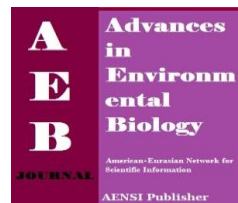




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The Impacts of the Hospital Accreditation on the Education of Manpower in Imam Reza Hospital

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ABSTRACT

Introduction: Accreditation is one of the important actions that can maintain & improve the standards qualities. This research aims to study the effects of hospital accreditation on the training status of the employees and Supervisors who work in Imam Reza's hospital. **Method:** This study has a pre-post experimental examination that has been done in Imam Reza Hospital in 2013-14. The materials that were used are questionnaires that contain 34 questions for the managers and 26 questions for the employees to answer. The data are analyzed by using the SPSS18 through its both powers of descriptive statistics and the comprehensive statistics. **Findings:** The findings show that the mean value after adaptation becomes like the educational needs and organizational strategies that are computed based on pre- and post-situation as (2.7204) (2.3544) for employees and (2.49)(2.30) for managers. So the average of pre-post job satisfaction are (2.7385) and (2.5113) for the employees and (2.4844) and (2.2327) for the managers and also the average of pre-post job ordering was (2.8468) and (2.4417) for employees and (2.3229) and (2.2500) for the managers and the average of pre satisfaction about the duration of training through services providing was (2.0648) and (2.6259) for the employees and (2.7829) and (2.0786) for the managers and the average of pre- and post-ability was (2.45) and (2.0005) for the managers (respectively). **Conclusion:** Accreditation can be performed by attending to the monitoring, making appropriate informational systems, information clearances and changing the recent view of the organizations in a way that may have positive effects in the means of helping to reach hospitals' goal and to improve the quality level of the services.

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INTRODUCTION

Nowadays the organizations are made of many important factors such as manpower, capital, technology, and management where the manpower is the most important factor among them, because the performance of the organization depends on the performance of duties by these powers. Since the 70% of resources and capitals are made of human sources so enhancement of this human capital needs some ordered educational training and activities at all organizational levels [1]. So in a society which is under a rapid changing, not only the training of the employees is favorable but also its an activity that all organizations should serve some sources for it to maintain an efficient human resource [2]. Planning for training, using and distributing of power, to provide an efficient health care service is one of the most important factors that can affect the health level of the society [3]. In the case of health, the management of hospitals (the biggest centers of providing health care services) is very important for politicians and SupervisorS because its improvement is difficult in means of costs of building a hospital, high price of the materials and lack of professionals in this section so making use of available sources is as important as using the best managing solutions [4].

The cost of the human resources is the biggest part of the hospital's performing costs. The recent studies and international standards have shown that about 55 to 60% of the total performing cots of hospitals are due to the costs of manpower [5]. The hospital sources are introduced in two ways: Material resources like hospital beds and other opportunities in case of laboratory, radiology and man resources like doctors, nurses and amount and

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type of their training depends on the quality of their products and services that are provided to customers and also the importance of the abilities of the employees for the organization [6].

It has been several years that quality became an important part of health care centers because nowadays providing health and cure services is not enough but the receivers want more qualitative health cares. The way that the standards change, shows that the hospital standards have been changed in the case of transferring from structural standards to quality management and standards quality improvement. One of the main models which introduced the quality improvement among health care centers of America is an accreditation model which is formed to provide health cares. One of the most important and most developing materials that has been attracted the attention of health care managers and it has been used for improving the performing indices and can improve the level of these centers, is the accreditation [7].

In the hospitals, planning for improvement of personnel knowledge standard level and training of the people in charge of specific sections can improve the performance and effectiveness of activities in the case of management and planning and also as the knowledge improves, the performance of the in-charge people improves also [8]. This study is important due to the importance and value of human resources in new organizations and the effects of training in hospitals are based on the common factors and indices among these 38 sections. The studies in the field of accreditation and training of the employees in the hospitals can improve the quality level of human sources and improve the national level of the organizations and also can lead to competitive orientation. In this study, we try to investigate the effects of accreditation on the training of the employees.

