"Emerging of Medical Tourism in Egyptian Hospitals: International Patient Satisfaction towards Nurses Services Quality"

By
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Abstract:

**Background**- Medical tourism travel activity that involves a medical procedure or activities that promote the well being of the tourist.

**Aim**- To examine medical tourism in two of the Egyptian Hospitals and to explore the level of international patient satisfaction concerning services provided by nurses in five dimensions (tangibles, reliability, responsiveness, assurance and empathy).

**Method**- It was a quasi-experimental study. The study was conducted in As-Salam International Hospital and Dar El Foad Hospital. Subjects were composed of two groups. The first group was (212) from As-Salam International Hospital nurses and (198) from Dar El Foad Hospital. Included both Arabic and foreigner nurses. While, the second group was international patients included Arabic patients from Arabic countries and foreigner patients from other countries all over the world, (180) patients from As-Salam International Hospital and (130) patients from Dar El Foad Hospital. Data was collected by using nurses’ knowledge about medical tourism Questionnaire; semi-structured interview sheet and international patient satisfaction Questionnaire (using SERVQUAL instrument).

**Results**- the majority of the studied nurses in both of the studied hospitals before awareness sessions were lack knowledge about medical tourism. International patients mentioned several points when deciding medical tourism hospital. The mean score of international patients’ satisfaction in the five dimensions in SERVQUAL instrument were ranged between average and high level.

**Conclusion**- it was concluded that all nurses of the study sample before awareness session were lack knowledge about medical tourism, international patients mentioned criteria for selecting medical tourism hospitals and the mean score of international patients’ satisfaction in the five dimensions in SERVQUAL instrument were ranged between average and high level.

**Keywords**: Medical Tourism, Nursing Care, Quality, patient satisfaction, SERVQUAL instrument.
"Designing and Validating Protocol for Managing Polarities in Healthcare"

By

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Abstract:

Background- Polarities are competing values that need each other over time in order to achieve a greater purpose. Polarity management maintains the secret of dealing with paradox.

Aim- To design and validate protocol for managing polarities in healthcare.

Method- It is a quasi-experimental study. The study subjects consisted of two groups: managers (152) and (40) as jury group. The study was conducted in one University hospital (El-Demerdash) and in one Health Insurance Hospital (El-Nasr) and two private hospitals (El-Salam International Hospital and El-Nozha International Hospital). Two tools were used for collecting data (one self administered questionnaires format and two opinionnaires format).

Results- There was a high significant (p<0.001) difference between managers’ knowledge about polarity management before and after awareness sessions. Most of the jury members accepted the proposed designed protocol.

Conclusion- Protocol for managing polarities in healthcare was designed and validated.

Keywords: polarity, polarity management, polarity thinking, paradox, healthcare dilemma.
Abstract

**Background** Academic advising is an ongoing interactive process involving the student, advisor and institution. The primary goal of which is to assist students in the development and accomplishment of meaningful educational plans that is compatible with their life goals.

**Aim** The present study aims to explore the role of academic advisor in faculties of nursing in Egypt.

**Methods** It is a quasi-experimental study. The study was conducted in all faculties of nursing. Those faculties were classified into governmental and private universities. Subjects were composed of three groups. The first group was comprised of academic staff in faculties of nursing, while, the second group was students in different faculties of nursing all over Egypt. The third one was jury group. Two types of Questionnaire formats were used (Staff’s knowledge about academic advisor questionnaire format and academic advisor perceived role questionnaire format) plus Opinionnaire format in collecting data for this study.

**Findings** The majority of the studied academic staff before awareness sessions was lack knowledge about academic advising. Also, the highest percentage of them had wrong knowledge about roles and responsibilities of the academic advisor, advisee and college. As evident, most of the students were disagreed upon academic advisor role before awareness sessions. Finally, all jury agreed upon the designed module and booklet.

