



COMPARISON OF HOSPITALIZED PATIENT SATISFACTION WITH NURSING CARE IN GOVERNMENT AND PRIVATE HOSPITALS OF SIKKIM

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ABSTRACT

Background: Patient satisfaction has been viewed as a valid outcome measure of a health care delivery system. Satisfaction evaluations reflect the expectation from patient's point of view and compare with the realities of the care received. Hence the present study was planned to assess and compare patient satisfaction with nursing care in government and private hospitals.

Methodology: Descriptive comparative research design was adopted and 120 in-patients were selected through convenience sampling technique from the medical, surgical, orthopedics and gynecology ward. Patients were interviewed using structured rating scale for which validity and reliability was ensured.

Results: The findings revealed that the patient rated nursing care in both hospitals at highest level of satisfaction. It was found that mean patient satisfaction score was significantly higher ($P < 0.001$) in private hospital (91.45%) as compared to government hospital (84%). Patient satisfaction was significantly high among surgical patients as compared to medicine, gynecology, orthopedic patients in both the hospital ($P < 0.05$). The majority of the patients were highly satisfied with respect, value, preference given, expressed needs understood by nurses in both the hospitals. However patients were least satisfied with the physical comfort provided by nurses in private hospital whereas in government hospital patients were least satisfied with emotional support provided by the nurses. There was a significant association found among patients marital status and their satisfaction level towards nursing care in the private hospital ($P > 0.05$).

Conclusions: Statistically significant difference in patients' satisfaction did exist between a government and a private hospital that too with the nursing care received after they underwent a surgical procedure. The total satisfaction score in both the arms was high and most of the patients were admitted through emergency. The investigators recommend the study to be replicated involving a larger sample size, more hospital setup and incorporation of randomization and blinding with a consideration of removing the confounding factors.

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INTRODUCTION

In today's fast-paced, complex and highly regulated health care environment, it is essential to achieve patients' recovery as rapidly as possible.¹ Rapid recovery is the new mantra in today's health practices. Patient satisfaction has been viewed as a valid outcome measure of a health care delivery system. Satisfaction evaluations reflect the expectation from patient's point of view and compare with the realities of the care received. Ford, Bach, and Fotler² noted that patient satisfaction has emerged as an important factor in measuring the quality of care provided by health care organization.

Recent survey by Health commission of India, showed 45% of patients are unsatisfied with quality of care.³ Mialam, Fahad⁴ noted that patient satisfaction is a predictor of "return to provide" a behavior of the patient. Evaluating patient's satisfaction with nursing care is clinically relevant.⁵ Patient-centered outcomes is the primary means of measuring the effectiveness of health care delivery.^{6,7,8} Singh, Kaur, Rochwani⁹ noted that assessing satisfaction of the patient is the effective way for evaluation of services.

Patients satisfaction studied in India showed that doctor-patient relationships, nurse- patient relationship, are common determinants affecting patient's satisfaction.⁹ Enlarging economic scenario causes increase number of private hospitals with higher expectation of the client but received

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dissatisfaction.⁷ Economic issues and affordability are the major issues and are in conflict with the quality of care.⁸

Nursing care is often overlooked by the hospital administrators. In India, scenario is no different. Both doctors and nurses constitute important determinants of patient's satisfaction. Most of the studies addressed either doctor [55%] or both doctor and nurses [39%] as the care providers influencing the patient satisfaction. Only few studies [6%] have addressed only nursing care as the determinant of patient satisfaction.^{6,7,8}

The majority of early studies on patient satisfaction have explored the impact of physician care (55%) rather than nursing care (6%) or both types of care provision (39%).¹⁰ Patient perception to nursing care received judgment on overall quality of hospital services still ignored by health care administrators.¹¹ Nursing evidence based research and knowledge is needed to support the vital role they play in providing quality care to patients. Assessing patient satisfaction with nursing care can approach or modify in nursing care.¹²

Objectives for the study

To assess and compare the difference in patient satisfaction with nursing care among n patients hospitalized in government and private hospitals in terms of

- Level of satisfaction
- Dimensions of nursing care.
- Different clinical Specialty

To identify the association between patient satisfactions with nursing care hospitalized in government and private hospitals with selected variables.

Hypothesis

- H₁:** There is a significant difference between patient's satisfaction with nursing care hospitalized in government and private hospital.
- H₂:** There is a significant association between patient satisfactions with nursing care hospitalized in government and private hospital with selected variables.