Methodology:

This study is a semi experimental study that is done before and after the accreditation of hospitals in 1391 and 1392 In Imam Reza center and the effect of cycles before and after the national accreditation in hospitals is studied in 5 different aspects of employees' perspectives and their managers. The statistical society of this research are all employees and managers who are selected based on their duty types and are 302 people. The evaluation of volume and personnel statistics is done by Kokoran formula of 291 people. So for having a valid performance 310 questionnaires were distributed, were 302 questionnaires have been returned.

The method of data collection was a field study method and the data were collected through questionnaires. So the managers' questionnaires had 34 and the employees questionnaires had 26 questions. For evaluation of their perspective in completing the questionnaires 5 scales of Lickert were used, and 1-5 were the scores for showing very low, low, average, high and very high, respectively. In this study the university professors and professionals who were aware of the situation were judging the questions and then the test and the post-test methods of evaluation were used to evaluate the situation. The Kronbakh alpha coefficient used for the educational period questionnaires is $\alpha=0/935$ and its 0.957 for the managers. After specifying the number of samples in each stage the list of employees in all 3 groups was made separated and people were selected according to the list randomly and then a specific code was provided to each and for data collection 310 questionnaires were distributed among the study samples and then 302 questionnaires were collected. Since the managers were employees too they were completing the questionnaires of the employees so the statistical data where analyzed by excel and SPSS. At the first, the demographic characteristics where studied. since the parameters that were available for testing were used as the T-test parameters we could compare men and women, singles and married and we could also use the Kolmogroph Smirnofh before and after the training for testing the value of T-test.

Findings:

The findings show that the managers are 13 men (37.1%) and 22 women (62.9%) and the employees are 174%, 65.4% for women and (34.6) for men. The age of most managers is between 31-40 while for the employees its about 21-40. in the case of educational background of managers we have: 60 % masters, 22.9% M.A, 17.1% PhD, and for employees its 8.6% diploma, 1.5% professionals. in the case of courses for managers we have :8.6% medicine, 74.3%paramedicine, 17.1% financial and support and for the employees we have 6.8% medicine, 75.2% para-medicine and 18% financial.

In the case of prescription for managers we have 12 eople, 34.3% and between 10-15 years and for the employees we have 102 people, 1-15.

In the case of duty types, the most frequency is 21 people for official managers while its 137 for contractual managers. The description of accommodation of the training needs and the strategic need show that there is a relationship between the accommodation of the educational needs and the strategic needs while its(2.7204) out of 5 with the standrard deviation of (0.7333) and (0.72707) for employees and its (2.49) out of five with the standard deviation of (0.53797) and (2.32) and (0.81.70) for managers.

The descriptions of job satisfaction show that the total average of pre-and post job satisfaction elements for employees is (2.7385)out of 5 with the standard deviation of (0.64496) and (2.5113) out of 5 with the standard

deviation of (0.85933) while its (2.4844) out of 5 with the standard deviation of (0.67967) and (2.2327) out of five with the standard deviation of (0.87453) for managers.

The ordering indices show that the pre- and post indices for employees are (2.8468) out of five with the standard deviation of (0.73091) and (2.4417) out of five with the standard deviation of (0.82895) while for managers they are as follows: (2.3229) out of five with the standard deviation of (0.58876) and (2.2500) out of 5 with the standard deviation of (0.76696)]

The description of indices of duration of training show that the pre- and post –duration of training during service providing are (2.0684) out of five with the standard deviation of (0.81105) and (2.6259) out of five with the standard deviation of (0.90158) for the employees while for the managers they are as follows: (2.7829) out of five with the standard deviation of (0.75983) and (2.0786) out of 5 with the standard deviation of (0.87255).

The description of indices of managers ability show that the total average of indices are (2.0005) out of five with the standard deviation of (0.63315) that is in an average level.

The description of satisfaction about duration of training through obligation before the performing of national accreditation of hospitals shows that the satisfaction of managers and other employees about the training and educations through study (before and after) is increasing for all people in different fields such as medicine, nursing, environmental health and services, laboratory, radiology, medicine and financial supports and management. The total average of training different aspects before performing the accreditation in the hospitals is more among women (11.7952) than the men (11.1790), while in the field of management and in managers its less among women (11.4474) than the men (13.2833).

The total average of training through obligations among employees before the performing of national accreditation is less among the married people (11.0829) than the singles (12.0071) while among managers its more among the singles (12.0071) that the married people (11.0829).

Table 1: Comparison between the pre-post groups in the means of Education manpower.