**Conclusion** According to the study findings, it is concluded that there was a high significant difference between academic staff’s knowledge about academic advising before and after awareness sessions. The academic staff’s knowledge about roles and responsibilities of the academic advisor, advisee and college was poor before awareness sessions. Also, students perceived the role of the academic advisor passively before awareness sessions. Finally, the proposed booklet and module for academic advising were valid both in structure and content.

**Key words:** academic advising, nursing education, academic advisor, students’ retention.
"Patient Empowerment as a Patient-Centered Strategy to Increase Patient Satisfaction"

By
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Abstract

**Background** - Patient empowerment in the health care context means to promote autonomous self-regulation so that the individual’s potential for health and wellness is maximized. Patient satisfaction has been used as an indicator of quality services provided by health care personnel. Monitoring of patients satisfaction and establishing an approach of focusing to the patient is an important strategy of health institutions.

**Aim** - To explore the effect of patient empowerment on patient satisfaction.

**Method** - This study is a quasi-experimental study. The study subjects consisted of two groups: surgical patients (400) and staffs (nurses and physicians) (400). Four tools were used for collecting data.

**Results** - There was a high significant different (p<0.001) between the four of the studied hospitals regarding their patients scores in PES before awareness sessions for their staff. Also the different was high significant between staffs’ knowledge about different items of patient empowerment before and after awareness sessions. Staffs in different hospitals were significantly different regarding how they empowered their patients post awareness sessions.

**Conclusion** - The correlation between patient’s satisfaction and empowerment scores was strong positive (r = 0.781).

**Keywords**: patient empowerment, patient satisfaction, quality care, quality indicator, health care providers.
"Distance Education: As a Paradigm Shift in Postgraduate Nursing Education in Egypt"

By
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Abstract

Background- Distance education (DE) for nurses is a growing enterprise in many countries, and many nursing and non-nursing organizations have reported the need for flexible and innovative delivery methods in education.

Aim- to explore if it is possible for post graduate nursing education in Egypt to be shifted into distance education.

Methods- A cross-sectional analytical design was used in this study. The study was conducted in different governorates all over Egypt. Subjects were composed of three groups all over Egypt. The first group comprised of post graduate students in faculties of nursing; the second group was internship students as future candidates in different faculties of nursing, and third group was nurse leaders from different hospitals either private or governmental. Data was collected by using several tools as semi-structured interview sheet, distance education perception questionnaire and online distance education questionnaire.

Findings- The majority of the studied sample lack knowledge about DE. Nurse leaders listed several barriers hindering them to continue their education as time constrains, nature of nursing work, travelling long distances to campus, family obligations and the financial burden of a DE. The entire study sample perceived DE positively because it offers free times and places, opportunity for career/adult education, new teaching/learning approaches, meets students’ needs for more independence in their learning, improves communication between student and teacher and can work with schedule. While, negative perceptions were need high competency in computer skills, lack of student training in technical issues in DE, uncomfortable with on-line courses and poor networking in some places. The online distance education questionnaire results revealed that more than half of the study sample DE was the best alternative for them.

Conclusion- The entire study sample was not aware of basic knowledge about DE. Nurse leaders listed several barriers hindering them to continue their education. Meanwhile, the majority of the study sample perceived DE positively. While, some of them perceived DE negatively. The online distance education questionnaire results revealed that more than half of the study sample DE was the best alternative for them.

Key words: Distance education, nurse leader, post graduate, barriers, nursing education.
"Six Thinking Hats as a Creative Approach in Managing Meetings in Hospitals"

By
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Abstract

Background- Meeting is a purposeful gathering of people, a goal oriented work session, a productive use of communal time and a cooperative group effort. Six thinking hats approach aims to encourage parallel thinking, full-spectrum thinking and to separate ego from performance.

Aim- The present study aims to explore the effect of using six thinking hats in managing meetings effectively.

