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Patient satisfaction in substance abuse institutions as indicator for successful implementation of total quality management

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Total quality management (TQM) is a management approach of an organization centered on quality, based on the participation of all its members and aiming at long term success through customer satisfaction and benefits to all members of the organization and society. Nowadays, there is a growing interest in TQM in healthcare facilities. Patient satisfaction is an essential and normally utilized marker for estimating the quality in health care. Patient satisfaction influences clinical results, patient retention and medical negligence claims. It affects the auspicious, proficient and patient-centered conveyance of quality health care. Little is currently known about patients' satisfaction with different domains of substance abuse treatment. Few studies have investigated the aspects of patient satisfaction associated with patients' perceived treatment outcome. This presentation illustrates the importance of patient satisfaction of substance abuse clients as indicator of TQM in healthcare institutions based on a systematic review of literature, with focus on financial and clinical significance of patient overall satisfaction with treatment, taking in consideration the main variables and limitations in assessing the satisfaction of substance abuse client such as management and organizational factors, client factors, baseline drug use, treatment duration (length of stay), treatment type and many other factors.

Biography

Ahmad Mousa Aldisi has completed RN Diploma from Rufaida College for Nursing and Midwifery. He has completed his Bachelors of Nursing from University of Jordan, Clinical Instructors Diploma and Masters in Quality Management from University of Wollongong, Dubai. He has worked as the Head of Nursing Development unit in the National Center for Mental Health in Jordan and also worked as a Lecturer at Rufaidah College for Nursing and Midwifery. He is currently working as a Specialist Nurse at The National Rehabilitation Center (for treatment and rehabilitation of addiction patients) in Abu Dhabi, UAE.

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