
FACTORS AFFECTING IMPLEMENTATION OF NURSING SERVICES ACCREDITATION STANDARDS IN PORT-SAID GENERAL HOSPITALS

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ABSTRACT

Background: Amongst the quality initiatives adopted in healthcare, accreditation has increasingly been considered as the preferred method to promote healthcare quality at organizational and service levels. Nurses have key roles to play in the implementation of hospital accreditation process. **This study aimed to identify** factors affecting implementation of nursing services accreditation standards in Port Said general hospitals. A descriptive exploratory research design was utilized for the current study. A sample of 105 from different categories of nursing staff was included in the study. **Data were collected** through utilizing Awareness about hospital accreditation standards questionnaire and factors affecting the implementation of nursing services accreditation standards questionnaire **Results of the study** showed that more than one third of studied nursing staff had high awareness score about hospital accreditation while less than half of them had moderate awareness score, in addition nursing staff awareness for such aspects of accreditation (Preparation - Outcomes- Pre-requisites) was generally high. Continuous improvement was the highest factor affecting implementation of nursing services accreditation standards (NSAS) in Port Said general hospitals while financial incentives was the lowest from studied nursing staff point of view. **It was concluded that** : There was statistically significant relation between studied nurses' total awareness about hospital accreditation and their total opinion regarding factors affecting implementation of (NSAS). **The current study recommended** that establishing systems, protocols, policies and strategy to enhance nursing staff perception about quality and accreditation

Key words: Accreditation standards, Factors, Nursing Services

INTRODUCTION

Quality improvement in healthcare is a constant and continuing effort to achieve measurable enhancements in the productivity, efficiency, effectiveness, responsibility, performance and extents of services and processes which appreciate justice and enhance the society health Riley et al., (2010). Quality enhancement has a positive effect on management and clinical results Bradley et al., (2008). It is important for quality improvement of health care organizations to have quality indicators and go through accreditation. Accreditation is official processes of appraising to which degree health organizations meet predetermined quality standards including accessibility of services and patient safety. Evaluation is usually carried out by an independent organization such as a non-governmental organization. The accreditation process includes all areas of the healthcare organization's operation and practice. Tabrizi, Gharibi & Wilson (2011).

Accreditation benefits all stakeholders. Patients are the biggest beneficiaries. Accreditation results in high quality of care and patient safety. The staff working in an accredited hospital is satisfied a lot as the hospital provides for continuous learning, good working environment, leadership and above all ownership of all processes. Accreditation also improves overall development of doctors and paramedical staff and provides leadership for quality improvement within medicine and nursing National Accreditation Board for Hospitals & Healthcare Providers NABH (2015).

In the hospital, the nursing team is critical to a quality program, the nurse interacts with all the areas of support, with autonomy and co-responsibility, through the instruments of organizational structure, such as internal regulations, routines, and communication and control systems. Furthermore, the nurse is familiar with management issues, leadership, and the clinical audit, being an educator and a researcher. Having thus, the unique ability to assist the multidisciplinary team during the implementation and monitoring of a process of Accreditation Therefore, the accreditation processes are influenced by the nursing actions and at the same time have important implications in the work quotidian of the team Vargas et al., (2010). Therefore they need to be in the frontline to review and optimise the healthcare delivery by promoting higher quality of care, developing new roles and taking up the leadership more intensively Raeve (2012)

Significance of the study:

Nurses are the only health care professionals who are with the patient 24 hours a day. Their role is critical in nearly all aspects of patient assessment and care. When nurses assume a more active role in evaluating patients and monitoring their response to treatment, outcomes of care is improved Partners for Health Reform plus (2006). Accreditation of a health care organization stimulates continuous improvement. It enables the organization in demonstrating commitment to quality care. It raises community confidence in the services provided by the health care organization. It also provides opportunity to healthcare unit to benchmark with the best NABH (2015)

Furthermore, attaining independent accreditation for public facilities is one from the recommendations of the International Bank for Reconstruction and Development in the year 2015, because Public health facilities are not considered responsive to patients, especially disadvantaged patients care due to perceptions of their poor quality, resulting in patients paying for private sector World Bank (2010).

In Egypt, while many efforts were exerted in accreditation of hospital in general and nursing department specifically, nursing services accreditation standards still lack of implementation among nursing staff in hospitals Mohamed & Gabr (2011). Therefore, this study is an attempt to assess nursing staff awareness about hospital accreditation, and identify the factors that may affect implementation of nursing services accreditation standards in port said general hospitals.

