

# Global Conference on NURSING AND HEALTHCARE

March 27-28, 2019 | Amsterdam, Netherlands

Zaadoud Brahim, J Prim Care Gen Pract 2019, Volume 2

## THE PERFORMANCE MEASUREMENT OF THE QUALITY HEALTH CARE IN THE PRIMARY HEALTH CARE ESTABLISHMENTS IN MOROCCO

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The subject of our research concerns the performance measurement in primary health care establishments, evaluate the impact of quality approaches on the level of performance in these establishments.

**Method:** The data collection was made through a questionnaire for the staff who exercises in the ESSP. This questionnaire contains three parts adapted according to the model of Donabedian (Structure, processes and results), understanding seven domains. The first part concerns the structure dedicated to the quality planning, the leadership and the human resources management. The second part concerns the processes dedicated to the process management, the monitoring and the analysis. The third part handles the results of the quality and the user's satisfaction.

**Result:** We note significant differences in the perception of the quality of the care of the health workers general. The steps of ACQ remain a good tool to improve the quality of the care. The satisfaction of the population remains high with a performance of (74 %), the steps of ACQ are effective tools of the organizational change, the impact on the change of professional practices for our case (68 %) have this image, which varies, enters average and low on the CQ. Continuity and integration of the care are assured only in 34 % of the cases.

**Conclusion:** Even if the links are not established within the framework of a scientific research, quality approaches are generally recognized as an essential tool to help establishments to improve the quality and the safety of the patients. The necessity of having measurement tools for performance which puts in coherence the piloting of the operational level with the strategy, to integrate the organizational objectives into the measures of operational performances and make estimate its structures towards a real management by the quality.

## BIOGRAPHY

Zaadoud Brahim, 27 experiences years in primary health care, responsible for epidemiological surveillance. He is the formator for doctors and nurses on quality management, professor of epidemiology and statistics module, ISPITS, Fes, former director of a hospital, trainer, facilitator and auditor in quality management. The subject of his research is health care quality and the performance measurement in primary health care. He published four articles about quality healthcare, performance measure, and quality improvement.

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