Operational Definition

- **Patient satisfaction:** It refers to the degree to which the individual perceives health care service provided by staff nurses and student nurses in selected department as useful, effective or beneficial as assessed by Structured Rating Scale on Patient Satisfaction with Nursing Care.
- **Hospitalized patient:** It refers to a person who is admitted in medical ward, surgical ward, orthopedic ward and OBG ward at least for two nights in government and private hospital of Sikkim.

METHODOLOGY

Non experimental survey approach with descriptive comparative research design was used to quantify the hospitalized patient satisfaction with nursing care and compare the difference in patient satisfaction with nursing care among hospitalized patients in government and private hospitals of Sikkim. The research was conducted among patients hospitalized in medical, surgical, orthopedic and gynecology wards of Government Hospital and Private hospital, of

Gangtok, Sikkim. Non probability convenience sampling technique was used for the selection of the 120 hospitalized patients (60 patients from each hospital) from general wards of government and private hospital, Sikkim were Patients of age group 18 & above hospitalized at least two nights at the time of data collection. Adult patients of age group 18 & above hospitalized at least two nights at the time of data collection, who are receiving the nursing care in wards and are able to speak Nepali were included in the study and were explained about the study and its related purposes and their informed consents were obtained. Patients with sensory impairment, disoriented patients, and patients with psychiatric illness, who have filled questionnaire during pilot study, were not included in the study.

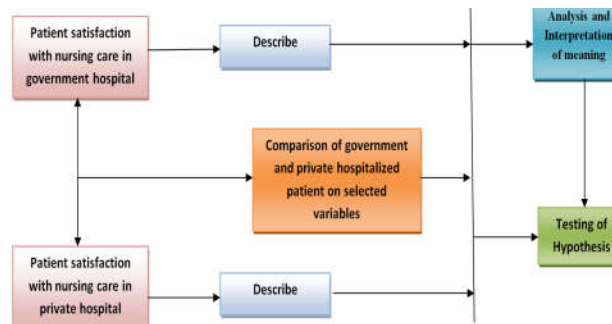


Figure 1 Schematic representation of descriptive comparative research design

Instrument: The permission was taken from the hospital authority. The data was collected through structured rating scale on patient satisfaction with nursing care. Ethical consideration was taken from concerned authority that is Institutional Review Committee of Sikkim Manipal University. Written consent was taken from the respondent prior to the administration of the questionnaire. The finding was presented for both descriptive and inferential statistics. The study was carried out by using a structured rating scale and questionnaire was based on socio-demographic variables, characteristics of patient's hospital and patient satisfaction with nursing care]. The tool was translated into Nepali language and back translation was done in English language to establish its validity, which was again tested independently by a panel of experts. Reliability of questionnaire was tested by Cronbach's alpha method [r= 0.7], which indicated a perfect reliability. Pilot study was done to see the feasibility of the project.

RESULTS

Section I: Distribution of patient hospitalized in government and private hospital in terms of their socio demographic data

There was a significant association found between patient satisfaction score among hospitalized patient with their marital status in private hospital. But similar pattern has not found in Government hospital.

Table 1 Association between satisfactions with nursing care among hospitalized patient with demographic variables

N= 120

Sl. No	Selected Variables	Patient satisfaction score									
		Government, n=60					Private, n=60				
		>Med	<Med	df	χ^2	p-value	>Med	<Med	df	χ^2	p-value
1	Age										
1.1	18-28	4	11				4	4			
1.2	29-38	11	9				13	8			
1.3	39-48	8	4	4	8.104	P>0.05	5	11	4	1.073	P>0.05
1.4	49-58	0	3				6	6			
1.5	>59	6	4				4	3			
3	Marital status										
3.1	Unmarried	9	12				8	7			
3.2	Married	22	16	2	2.115	P>0.05	21	23	2	7.97	P<0.05*
3.3	Divorced	1	-				-	-			
3.4	Widow/widower	-	-				-	-			
4	Education										
4.1	Profession or owner	-	-				4	9			
4.2	Graduate or Post Graduate	5	7				2	0			
4.3	Intermediate or post high school	-	3				1	7			
4.4	High school certificate	3	1	5	5.104	P>0.05	4	1	6	11.9	P>0.05
4.5	Middle school certificate	2	3				4	1			
4.6	Primary school certificate	10	7				0	1			
4.7	No formal education	10	9				15	11			
5	Length of stay										
5.1	3-5 days	13	16				11	8			
5.2	6-8 days	8	8	3	2.52	P>0.05	6	7	3	1.12	P>0.05
5.3	9-11 days	3	3				6	5			
5.4	> 11 days	5	4				7	10			
6	Nativity										
6.1	Sikkimese	30	29	1	0	P>0.05	28	26	1	0.07	P>0.05
6.2	Non-Sikkimese	-	1				3	3			
9	Previous admission in this hospital										
9.1	1	18	20				20	17			
9.2	2	7	7	3	0.6	P>0.05	6	7	3	3.98	P>0.05
9.3	3	5	3				1	5			
9.4	>4	0	0				3	1			