AIM OF THE STUDY

The aim of this study is to identify factors affecting implementation of nursing services accreditation standards in Port –Said general hospitals

Objectives:

- Assess nursing staff awareness about hospital accreditation.
- Identify factors affecting implementation of nursing services accreditation standards in port –said general hospitals

Research question

- Are nursing staff aware about hospital accreditation?
- What are the factors affecting implementation of nursing services accreditation standards in Port –Said general hospitals?

SUBJECTS AND METHOD

I. TECHNICAL DESIGN

A descriptive exploratory research design was utilized for the current study. This study was carried out at the (3) general hospitals in Port Said city; (Port-Said general hospital- Port Fouad hospital and El -Zhour hospital).The subjects included different categories of nursing staff; nurse managers (nursing director and nursing assistant) – head nurses – staff nurses – quality assurance nurses working in the previous mentioned setting during time of data collection with a total number of (105)

Inclusion criteria:

Agree to participate in study, and at least one year of experience in their current job.

Tools of data collection:-

Two tools were used for collecting data for this study:

Tool I: Awareness about hospital accreditation standards questionnaire

This tool was adopted from **Abd Elkader (2014)**, to assess nursing staff awareness about hospital accreditation and it consists of two parts as follows:

- **The first part: personal and job characteristics**

This part aimed at collecting personal data and job characteristics from studied nurses such as (age, sex, marital status, level of education, job title, type of nursing unit working on, years of experience and one close ended question regarding subject`s previous attendance training programs)

- **The second part : Awareness about hospital accreditation standards sheet**

This part aimed at assessing nursing staff awareness about hospital accreditation, it consists of 5 categories covering 42 close ended questions as follows: Concept of quality and accreditation (7 questions), Preparation for accreditation (9 questions), Outcomes from accreditation (9 questions), Hospital manager (11 question) and Pre-requisites (6 questions)

Tool II: (Factors affecting the implementation of nursing services accreditation standards questionnaire sheet)

This tool was adopted from **Abd Elkader (2014)** to identify factors affecting implementation of nursing services accreditation standards **Joint Commission International (2011)** among nursing staff. It was based on standards which developed by

the Joint Commission on Accreditation of health care organization, and standards of Egyptian Hospitals Accreditation Program. It covered 8 main categories with 106 subscales as follows (Top management of the organization (15 subscales) , Regulations, policies and procedures governing the work (14 subscales), Concept of philosophy of quality and accreditation (15 subscales) , Financial and moral incentives (16 subscales); 8 subscales for Financial incentives and 8 subscales for moral incentives , Education and training (10 subscales) , Medical records and information management (8 subscales) , continuous improvement(16 subscales) and other factors (12 subscales).

(II) Operational Design:

It included three stages namely; preparatory stage, pilot study and fieldwork.

Preparatory phase:

The researcher during this period review the literature, different studies and theoretical knowledge of various aspects of the research .Reliability of the tools was checked by testing for its internal consistency using a Cronbach's Alpha reliability test

Pilot Study:

Pilot study was carried out on 10% (11 nurse) working in the previous mentioned hospitals to test the applicability of the study tools, and it was found that statements were simple and clear and there wasn't a modification to be done so the sample of the pilot study was included in the main study sample .

Field work

Data have been collected throughout the period from beginning of April 2017 to the end of July 2017 .field work have been performed in the following sequence; Permission was taken from each hospital to carry out the study, the researcher met the medical director and nurse executive to explain the aim of the study and gain their support and cooperation .Then the nurses were met individually and invited to participate and obtained their consent to be recruited in the study after explaining the nature of the study ,Confidentiality and Anonymity of their responses were ensured. The researcher distributed the data collection forms with instruction about how to fill it. The filled forms were collected in time and revised to check their completeness to avoid any missing data. The first sheet took about 20

to 30 minutes to be answered and the second sheet took between 25 to 35 minutes. The data were collected two days per week during the morning shifts. The days were Sunday and Tuesday and work was done between 10:00 am to 1:00 pm. The researcher was present all the time to clarify any ambiguities.

(III)Administrative Design:

Before starting this study, an official permission was issued from the dean of the faculty of nursing at Port Said University to the director of each hospital and was informed in requesting his cooperation and permission to conduct the study in the hospital. Written approval was obtained to conduct the study after explaining the purpose and objectives of the study.