The aspects of Education manpower		group	frequency	mean	St. dev.	Sig	T
Among employees with different gender	before	female	92	11.7852	2.25835	0.038	2.082
		male	174	11.1790	2.25898		
	after	female	92	9.9643	2.81245	0.0890	0.139
		male	174	9.9160	2.56155		
Among managers with different gender	before	female	13	11.4474	2.05659	0.018	-2.489
		male	22	13.2833	2.13684		
	after	female	13	10.5331	2.81163	0.609	-0.517
		male	22	11.1125	2.80035		
Among employees with different marital status	before	single	88	12.0071	2.60263	0.002	3.173
		married	178	11.0829	2.03006		
	after	single	88	9.9799	2.57837	0.841	0.201
		married	178	9.9103	2.67115		
Among managers with different marital status	before	single	11	12.9152	2.52876	0.586	0.550
		married	24	12.4576	2.17353		
	after	single	11	9.6938	1.82269	0.130	-1.551
		married	24	11.4489	11.52204		

Based on the single p-value which is given by Klomogroph Smironoph tests(table 3) for each aspect of training through obligation and also based on the findings of the T-test we can see that the hospital accreditation from employees view is based on the accommodation of educational needs and organizational needs and organizational strategies, job satisfaction, ordering, satisfaction, proportion of training contents with the needs and the total satisfaction about the learning's through servicing) while based on the managers view it has no effect on the accommodation of educational needs and organizational needs and organizational strategies, job satisfaction, ordering).

Table 3: Marked Wilcoxon Rank Statistic Test.

The aspects of education during service providing	The statistical factor of Wilkason	P-value	results
satisfaction about the hours of education through service providing	-3.90	0/00	have
Satisfaction about the contents of the education related to the need in the view of employee	-5.15	0/00	have
The consistency between the education and the needs of the organization in the view of employees	-4.83	0/00	have
Total satisfaction about educational content from the view of employees	-5.03	0/00	have
satisfaction about the consistency between the educational contents and the needs of organization in the view of manager	-3.90	0/00	have

The findings (table 3) show that the performance of accreditation can have a positive effect on satisfaction about duration of service providing, educational contents related to our needs, proportion of contents with needs

of organizations, while managers believe that it may affect the proportion of contents with organizational needs positively.

Table 4: Pair T-Test.

Aspects of training during Hospital Accreditation	St. dev.	mean	Group	P-value	Degree of freedom	amount	Positive effect
Accommodation of education to the needs of organizations in the view of employees	7.99	29.92	Before	0/00	265	6.04	has
	7.92	25.89	After				
Job satisfaction in the view of employees	7.72	19.07	Before	.002	261	3.11	has
	4.47	7.56	After				
Order in the view of employees	3.02	11.31	Before	0.0	265	4/35	has
	3.44	10.04	After				
Satisfaction in the view of organizations	7.72	19.07	Before	0.02	261	3.11	has
	4.47	17.56	After				
Accommodation of education and needs in the view of management	6.13	27.56	Before	0.28	31	1.10	Doesn't have
	9.14	25.75	After				
Job satisfaction from the view of managers	4.94	17.51	Before	0.12	30	1.57	Doesn't have
	6.30	15.35	After				
Order from the view of managers	2.43	9.77	Before	0.34	30	0.95	Doesn't have
	3.10	9.09	After				
Ability from th view of managers	6.39	19.42	Before	0.02	32	3.28	have
	5.21	15.96	After				
Satisfaction about the duration of education from the view of managers	1.02	2.80	Before	0.01	34	2.70	have
	0.99	2.20	After				
Satisfaction about the consistency between education and needs of organization from the view of manager	1.07	2.82	Before	0.08	34	2.83	Doesn't have
	0.80	2.14	After				
Total satisfaction about the education through Hospital Accreditation	0.92	3.02	Before	0.00	34	4.72	Doesn't have
	0.87	1/94	After				

Discussion and conclusion:

The goal of this study is to investigate the effects of hospital accreditation on the education and training status during the manpower's service providing in health care center of Imam Reza 1391-92.

Based on this goal, 2 groups of employees and managers of Imam Reza Hospitals have been studied. The findings showed that the hospital accreditation can affect the training status through manifestation and service providing of manpower in a positive way.

