This study was aimed to determine the factors that affect the performance of nurses in improving the quality of health care. Quality health care is pointing at the level of health services in the cause of satisfaction to every patient. The more perfect satisfaction, the better the quality of health services. Although the notion of quality associated with this decision has been widely accepted, but its application is not as easy as expected. The main problems found is because the satisfaction is subjektif. Tiap people, depending on the satisfaction owned, may have a different level of satisfaction for the same quality of health services. Conclusion, so the quality of health care refers to the level of perfection of health services, in which on one hand can lead to satisfaction in each patient according to the average level of satisfaction of the population, but on the other hand in its implementation procedure is also in accordance with a code of ethics and standards of professional services established.