Ethical consideration:

Prior the study, the aim of the study was explained to the medical and nursing directors of each hospital, and nursing staff that was included in the study. Nursing staff permission were taken , they also were informed about their rights to refuse or withdraw from the study with no consequences and was reassured about the anonymity and confidentiality of the information obtained.

(IV)-Statistical Design:

The collected data were coded and analyzed using Personal Computer with the Statistical Package for Social Sciences (SPSS version 20) and tabulated, frequency and percentages were calculated. The level of significance selected for this study was p value equal to or less than 0.05.The used tests were Chi-square test, Monte Carlo and Fisher exact test which are used for testing relationship between categorical variables and to present statistics to quantify the difference between the two groups, and ANOVA test were used whenever the expected frequency of any cells of 2×2 table falls below 5

RESULTS :

Table (1): showed personal and job characteristics of the studied nurses, it's clear that: .-less than half of studied nursing staff (45, 7%) had age ranged between 30 to less than 40 years old, and more than one third (36.2%) had age ranged from 20 to less than 30 years old. Data in the same table also declared that majority of nursing staff (91.4%) were females and (81.0%) were married. As regards level of education, more than half of them (56.2%) had nursing school diploma and less than one quarter (13.3%) had bachelor degree. In addition, Less than three quarters (73.3%) were staff nurses and (7.6%) of them were quality assurance nurses. -Regarding to years of experience, data in table showed that more than one third of studied nurses (42.9%) had 15 years' experience and more.

Figure (1): declared that 44.8% of the studied nurses had moderate level of awareness (**25-↓75q**) about hospital accreditation, while 17.1. % of them had low level of awareness(**less than 25q**) about hospital accreditation.

Table (2): continuous improvement factor had the highest mean score, followed by concept of philosophy of quality and accreditation followed by regulations, policies and procedures governing the work then top management of the organization while financial incentives factor was significantly the lowest.

Figure (2): demonstrates that more than half of the studied nurses (51.4%) were fully agreeing about factors affecting implementation of nursing services accreditation standards.

Table (3): demonstrates that there is a statistical significant relation between studied nurses' total awareness about hospital accreditation and their total perception of factors affecting implementation of (NSAS) (FET=38.516, P value =0.000). It was found that 44.4% of studied nurses who had low awareness about hospital accreditation were disagreeing about factors affecting implementation of (NSAS) and 34.0% of those who had moderate awareness were fully agreeing about the factors, while 87.5% of those who had high awareness were fully agreeing about the factors.

Table (1): Distribution of the studied nursing staff according to their personal and job characteristics (N 105).

| personal and job characteristics | Frequency | |
|------------------------------------|-----------|------|
| | No | % |
| Hospital name | | |
| Port said hospital | 52 | 49.5 |
| Port Fouad hospital | 29 | 27.6 |
| Al -Zhour hospital | 24 | 22.9 |
| Age (Years) | | |
| Less than 20 | 3 | 2.9 |
| 20 to less than 30 | 38 | 36.2 |
| 30 to less than 40 | 48 | 45.7 |
| 40 years and more | 16 | 15.2 |
| Sex | | |
| Male | 9 | 8.6 |
| Female | 96 | 91.4 |
| Marital status | | |
| Married | 85 | 81.0 |
| Single | 15 | 14.3 |
| Divorced | 3 | 2.9 |
| Widow | 2 | 1.9 |
| Level of education | | |
| Nursing school diploma | 59 | 56.2 |
| Nursing school diploma + Specialty | 3 | 2.9 |
| Technical Diploma | 22 | 21.0 |
| Bachelor degree | 14 | 13.3 |
| Post graduate (diploma,MD) | 7 | 6.7 |
| Occupation | | |
| Staff nurse | 77 | 73.3 |
| Head nurse | 14 | 13.3 |
| Nurse manager | 6 | 5.7 |
| Quality assurance nurse | 8 | 7.6 |
| Years of experience | | |
| Less than 5 | 19 | 18.1 |
| 5 to less than 10 | 28 | 26.7 |
| 10 to less than 15 | 13 | 12.4 |
| 15 years and more | 45 | 42.9 |