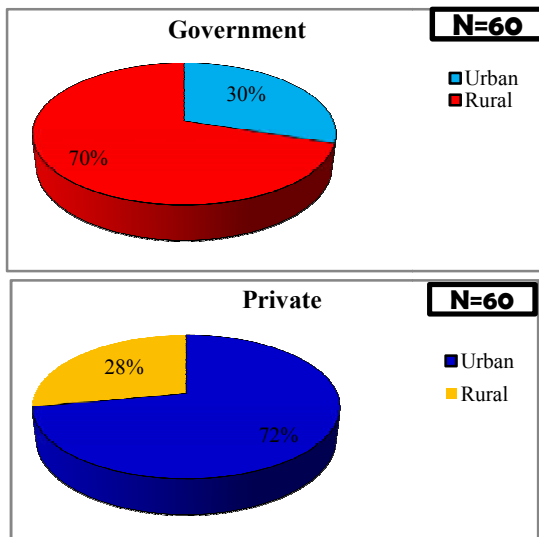


Figure 2 Distribution of hospitalized patients in terms of their habitat

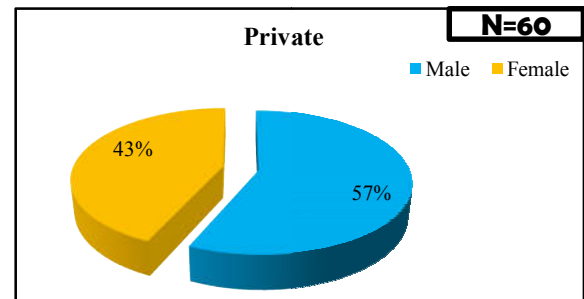
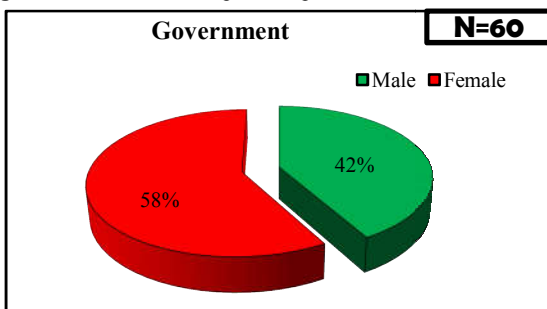