Methods- It is a quasi- experimental study. The study was conducted in Dar el-Shefaa hospital in Cairo, Misr University for Science and Technology teaching hospital and Cleopatra hospital. Subjects were composed of three groups. The first group was comprised quality management committee in the selected hospitals; the second group was infection Control committee and the third one was hospital administration members. Three types of Questionnaire formats were used (study sample's knowledge about criteria for effective meetings and six thinking hats and study sample's evaluation of meetings management) plus opinionnare format to elicit the study sample's opinion about application of six thinking hats in meeting post training.

Findings- The majority of the studied samples before awareness sessions demonstrated lack of knowledge about criteria of effective meeting and six thinking hats. As evident, most of them agreed upon items regarding using of six thinking hats in meetings post training. Finally, the majority of the studied hospitals had low score for meeting management before using of the six thinking and high score after using of them.

Conclusion- This study clearly showed the lack of knowledge about criteria for effective meeting and six thinking hats in the majority of the study sample before the awareness sessions. Scores of the majority of study sample's evaluation of meeting management were low before using of six thinking hats. Finally, post training, most of them agreed that using of six thinking hats increases the effectiveness of meetings.

Key words: meeting, meeting management, effective meeting, six thinking hats, lateral thinking.
"The Effect of Intellectual Capital Management on Organizational Competitive Advantage in Egyptian Hospitals"

By

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Abstract

Background- Intellectual capital is a key driver of innovation and competitive advantage in today’s knowledge based economy. It is an important resource that organizations need to develop to gain sustained competitive advantages.

Aim- To test the effect of intellectual capital management on organizational competitive advantage in Egyptian hospitals.

Method- This study is a cross-sectional analytical study. The study was conducted in two hospitals (El-Nozha International Hospital and El-Demerdash Hospital). Study subjects consisted of three levels of management either nurses or physicians. (36) from El Nozha and (70) from El-Demerdash hospital.

Results– Structural capital and competitive advantage variables of the study were high and very high means. Also, human capital high significantly and positively correlated with competitive advantage ($r = 0.79$, $p<.01$), while it was ($r = 0.73$, $p< .01$) in structural capital and ($r = 0.88$, $p< .01$) in relational capital.

Conclusion- There was strong positive and high significantly ($r = 0.79$, $p<.01$), ($r = 0.73$, $p< .01$) and ($r = 0.88$, $p< .01$) correlation between human capital, structural capital and relational capital respectively with competitive advantage.

Keywords: human capital, structure capital, relational capital, intellectual capital, competitive advantages
"Concept Mapping as an Innovative Teaching Strategy to Enhance Cognitive Learning in Nursing Administration Course"

By
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Abstract

Background- Concept mapping is a teaching and learning strategy that establishes a bridge between how people learn knowledge and sensible learning.

Aim- The present study aims to explore the effect of concept mapping based learning on students' cognitive learning levels in nursing administration course.

Methods- It is a quasi-experimental study. The study was conducted in faculty of nursing –Helwan University. Subjects were composed of all 4th year students (102) in faculty of nursing –Helwan University, for the academic year 2012-2013. Two types of Questionnaire formats were used (Students’ knowledge about concept mapping questionnaire format and satisfaction questionnaire format) plus concept map assessment Rubric and students’ achievement test in collecting data for this study.

Findings- The majority of the experimental students before awareness sessions were lack knowledge about concept mapping. Also, regarding applications concept map scoring rubric assignments the majority of the experimental students had moderate score in the 1st assignment and high score in 2nd assignment. As evident, the majority of the studied students either control or experimental had low score in pre-test. While, in the post-test the majority of experimental had high score. Most of them perceived concept mapping positively as a learning tool.

Conclusion- There was a high significant difference between experimental students' knowledge about concept mapping before and after awareness sessions, concept mapping improved students’ meaningful learning levels. Finally, most of experimental students perceived concept mapping positively.

Key words: Concept mapping, teaching strategy, cognitive learning skills, meaningful learning, students achievements.