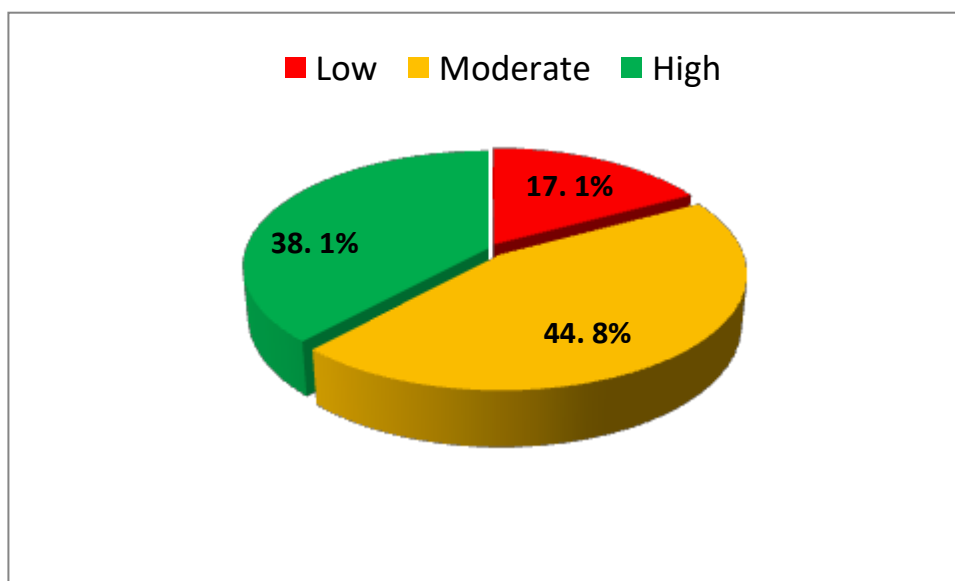


Figure (1): Distribution of the studied subjects according to their levels of total awareness about hospital accreditation frequency (n 105)

Table (2): Mean and SD of studied nurses' opinion regarding factors affecting implementation of (NSAS) (N 105)

| Factors affecting implementation of (NSAS) | Min. | Max. | Mean | SD | Rank |
|---------------------------------------------------------|------|------|-------|-------|------|
| The top management of the organization | 15 | 45 | 37.37 | 6.404 | 4 |
| Regulations, policies and procedures governing the work | 14 | 42 | 37.76 | 3.834 | 3 |
| Concept of philosophy of quality and accreditation | 15 | 45 | 37.99 | 2.676 | 2 |
| Financial incentives | 8 | 24 | 15.35 | 3.949 | 9 |
| Moral incentives | 8 | 24 | 17.35 | 4.680 | 8 |
| Education and training | 10 | 30 | 24.50 | 4.462 | 6 |
| Medical records and information management | 8 | 24 | 21.31 | 2.920 | 7 |
| Continuous improvement | 16 | 48 | 38.02 | 6.702 | 1 |
| Other factors | 12 | 36 | 32.82 | 3.605 | 5 |

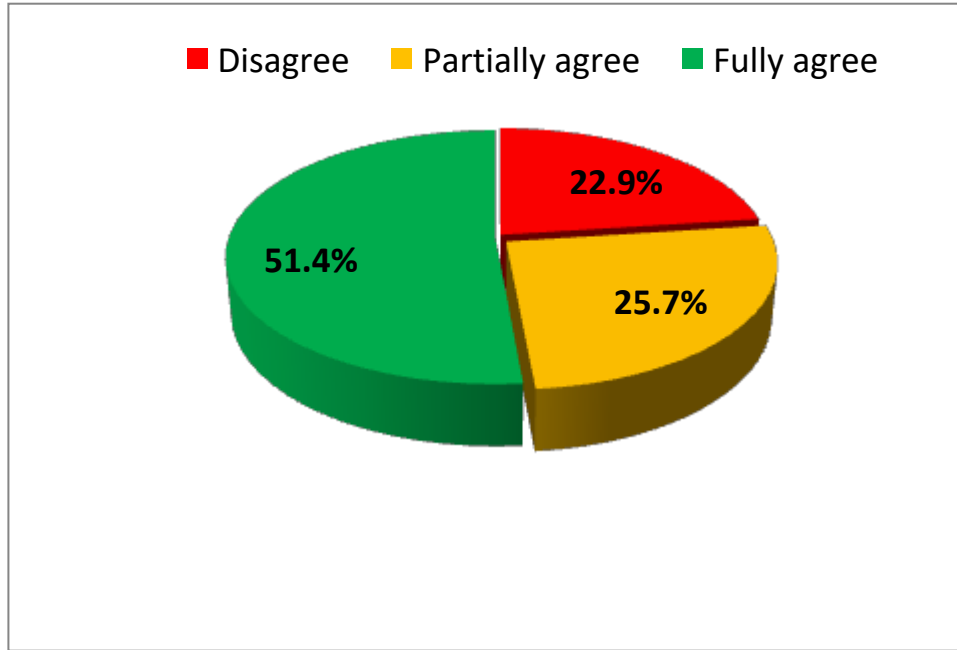


Figure (2): Distribution of the studied subjects according to their total opinion regarding Factors (n 105)