Figure 3 Distribution of hospitalized patients in terms of their gender

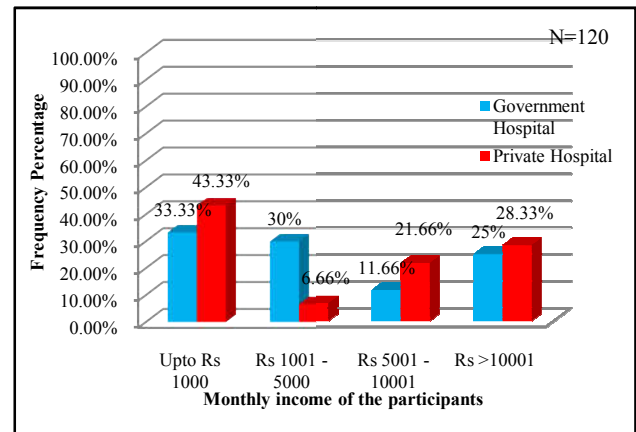


Figure 4 Distribution of hospitalized patients in terms of their monthly income

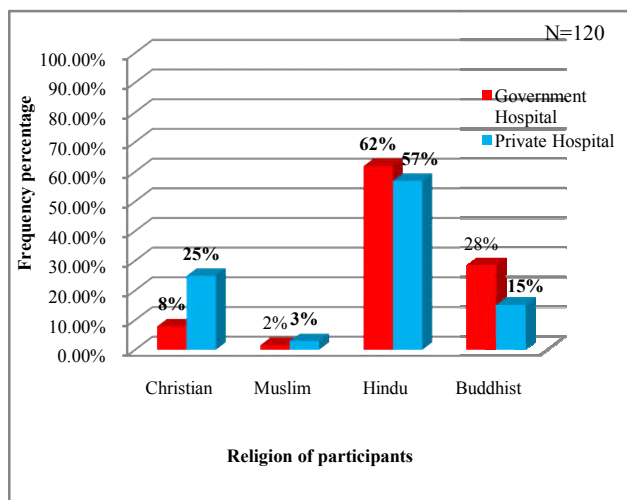


Figure 5 Distribution of hospitalized patients in terms of their religion

Majority of the hospitalized patients in both the hospital belong to the age group of 29 to 48. Majority of the hospitalized patient were female in government hospital and male private hospital were. In both the hospital, maximum numbers of patients were married.

Maximum number of patients in government hospital (31.66%) had not attended the formal education. Majority of the patients attending government hospital were unskilled worker (40%) whereas in private hospital majority of the patients were unemployed (43.33%). Majority of the hospitalized patients in government (33.33%) and private hospital (43.33%) were having the monthly income of up to Rs 1000. Majority of patients were admitted in both the hospital since 3 to 5 days at the time of data collection. In both the hospitals majority of the patients got admitted through emergency department. Most of the hospitalized patients had experienced the care from student nurses and identified enough nurse’s manpower in the respective unit.

Section II: Findings related to characteristics of patients hospital

Majority of the patients had their date of admission within data collection period in both the hospitals. Majority of patients were admitted in both the hospital since 3 to 5 days at the time of data collection. In both the hospitals majority of the patients got admitted through emergency department. Majority of patients had admitted for treatment as the reason for their hospitalization in both the hospitals.

Table 3 Frequency and Percentage distribution of hospitalized patients in terms of their characteristics of hospital.

N= 120

Sl. No	Hospital characteristics	Hospitals			
		Government, n = 60		Private, n=60	
		f	%	f	%
	Date of admission				
1	1.1 23/2/15-28/2/15	2	3%	1	1.66%
	1.2 1/3/15 – 6/3/15	5	8%	1	1.66%
	1.3 7/3/15 – 12/3/15	16	27%	23	38.33%
	1.4 13/3/15-18/3/15	31	52%	25	41.66%
	1.5 19/3/15-24/3/15	6	10%	10	16.66%
	Length of hospitalization				
2	2.1 3 – 5 days	29	48%	19	31.66%
	2.2 6 – 8 days	16	27%	13	21.66%
	2.3 9 – 11 days	6	10%	11	18.33%
	2.4 > 11 days	9	15%	17	28.33%
	Mode of admission				
3	3.1 Emergency department	35	58.33%	30	50%
	3.1 Admission after procedure and test	17	28.33%	28	46.66%
	3.3 Transfer from another health care unit	8	13.33%	2	3.33%
	Reason for hospitalization				
4	4.1 For investigation	1	2%	-	-
	4.2 For surgery	13	22%	19	31.66%
	4.3 For treatment	46	76%	41	68.33%
	Type of wards or unit				
5	5.1 Medical ward	20	33.33%	20	33.33%
	5.2 Surgical ward	15	25%	15	25%
	5.3 Orthopedic ward	15	25%	15	25%
	5.4 Gynecology ward	10	16.66%	10	16.66%
	Total number of previous admission in this hospital including this				
6	6.1 1	38	63.66%	37	62%
	6.2 2	14	23.33%	13	21.66%
	6.3 3	8	13%	6	10%
	6.4 >4	-	-	4	6.33%
	Whether there is enough staff to care for you				
7	7.1 Yes	59	98.33%	58	96.66%
	7.2 No	1	1.66%	2	3.33%
	Student nurses providing care				
8.	8.1 Yes	100	100%	59	98.33%
	8.2 No	-	-	1	1.66%
	Preferences of health care facilities				
9.	9.2 Private Hospital	8	13.33%	59	98.33%
	9.2 Government Hospital	52	86.66%	1	1.66%
	9.3 If other please specify	-	-	-	-

Most of the patients were diagnosed with educative/supportive support modalities in government hospital where as in private hospital they belong to partial compensation category. Majority of the patients were recruited from medical unit. Most of the hospitalized patient had admitted to this hospital for one time only. Most of the hospitalized patients had experienced the care from student nurses and identified enough nurse's manpower in the respective unit.

