The International Society for Quality in Health Care

ISQua works to provide services to guide health professionals, health providers, researchers, agencies, policy makers and consumers to achieve excellence in health care delivery to all people and to continuously improve the quality and safety of care.

ISQua offers a unique opportunity for individuals and institutions with a common interest to share expertise via an international multi-disciplinary forum. ISQua is a non-profit, independent organisation, which is supported by its members, including leading quality health care providers and agencies in over 70 countries, together with additional funds from the Irish Government.

ISQua’s values

- **Quality health care for all**
  Promoting access for people throughout the world to safe, quality health care
- **Responsiveness**
  Understanding and meeting the needs of members and other clients and continually improving services for them
- **Innovation**
  Constantly exploring, studying and researching new concepts and opportunities
- **Achieving together**
  Collaborating for improvement through ongoing consultation, partnerships and teamwork
- **Integrity**
  Serving with an attitude of unselfish concern and acting ethically
- **Stewardship**
  Managing resources entrusted to ISQua in a responsible manner and strengthening ISQua’s viability

ISQua’s Vision

Through providing access to objective, evidence-based and timely information to support informed decisions about health care, ISQua will continue to grow in credibility and position as the world leader in quality and safety in health care.

Improving Health care Worldwide

ISQua’s focus is on the methodologies needed to facilitate the delivery of safe, quality health care. The Society’s links throughout the world are maintained through an active Executive Board of recognized leaders, members, regional and other networks, also other interest groups. Membership of steering groups comprises ISQua members who are acknowledged leaders in quality and safety of care.

ISQua’s international Accreditation Program brings the world of health care accreditation and external evaluation together by providing:

- An international assessment and accreditation process for health care standards
- An international survey and accreditation process for the performance of accreditation and other external evaluation organisations, and
- An international assessment and accreditation program for surveyor training.

An advisory service is available and ISQua also hosts an annual International Accreditation Symposium in association with its Annual Conference.

International Conference Programme

With an annual International Conference, ISQua also provides a broad based global meeting point which brings together leaders, interested groups and individuals who are active in the field of quality and safety.

A World-Class Journal

The International Journal for Quality in Health Care, a bi-monthly peer-reviewed journal, is published jointly by ISQua and Oxford University Press. The Journal publishes papers in all disciplines engaged in health care quality improvement and research; its Editorial Board members represent countries in all regions of the world. Through the pages of the Journal and also via online electronic access, ISQua’s worldwide membership and non-member Journal subscribers receive up-to-date information on current quality and safety in health care activities and research and access to the electronic version of the Journal online.

ISQua Executive Board 2009–2011

**President** Philip Hassen, Canada

**Past President** Bruce Barraclough, Australia

**President Elect** Tracey Cooper, Ireland

**Treasurer** Sir John Oldham, UK

**Members**

- ACHS: Peter Woodruff, Australia
- HAS: Charles Bruneau, France
- NABH: Girdhar Gyani, India
- David Bates, USA
- Sheila Leatherman, USA
- Duncan Inverarity, Ireland

**Chief Executive Officer** Roisin Boland

**Editor** of The International Journal for Quality in Health Care, Eric Schneider, USA, attends Board meetings by invitation.

For ISQua membership information please turn to the reverse of the title page at the front of this issue or check the ISQua website: www.isqua.org
Papers

357 Importance of work environments on hospital outcomes in nine countries
Linda H. Aiken, Douglas M. Staase, Jean Clarke, Lusine Poghosyan, Eunhee Cho, Liming You, Mary Finlayson, Masako Kanai-Pak and Yupin Aungsuroch

365 Quality indicators for acute myocardial infarction care in China
Hongpeng Sun, Meina Liu and Shuang Hou

375 Developing a function impairment measure for children affected by political violence: a mixed methods approach in Indonesia
Winnie A. Tal, Ivan H. Kumpong, Mark J. D. Jofdars, Deym Sanyvo and Jep Simmun De Jong

384 Patient satisfaction in two Chinese provinces: rural and urban differences
Zifan Yao, Dai Wu and Li Li

390 A population-based survey using PPE-15: relationship of care aspects to patient satisfaction in Hong Kong
Eiliga L.Y. Wong, Michael C.M. Leung, Annie W.L. Cheung, Carrie H.K. Yeoh and Sian Griffiths

397 Educational disparities in quality of diabetes care in a universal health insurance system: evidence from the 2005 Korea National Health and Nutrition Examination Survey
Young Kyung Do and Karen N. Eggleston

405 Effect of socioeconomic status on secondary prevention of stroke
Qun Liu, Mingsheng Wang, Jinglong Guo, Jingcheng Guo, Jingxing Li, Cuifen Li and Minhui Qian

413 Adherence to clinical practice guidelines and outcomes in diabetic patients
Se-Won Oh, Ho-Jong Lee, Ho-Jin Cho and Je-Ho Huang

420 Is it enough to set national patient safety goals? An empirical evaluation in Taiwan
Cathy Hsiao Ying Wang, Tzong-Huei Yu, Chung-Liang Shih, Chung-Chih Lin, Hsueh-Fang Lin and Kuo-Tao Chung

429 Incident reporting culture: scale development with validation and reliability and assessment of hospital nurses in Taiwan
Hsueh-Fang Lin, Hsueh-Yun Heo, Shi-Yun Liu and Hsin-Fang Lin

437 Inappropriate hospitalization days in Korean Oriental Medicine hospitals
Jo-Inbo Kang, Joong Kim, Woonchang Jang and Je-Won Park

445 Do doctors under-provide, over-provide or do both? Exploring the quality of medical treatment in the Philippines
C D Jones, K. Haruna, O. Soler, C J M. Whitty and J. Steddy

456 Criterion-based clinical audit to assess quality of obstetrical care in low- and middle-income countries: a systematic review
Caliefer M. Pikelj, Alexandre Daoude and Maria-Victoria Zunzunegui

464 Seeking solutions: scaling-up audit as a quality improvement tool for infection control in Gujarat, India
Maya M. Anchalia and Lucia D’Ambrosio

471 Can health insurance improve access to quality care for the Indian poor?
Jeni Michie, Ian Culm, Nandapatrae Dhandarow, Winnie Soors, Edwina Winter and Herman Merson

487 Utilization and perceptions of neonatal healthcare providers in rural Uttar Pradesh, India
Jeffrey R. Willis, Vishaliast Kumer, Sonny Kehy, Aarti Kuma, Jan C. Singh, Ramesh C. Ahuja, Rajendra P. Mittal, Pramod Singh, Vishal Singh, Rahul H. Bajpai, Naresh Sethia, Manohar Sastri and Gauri L. Dorward, for The Saksham Study Group

ISSN 1353-4505 (PRINT)
ISSN 1464-3677 (ONLINE)
www.intqhc.oxfordjournals.org

The official journal of the International Society for Quality in Health Care