Table (3): Relation between the studied nurses' total awareness about hospital accreditation score and their total opinion regarding factors affecting implementation of (NSAS). N 105

| Subject's total opinion regarding Factors | Subject's total awareness score | | | | | | | | Test of significance | |
|-------------------------------------------|---------------------------------|------|----------------|------|------------|------|--------------|------|----------------------|---------|
| | Low (n18) | | Moderate (n47) | | High (n40) | | Total (n105) | | FET | P value |
| | No | % | No | % | No | % | No | % | | |
| Disagree | 8 | 44.4 | 15 | 31.9 | 1 | 2.5 | 24 | 22.9 | 38.516 | *0.000 |
| Partially agree | 7 | 38.9 | 16 | 34.0 | 4 | 10.0 | 27 | 25.7 | | |
| Fully agree | 3 | 16.7 | 16 | 34.0 | 35 | 87.5 | 54 | 51.4 | | |

FET (Fisher Exact Test)

* Significant at p value ≤ 0.05

DISCUSSION:

Amongst the quality initiatives adopted in healthcare, accreditation has increasingly been considered as the preferred method to promote healthcare quality at organizational and service levels, given its wide reputation as a key driver for healthcare quality and patient safety improvement (Braithwaite et al., 2010).

Regarding personal and job characteristics of studied nursing staff, the current study results revealed that majority of nursing staff were females, less than half of them had age ranged

between 30 to less than 40. As regards nursing staff level of education, more than half of them had nursing school diploma. Moreover Less than three quarters of nursing staff were staff nurses, more than one third of them had 15 years' experience and more.

Furthermore less than half of nursing staff didn't attend training courses about health care quality and accreditation.

Regarding studied nursing staff total awareness about hospital accreditation , results of the current study revealed that more than one third of them had high awareness score about hospital accreditation, less than half had moderate awareness score meanwhile less than one quarter of them had low awareness score . This finding might be due to not all the staff had an opportunity to attend the training courses which were carried out by the hospital about quality and accreditation. In this context Rahman and Tannock (2009) mentioned that all staff should receive effective, targeted training in quality techniques to increase their awareness.

Concerning studied sample total opinion regarding factors affecting implementation of (NSAS). The current study results declared that half of the studied nursing staff were fully agreeing about it. In addition continuous improvement factor had the highest mean score, followed by concept of philosophy of quality and accreditation followed by regulations, policies and procedures governing the work then top management of the organization. This finding is supported by Abd Manaf (2010), who found that maintaining continuous quality improvement was an essential factor in implementing a quality management program in Malaysian public health care. Besides Al Attal (2009) found that one of the important factors in implementing accreditation program in hospitals is to understand and adopt the principles as well as the philosophy of accreditation . In lower level staff, limited understanding of quality and an incomplete recognition of its benefits inhibited successful implementation. In addition Jaafaripooyan et al., (2011) mentioned that top management must play a very important role in promoting quality improvement at every level in the organization and added that top management should be actively involved in the implementation process themselves.

Furthermore Council on accreditation (2014) affirmed that policies and procedures as part of accepting applicants for accreditation; facilitate the accreditation process, assess implementation of continuing performance with accreditation standards and monitor commitment to accreditation standards. On the other hand the current study results declared that financial incentives factor was significantly the lowest. The finding of this study in contrast with Marwan (2012) who reported that financial incentives are the most important and influential factor to the individual desire to work and improving performance as it encourage individual to

behave in desired way. As well, Kaziliūnas (2010) found that unreliable reward scheme and lack of appreciation were obstacles to implementing accreditation program in several organizations. Moreover, he found that appreciation, respect and reward for doing job well were essential factors to ensure successful implementation of quality.

The current study results revealed that there was a statistical significant relation between studied nurses' total awareness about hospital accreditation and their total opinion regarding factors affecting implementation of (NSAS). Increased awareness of nursing staff about quality and accreditation followed by increasing perception of factors affecting the implementation of accreditation. This is supported by *Pomey et al. (2010)* who found that awareness among all hospital staff of the accreditation process was one of the conditions for a successful implementation.