Section III: Findings related to hospitalized patient satisfaction with nursing care

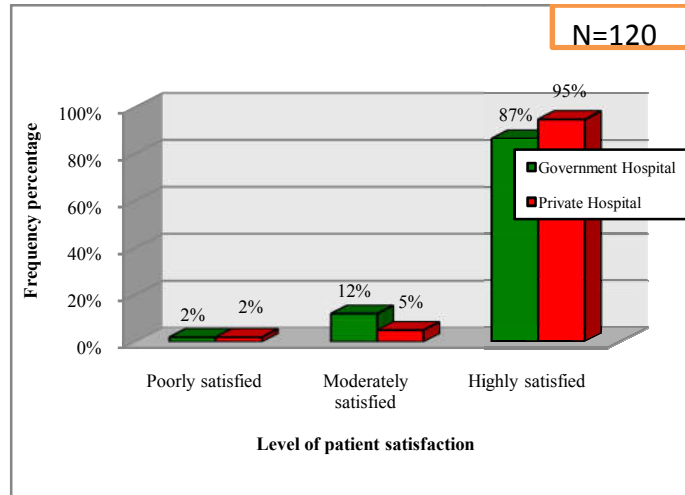


Fig 6 Distribution of hospitalized patients in terms of Level of patient satisfaction with nursing care

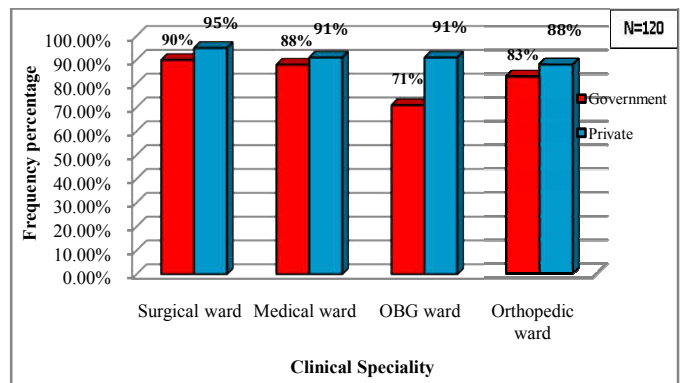


Figure7 Mean satisfaction score of hospitalized patients with nursing care in different clinical units

Table 3 Mean patient satisfaction score with different dimensions of nursing care in government and private hospital.

N=120

Dimensions of nursing care	Patient satisfaction score in different hospital				't' test
	Government		Private		
	Mean ± SD	Mean %	Mean ±SD	Mean %	
• Respect , values ,preferences, express needs	30.9±4.46	88.3%	38.68±3.39	96.23%	10.76*(P<0.05)
• Coordination and integration of care.	35.1±4.98	87.8%	37.33±3.56	93.33%	2.82*(P<0.05)
• Information, communication, and education.	37.41±6.22	83.1%	41.01±5.45	91.14%	3.373*(P<0.05)
• Physical comfort	21.36±3.32	85.4%	22.45±2.79	89.8%	1.98*(P<0.05)
• Emotional support , relief of fear and anxiety.	18.85±3.74	75.4%	22.65±3.28	90.6%	5.93*(P<0.05)
• Involvement of family and friends.	17.23±2.63	86.16%	18.13±2.31	90.66%	2*(P<0.05)
• General impression about nursing care and hospital	8.06±1.21	80.66%	8.98±1.59	89.8%	3.57*(P<0.05)

't' (118), =1.98(P<0.05)

Majority of the patients in both the hospitals were highly satisfied with the nursing care provided to them during their hospital stay. The maximum patient satisfaction score in terms of clinical specialty was found among surgical hospitalized patients in both the hospitals. The maximum patient satisfaction score in terms of nursing care dimension was found from respect, values and preferences in government and private hospital.

The patient satisfaction with nursing care was significantly higher among patients of government and private hospitals. There was a significant difference found in satisfaction score with nursing care between patients of government and private hospitals.

Section IV: Findings related to difference in patient satisfaction score with nursing care

Table 4 Mean, mean percentage, mean difference and SD of patient satisfaction score in government and private hospital.

