frequenters reached a weighted average of (2.69) with a relative strength of (89.6%), which is a high level.
- The results of the study concluded that the level of achieving the quality of health services according to the response as determined by the workers was a weighted average of (2.53) and with a relative strength of (84.2%), which is a high level.

5- The answer to the fourth sub-question of the study: To what extent is the quality of health services achieved according to security?

- The results of the study concluded that the level of achieving the quality of health services according to safety as determined by the frequenters reached a weighted average of (2.85) and a relative strength of (95%), which is a high level.
- The results of the study concluded that the level of achieving the quality of health services according to safety as determined by the workers reached a weighted average of (2.82) and a relative strength of (94%), which is a high level.

6- The answer to the fifth sub-question of the study: To what extent is the quality of health services achieved according to empathy?

- The results of the study concluded that the level of achieving the quality of health services according to sympathy as determined by the frequenters reached a weighted average of (2.64) and a relative strength of (87.8%), which is a high level.
- The results of the study concluded that the level of achieving the quality of health services according to sympathy as determined by the workers was a weighted average (2.81) with a relative strength of (93.7%), which is a high level.

7- The answer to the sixth sub-question of the study: What are the obstacles that limit achieving the quality of health care services?

- The results of the study concluded that the level of obstacles that limit the achievement of quality health care services as determined by the frequenters reached a weighted average of (1.62) and a relative strength of (54.1%), which is a low level.
- The results of the study concluded that the level of obstacles that limit the achievement of the quality of health care services as determined by the workers reached a weighted average of (1.84) and a relative strength of (61.4%), which is an average level.

8- The answer to the main question of the study: What is the level of quality of health care services as an indicator of achieving sustainable development 2030?

- The results of the study concluded that the level of quality of health care services as an indicator of achieving sustainable development 2030, as determined by the frequenters reached a weighted average of (2.74) and a relative strength of (91.4%), which is a high level.
- The results of the study concluded that the level of quality of health care services as an indicator of achieving sustainable development 2030, as determined by workers, reached a weighted average of (2.71) and a relative strength of (90.4%), which is a high level.