## Asigurarea Calității – Quality Assurance, ISSN 1224–5410 Vol. XVII, Issue 67, July-September 2011 Pages 18 - 23

# A Study Concerning Service Quality in a Hospital Environment

## Michele CANO, Caroline McCHRISTIE, Clive MUSGROVE

Quality Centre, University of the West of Scotland, Paisley, Scotland, United Kingdom michele.cano@paisley.ac.uk

### Abstract

This paper presents the results of a study into the culture and practices of hand hygiene in controlling crossinfection in Scottish hospitals and the role of Service Quality. The results and the implications for patient healthcare are reviewed and presented.

Keywords: Quality, Service Quality, Hospitals, Health Care, Cross-infection, Hand Hygiene.

#### References:

- [1] Anon, "It's Time to Start Cleaning National Interim Guidance on Hospital Cleaning", Scottish Nurse, Vol. 8, 2003, Issue 2, Aug, 15.
- [2] Anon (2002), "UK Top of Superbug League", BBC News Health Article, 14th March 2002 http://news.bbc.co.uk/1/hi/health/1872491.stm [Accessed 18/03/04].
- [3] Bissett, L., "Let's come clean on Hand Hygiene Practice", Scottish Nurse, Vol. 8, Issue 2, Aug 2003, 36-37.
- [4] Boseley, S., "Hospital Infections Cost NHS £1bn a Year", The Guardian, 19th January 2000 http://www.guardian.co.uk/uk news/story/0,3604,858999,00.html [Accessed 15/10/03].
- [5] Conway, T. and Willcocks, S., "The Role of Expectations in the Perception of Health Care Quality: Developing a Conceptual Model", International Journal of Health Care Quality Assurance 10/3 1997,131-140.
- [6] Department of Health (DoH), "A Strategy for Infectious Diseases-Progress Report-Anti-microbial Resistance: the Dawn of the 'Superbug'", 2003 http://www.doh.gov.uk/cmo/progress/infdiseases/antimicrobial.htm [Accessed 03/09/03].
- [7] European Anti-microbial Resistance Surveillance System, http://www.earss.rivm.nl/ [Accessed 18/03/04].
- [8] National Audit Office, "The Management and Control of HAI in Acute Trusts in England", 2000 http://www.nao.org.uk/pn/9900230.htm [Accessed 14/05/04].
- [9] Scottish Centre for Infection and Environmental Health (SCIEH), 2002, http://www.show.scot.nhs.uk/scieh/infectious/hai/SSHAIP/mrsa\_bacteraemia.htm [Accessed 14/05/04].
- [10] Sewell, N., "Continuous Quality Improvement in Acute Health Care: Creating a Holistic and Integrated Approach", International Journal of Health Care Quality Assurance, 10/1, 1997, 20-26.
- [11] Strachan-Bennet, S., "Can Nurses Stop the Rise of the Superbug", Nursing Times, 6 Jan 2004, Vol. 100, No. 1, 10-11.
- [12] Youssef, F.N., Jones, R. & Hunt A., "Health Care Quality in NHS Hospital", International Journal of Health Care Quality Assurance, 9/1, 1996, 15-28.
- [13] Health Protection Agency, http://www.hpa.org.uk [Accessed 18/03/2004].