N=120

Hospital	Satisfaction score	Mean	Mean Difference of satisfaction score	SD	't' value
1. Government	10080	168		21.098	
2. Private	10981	183.5	15.5	19.15	4.213*

't' (118), = 1.98, P<0.05 , 3.37, P<0.001

The patient satisfaction with nursing care was significantly higher among patients of government and private hospitals. There was a significant difference found in satisfaction score with nursing care between patients of government and private hospitals.

DISCUSSION

Satisfaction of patient with nursing care

The findings of the present study reveals that more than 90% of the patients were highly satisfied with nursing care received during their hospital stay in private hospital whereas more than 80% of the patients were highly satisfied with the nursing care received during their hospital stay in government hospital. The finding of present study is consistent with the finding of the study of Mohanam K, Kaur S, Das K and Bhalla¹³. A, were half of the subjects were highly satisfied with the nursing care received during their hospital stay which is an important indicator of the quality of nursing care provided.

Patient satisfaction in relation to nursing care dimension

The findings of the present study shows that Patients Respect, Values, Preferences and Express Needs recognized by nurses as the highest contributor towards patients satisfaction and was rated as most satisfactory by 88.3% of the hospitalized patients in both the hospitals. The patients rated lowest satisfaction (75.4%) with the nursing care related to emotional support, relief of fear and anxiety given to them by the nurses in government hospital. This result is similar with a descriptive study conducted by Sharma S K and Kamra P K¹ on 1200 in patients admitted in general wards of selected private and public hospital at Ludhiana, Punjab were communication and offering emotional support dimension of nursing care had lowest score in public hospital.

Comparison of patient satisfaction

The finding of the present study shows that patients from private hospital were more satisfied with nursing care as compared to government hospital and the difference was not found statistically significant (>0.05). The findings of the study is consistent with the finding of the study of Sharma SK and Kamra PK¹ were patients in private hospital were more satisfied with nursing care as compared to government hospital. This result is consistent with the study conducted by Tang WM, Soong CY, Lim WC¹⁴ among 115 subjects those receiving nursing care in medical ward in a public hospital Kuala Lumpur, Malaysia reported that the patient rated their satisfaction with nursing care as being at moderate level of satisfaction.

Patient satisfaction related to clinical specialty

The findings of the present study shows that patient satisfaction with nursing care was found high among the surgical patients as compared to medical, gynecology, orthopedic patients in both the hospitals (89.6% in government hospital and 95.16% in private hospital) as well as in all selected clinical specialties, patient satisfaction was higher in private hospital as compared to government hospital which was found statistically significant ($p<0.05$). The finding of the study is consistent with the finding of the study of Shinde M, Kapurkar K², who conducted a descriptive cross sectional evaluator survey on 100 hospitalized patients to see the patient satisfaction with nursing care provided in selected areas of tertiary care hospital were patients satisfaction with nursing care was significantly high among surgical patients as compared to obstetrics, gynecology and medicine patients. In contrast, in the study conducted by Sharma SK and Kamra PK¹ were patient's satisfaction with nursing care was highest among maternity patients (68%) in both government and private hospital.

Patient satisfaction and selected variables

The findings of the present study shows that there is an association between patient satisfaction with nursing care and marital status of the hospitalized patients ($p<0.05$). The finding of the present study is consistent with the findings of the study of Dorigan GH, Guirardello EDB¹⁵, who conducted a descriptive study on 63 patients in the gastroenterology unit of a teaching hospital in the interior of Sao Paulo state, where satisfaction level was different in relation to the marital status of the patient.

Implications

Nursing Administration: Plan and implement training programs for nurses to improve their knowledge and skills of communication and use of emotional support measures for the patients.

Clinical Nursing: Study findings may provide nurses with information about aspects that enhance or hinder patient satisfaction.

CONCLUSION

This study concluded that a statistically significant difference in patients' satisfaction did exist when we compared the nursing care between a government and a private hospital. Nevertheless, the findings of the study can be utilized in better management of available resources and delivery of the health

care in an effective way. However, it is worth mentioning the fact that the study has some limiting factors and there must have been some confounding factors [viz. better and timely availability of facilities in private hospital that can actually be offered to patients when asked for, but ultimately reflecting the nursing care, as they are the end providers in any hospital setup]. The investigators recommend the study to be replicated involving a larger sample size, more hospital setups and incorporation of randomization and blinding with a consideration of removing the confounding factors.

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Declarations

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Conflict of interest: The Authors do not have a competing interest to declare.

Consent: Written informed consent was obtained from the patients.

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