Shah Hosseini and Yazdan Abadi have studied the educational needs of employees in Imam Hossein's university based on the educational needs of people in 1389 [9] and their findings were the same as this research. So based on the theoretical concepts of the study, employees of each organization are the main capitals of it. Researchers believe that the long-term development can be possible through the manpower and it has a high quality so we need these data to investigate the organizational and occupational needs and providing necessary training to improve the employees. So based on this research, the accommodation of training before and after performing accreditation of hospitals is about 272 and 249 which are the average values and reject the hypothesis due to a need for having a more accurate work.

Based on the research of Ghazanfari, Forouzi and Khosravi [10] entitled " the doctors' ideas about the accommodation of educational planning and the occupational needs" in Kerman, in 1384, 69% of 200 doctors expect the technical abilities enough for accommodating with their occupational needs and this is not the same as current findings and it can be due to that this accreditation is new and it needs 3-5 years to develop.

Amin Alroaya, Attari *et al.*, [11] in a study entitled: " the educational needs of nurses who were working in the psychological clinic of Isfahan Hospital in 1390" showed that we need to pay attention to the educational needs of personnel and its proportional to our current study.

Research by Alavi, Shariati [12] entitled " the employees satisfaction in the social science university of Tehran and education through electronical services providing" was done in 387 between 651 people and the results showed that the employees were paying attention to the education during Hospital Accreditation and this kind of learning start when we acuire these factors.

Matani and Hassan Zadeh [13] in their research entitled " the evaluation of education through manifestation and Hospital Accreditation" showed that the training programs during doing obligations may be an effective way. This study was done on 103 people in 1387.

Rabiei *et al.* [14] 1390 in a research entitled : " the impacts of educational periods on the manpower efficiency "studied the impacts of these periods in a view of professionals and professors among 126 people in

1380-1385. They showed that the education during providing the services can improve the efficiency and occupational satisfaction among employees.

Studies by Islami, Nourouzi and Badiei [15] entitled : " the impacts of education through providing the services on the improvement of employees of Islamic Azad university". Evaluate the job satisfaction among employees and its not consistent with our finding in this research in the case of managers but it's the same for the employees. So we can say that education through doing the obligations and Hospital Accreditation may satisfy the needs of professionals in an organization like a hospital which has different levels of jobs and can be a guarantee for using the manpower. The findings by Islami, Norouzi, Badiei entitled " the effects of education through Hospital Accreditation on the efficiency of employees of Islamic azad university " show that these plans have a positive effect on ordering the employees while its not important among managers. one of the most important factors of ordering is having a simple and clear guideline.

Clarck 2001 said that in an organization where the expectations are not pointed out, there is no order and acceptance because in such organization, the people have enough justification to skip taking of responsibilities.

Matani and Hassan Zadeh 1387 have studied [13]. The effects of educational periods on the job satisfaction entitled:" the impacts of training on the performance of 103 people ".

Rabiei [14] *et al.* 1390 published a study entitled "the impacts of educational and training sessions on the efficiency of manpower" by 126 professionals during 1380-1385. He showed that the education through training may improve the efficiency level and the job satisfaction of employees.

The findings of a research by Norouzi, Eslami and Badiei [15], entitled "the effects of education through Hospital Accreditation on the efficiency of the employees of Islamic Azad university " showed that this programs have a positive effect on the job satisfaction among employees which is not consistent with the findings of this study in the case of the managers but for employees its consistent. The study by Islami, Norouzi and Badiei, entitled "the effects of education through Hospital Accreditation on the efficiency of the employees of Islamic Azad University and its effects on the ability of the employees" Show the presence of these positive impacts.

In the study by Parsa and Homyko [17] entitled : the evaluation of impacts of educational programs on the knowledge and abilities improvement in Ahvar, Yaal, 1388" among 256 employee with 66-items questionnaires it has been said that the employees have reported no job satisfaction about job abilities and the results of the study of education during manifestation in 1391 in Tabriz [18] is not consistent with the positive effects of accreditation on the occupational abilities.

Based on the findings of this study and other studies such as the study by Taouti and Pomib we can point to the 2 positive effects of accreditation in Canada and China [19] which is consistent with our findings in this field.

