

One of the components influencing the evaluation of health care quality done by a patient is nurse care. This mainly depends on nurses themselves. This issue is addressed in the diploma thesis by Be Pavla Kárníková called „Indicators of the Quality of Nursing as part of the Systems of the Quality Management in a Health Institution". The aim of this thesis is to chart the scope of quality monitoring in health institutions situated in the Czech Republic. The knowledge of national indicators and standards has been examined as well as their influence on the overall quality of nurse care.

The first part is theoretical and is dealing with historical development of quality management systems. Consequently, selected systems and their application in public health are observed. At the end of this part there is a brief characteristic and description of benefits concerning individual programmes.

The following part is focused on the nursing quality and methods of its monitoring and evaluation. The important question is the choice of indicators and their placement into the procedure of quality assessment. Furthermore, individual indicators and basic process of their monitoring are described.

The research into this issue was accomplished in selected hospitals within the framework of this thesis. The research was composed of two parts: pre-research and the research itself. The questionnaire was given to ordinary nurses as well as to nurses at managerial positions. The final part is devoted to evaluation and comparison of the results among individual health institutions. The results are presented anonymously. Eight hypotheses have been defined. Mutual relation between knowledge of the indicators, existence of the independent department of quality monitoring and interest of the management of the health institution has been proved by testing the hypotheses using the method of testing the chi-square for contingency table.