

Measuring the availability of Total Quality Environmental Management In Syrian health organizations Comparative study between Mowasat Hospital and Damascus Hospital

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Abstract

Total Quality Environmental Management (TQEM) is the result of the application of TQM philosophy to environmental management. (TQM) has helped to develop the integration of environmental issues into business thinking. Business leadership has shown that environmental management offers an opportunity, not a problem, and overall environmental quality management is the sum of Principles of Total Quality Management and Principles of Environmental Management.

The study focused on measuring the availability of (TQEM) elements in Syrian health organizations through a comparative study between Al-Mowasat Hospital and Damascus Hospital during 2015 and 2016, and the importance of measuring the quality of environmental quality management to improve and improve it continuously and raise awareness of (TQEM).

The aim of the research is to study the level of availability of the elements of (TQEM): commitment of senior management, focus on patients, workers' involvement, continuous improvement, teamwork, education and training. The study was based on the hypothesis that there are no statistically significant differences between the components of the comprehensive environmental quality management in Al Mowasat Hospital and Damascus Hospital. The study was based on the deductive method. A questionnaire was designed as a measurement tool and was distributed to the staff at Mowasat Hospital and Damascus Hospital. The sample size was 87 subjects.

The research concluded that the components of (TQEM) at Mowasat Hospital and Damascus are available above the average.

Finally, the research recommended that the management of the hospital should increase its attention to the elements of (TQEM), especially the element of continuous improvement to achieve excellence in the quality of health care services.

Key words: Total Quality Environmental Management (TQEM), Senior management commitment, focus on Patient, Worker engagement, Continuous improvement, Teamwork, Education and training, Health organization.

For the Paper in Arabic Language See the Pages(271-298).

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