Bookanda *et al.* [20] have been studied the Zimbaveh in the case of performing accreditation standards in 82 hospitals and showed that some limitations like financial and national supports are still valid and its not consistent with the lack of accreditation effectiveness on the education of employees and since it's the first year of performing national standards in Iran, we cant clearly talk about its successfulness.

In a study by Seyeda [21] entitled:" the impacts of hospitals accreditation on the cares of nurses in UAE 2012" and another study by Jerdali entitled " the evaluation of performing accreditation on the care quality in London" 2008, it was shown that these performances may have positive effects. The result of this study is consistent with the quality tips of organizations, specially for the hospitals and attention of people who are in charge for improvement can increase the knowledge of people through education.

The study by Altuay and Salem and Hebil 2009, [23] entitled" the evaluation of accreditation in non- public health care centers in Egypt" showed that the most amount of satisfaction is for the Buddhist and since there are many laws for the receiver of the service it leads to non- effectiveness of accreditation.

In the study by Seyeda entitled the impacts of accreditation on the nurses cures in UAE in 2012 the findings are consistent with the findings by Jerdali *et al.*

In the study by Amerium and Chagheri and Tofighi [24] entitled:" the study of hospital accreditation in taken countries "there are some ways suggested that may help the accreditation by separation of services and developing organs that give validity to hospitals and health care organs. There are some representatives of all factors that may affect the health services and it can be one of the reason that show why accreditation can not affect the education through service providing.

In the study by Karimi, Gholipour and Kordi, Ziari and Shekari [25] about the effects of accreditation on hospitals through the provided services it has been showed that the accreditation is a competitive look that attracts the potential satisfaction and improves the quality and also it was believed that the reduction of bed occupancy, Length of stay, reduction of waiting time for admission, turnover rate and acceptance rate are increased so the efficiency of the hospital role increases as well. The results showed that the result of accreditation may be an improvement.

The study by Azami [26] *et al.* entitled:" knowledge of managers in the educational hospitals of Tabriz and Ardabil Social-sciences universities." Showed that the 70% of participants believe that the accreditation may

improve the public trust, service quality and nurses and patients satisfaction and can reduce the costs and improve the process of hospitalization. They believe that accreditation can be effective in comparison with the evaluation system and so this study will evaluate these subjects and issues in a wider field.

Based on the world wide operations and based on big politics we need to do more professional research to improve the health, the medicine, the society, and give validity to those social sciences its about the century that the standardizations have been used for the health cares fields in developed countries the evaluation and accreditation and standardization start from the private sections or professionals organs like sergeon colleges doctoral institutes, hospitals and etc. the independence of accreditation of public sections leads to a fair process and its voluntary ness leads to a competition between private and public sectors.

While in developing countries the evaluation and accreditation is a government-dependent institution that is the ministry of health, and ministry of welfare. The independent structure of hospital management in developed countries has been affected the process of accreditation. The education through Hospital Accreditation is one of the most educational methods that can increase the quality and improve the employees. But it should be noted that those educational programs may help that to be correct and needs to be based for the employees.

In the foundation of education through Hospital Accreditation they believe that these educations may improve the knowledge and ability of participants and give them apposite insight. This kind of education can be effective if the participants want to learn and the leaders want to teach Slowman 2003. Since the manpower is the most important factor of improving the quality of an organization the man power should be consistent with the information given and grow of technology.

While in each organization specially in the hospitals and universities the managers and employees have an important role in administrating the organizations.

Even that the findings show that the contents of education through service-providing are useable and updated but the knowledge of its importance is still weak. So the selection of pre servicing and servicing methods of learning is very important. Moreover, the first disadvantage of this system is the lack of updating. The education through Hospital Accreditation is appropriate to accommodate the new conditions and to make them ready for such a new situation. The findings show the importance and impacts of effective factors on the improvement of the long-term training qualities and the training of manpower may help in the means of organizing and making changes. So we hope that the present suggestions make a tipping point for the current situation and lead to success.

The research suggestions:

1. Suggesting a domestic pattern to validate the hospitals and services the educational, non-educational and charitable hospitals.
2. Study of the accreditation of hospitals and its effects on the quality and quantity of education of employees during Hospital Accreditation.
3. The impacts of hospital accreditation on the education through providing service(directly : speech, workshop and indirectly: pamphlet, movies, notes)

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