CONCLUSION:

Based on the present study findings, it can be concluded that more than one third of studied nurses had high awareness score about hospital accreditation; less than half had moderate awareness score meanwhile less than one quarter of them had low awareness score. Furthermore, nursing staff awareness for such aspects of accreditation (Preparation

- Outcomes- Pre-requisites) was generally high. The continuous improvement was the highest factor affecting implementation of nursing services accreditation standards (NSAS) in Port Said general hospitals and financial incentive was the lowest from studied nursing staff point of view. Majority of nursing staff were agreeing that increase the work load on the nursing staff, shortage of nurses and resistance to change were the highest other factors affecting implementation of (NSAS).

There was statistically significant relation between studied nurses' total awareness about hospital accreditation and their total agreement about factors affecting implementation of (NSAS). Also, there were no statistically significant differences between total awareness among nursing staff and their personal and job characteristics except in items related to level of education, occupation and training experiences.

In addition, there were no statistically significant differences between total agreement about factors affecting implementation of (NSAS) among nursing staff and their personal and job characteristics except what regards items related to occupation and training experiences.

RECOMMENDATIONS:

Based on the current study results, these recommendations were suggested For hospital administration

- 1-Establish systems, protocols, policies and strategy to enhance nursing staff perception about quality and accreditation.
- 2-Regular meetings for all hospital staff with the leadership and quality coordinators in order to promote their involvement and to share with them the performance-related data of each department.
- 3- Regular involvement of all the concerned medical, nursing and administrative staff.
- 4- Continuous follow-up and being persistent in implementing the quality system.
- 5- Increase cooperation and coordination with the relevant local quality committees reported by the ministry of health in order to exchange experiences and expertise.
- 6- Allocate sufficient financial and human resources for the application of quality and accreditation standards.

For nursing managers

- 1-Provide training programs to nursing staff to enhance their perception about quality and accreditation.
- 2- Continuous evaluation of nursing staff performance in relation to progress towards implementation of accreditation standards.
- 3- Increasing awareness of nursing staff about laws and regulations pertaining to them.

For further studies

Further research is necessary to correlate accreditation results with clinical indicators and demonstrate associations between compliance to standards and benefits to patient care, In addition demonstrating the value of accreditation in cost-benefits terms and cost-effectiveness.

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العوامل المؤثرة على تطبيق معايير اعتماد خدمات الرعاية التمريضية في مستشفيات بورسعيد العامه

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الخلاصة

المقدمه: أنه من بين مبادرات الجودة التي تمت في مجال الرعاية الصحية، اعتبر الاعتماد على نحو متزايد الوسيلة المفضلة لتعزيز جودة الرعاية الصحية على مستوى الهيئات والخدمات . وللتمريض دور هام في تنفيذ عملية اعتماد المستشفيات. **وقد هدفت الدراسة الحاليه الي معرفه العوامل المؤثره على تطبيق معايير اعتماد خدمات الرعاية التمريضية في مستشفيات بورسعيد العامه.** وقد استخدمت دراسه وصفيه استكشافية وكانت **عينه البحث** 105 ممرضه تم اختيارهم من مختلف فئات التمريض وتم **جمع البيانات** باستخدام أدواتان وهما استماره استبيان لقياس ادراك هيئه التمريض عن الاعتماد بالمستشفيات واستماره لمعرفة العومل المؤثره على تطبيق معايير اعتماد خدمات الرعاية التمريضية.وأظهرت **نتائج الدراسه** أن أكثر من ثلث هيئه التمريض لديه مستوى عالي من الادراك عن الاعتماد بالمستشفيات ، وأن العوامل المتعلقة بالتحسين المستمر هي من أكثر العوامل المؤثره على تطبيق معايير اعتماد خدمات الرعاية التمريضية . بينما وجد أن العوامل المتعلقة بالحوافز الماديه هي الأقل تأثيرا . علاوه علي انه توجد علاقه ذات دلالة احصائية بين ادراك هيئه التمريض عن الاعتماد بالمستشفيات و العومل المؤثره على تطبيق معايير اعتماد خدمات الرعاية التمريضية. ومن أهم **توصيات** نتائج هذه الدراسه انشاء نظم وسياسات لتعزيز ادراك هيئه التمريض عن الاعتماد بالمستشفيات

الكلمات المرشده : معايير الاعتماد ، العوامل ، خدمات الرعاية التمريض