Review Article

A DESCRIPTIVE STUDY TO ASSESS THE PATIENT SATISFACTION WITH NURSING CARE

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A R T I C L E I N F O	A B S T R A C T
	Nursing care is one of the major components of health care services and the nursing staffs comprises the vast majority of hospital personnel and have the greatest contact with patients. A Descriptive study to assess the patient satisfaction with nursing care. The study was conducted at selected hospitals of centre pat of Gujarat. Samples of 100 Indoor patients were selected using Non probability purposive sampling technique. A self administered tool used by the investigator for data collection. The finding of the study indicated that majority of the patients 65(65%) were having very good quality of nursing care, 31(31%) were having excellent quality of nursing care, 4(4%) were having good quality of nursing care and none of the patient experienced fair or poor quality of nursing care. The calculated chi square value was more than the chi square tabulated value at 0.05 level of significance for demographic variables like age, family monthly income and education which indicates the presence of significant association. Whereas it was found to have no significant association with demographic variables like gender, previous hospitalization, number of days stayed in hospital and ward, as the calculated chi square value was less than the tabulated value. Hence we conclude there is association found in demographic variables like age, monthly income & education respectively. Hence the hypothesis H_1 is accepted.

INTRODUCTION

"Nurses are the heartbeat of health care."
Usman Chohan

Nursing care is one of the major components of health care services and the nursing staffs comprises the vast majority of hospital personnel and have the greatest contact with patients. Nurses rather than physicians are seen as responsible for the day-to-day activities on a unit. Nurses provide the main connection with patients, act as patient advocate with other care providers, give physical care to patients, and offer emotional support to both patients and families. In their teaching capacity, they also play a key role in post hospital adjustment. The importance of the nursing role in quality health care is evidenced in a number of studies.[1]Patient satisfaction has been defined as the degree of congruency between a patient's expectations of ideal care and his /her perception of the real care (s) he receives. It is a multidimensional aspect, represents a vital key marker for the quality of health care delivery and this is an internationally accepted factor which needs to be studied repeatedly for smooth functioning of the health care systems. It has been an important issue for health care managers. The client here does not technically assess their own health status after receiving care but the degree of satisfaction with the services delivered.[2]

Need for the study

Patient satisfaction is one of the major factors with the quality of nursing care. Most of the patients are closely attached with the nurses. Quality of care is effective and efficient services that are rendered to patients in the health care field. Quality can be in the form of patient safety, patient satisfaction and patient assurance. Satisfying patients" expectations has always been important to health care providers, and it has become even more important in recent years. Over the past decade, patients have taken a more active role in their treatment as a result of their concerns with the safety, quality and cost of their care. As patients have become better educated and more assertive consumers of medical services, their level of satisfaction with services they receive has become a critical concern for the health care profession, making the measurement of patient satisfaction a critical endeavor.[3]

Problem Statement

A descriptive study to assess the patient satisfaction with nursing care in selected wards of selected hospitals of Centre part of Gujarat.

Objectives

1. To assess the patient satisfaction with nursing care among Medical, Surgical, Orthopedic and Gynecological Wards.

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2. To associate patient satisfaction with nursing care with their selected demographic variables.

Hypothesis

H_1:- There will be significant association between patient satisfaction and nursing care.

The Conceptual Framework

The conceptual framework of the study is based on modified theory of Health services utilization by Anderson and Newman. (1990)

RESEARCH METHODOLOGY

A quantitative research approach with Descriptive design was used for the study. Research study was conducted on May 2018 at selected hospitals of Centre Part of Gujarat. Samples of 100 Indoor patients were selected using Non probability purposive sampling technique and samples are assigned for assessing patient satisfaction with nursing care.

Tools: The tool consisted of two sections.

Section A

This section includes assessing Socio-demographic variables Age, Gender, Income, Education, Ward, and No. Of days stayed in hospital, Previous Hospitalization.

Section B

This section includes Self Administered Tool to assess the patient satisfaction with nursing care.

Results and Interpretation

Analysis and interpretation of the data collected from 100 Indoor patients for assess the patient satisfaction with nursing care. The data analyzed by using descriptive and inferential statistics.

Patient satisfaction with nursing care among Medical, Surgical, Orthopedic and Gynecological departments

N=100

Patient satisfaction with nursing care	Frequency	Percentage
Poor quality of nursing care	0	0%
Fair quality of nursing care	0	0%
Good quality of nursing Care	4	4%
Very good quality of nursing care	65	65%
Excellent quality of nursing care	31	31%

Table I. depicted that majority of the patients 65(65%) were having very good quality of nursing care, 31(31%) were having excellent quality of nursing care, 4(4%) were having good quality of nursing care and none of the patient experienced fair or poor quality of nursing care.

Analysis of patient satisfaction with nursing care

N=100

Patient satisfaction score	Mean	Mean Percentage	Median	Mode	SD	Range
	64.74	76.16%	65	65	6.97	28

Table II. reveals that the mean score of patient satisfaction with nursing care is 64.74 with mean percentage 76.16%, median 65, mode 65, range 28 and standard deviation was 6.97.

Ward wise patient satisfaction with nursing care

N=100

Ward	Mean score	Mean Percentage
Medical ward	62.45	73.47%
Surgical ward	63.25	74.41%
Orthopaedic ward	68.58	80.69%
Gynaecological ward	62.29	73.27%

The table III. Shows the ward wise mean score of patient satisfaction. Highest satisfaction with nursing care 80.69% was found in orthopedic ward, followed by 74.41 % in surgical ward. 73.47% in medical ward and 73.27 was found in gynecological ward.

Association between patient satisfactions with nursing care with their selected demographic variables

N=100

Demographic variables	Good	Very good	Excellent	Df	χ2 Calculated value	χ2 Tabulated value	Remarks
1. Age in years							
a. 11-30 yr	4	23	7				
b. 31-50 yr	0	24	12	6	14.59	12.59	S
c. 51-70 yr	0	14	5				
d. Above 70 yr	0	4	7				
2. Gender							
a. Male	2	34	21	2	2.12	5.99	NS
b. Female	2	31	10				
3. Family income(Per month)							
a. ≤ 5000	0	8	3				
b. 5001 – 10,000	0	24	17				
c. 10,001 – 20,000	0	16	7	6	15.79	12.59	S
d. ≥ 20,001	4	17	4				
4. Education							
a. Illiterate	0	19	5				
b. Secondary education	2	22	16				
c. Higher secondary	0	14	5	8	28.69	15.51	S
d. Graduate	0	8	5				
e. Above graduation	2	2	0				
5. Previous hospitalization							
a. Yes	2	33	15	2	0.048	5.99	NS
b. No	2	32	16				
6. Number of days stayed in hospital							
a. ≤ 3days	2	18	10				
b. 4 days	2	26	13	6	3.09	12.59	NS
c. 5 days	0	15	7				
d. ≥ 6 days	0	6	1				
7. Ward							
a. Medical ward	2	25	11				
b. Surgical ward	0	16	8				
c. Orthopaedic ward	0	15	9	6	6.65	12.59	NS
d. Gynaecological ward	2	9	3				

Table IV. Shows that the calculated chi square value was more than the chi square tabulated value at 0.05 level of significance for demographic variables like age, family monthly income and education which indicates the presence of significant association. Whereas it was found to have no significant association with demographic variables like gender, previous hospitalization, number of days stayed in hospital and ward, as the calculated chi square value was less than the tabulated value. Hence we conclude there is association found in demographic variables like age, monthly income & education respectively. Hence the hypothesis H_1 is accepted.

CONCLUSION

Nurses are key persons of a health team, who play a major role in the health promotion and maintenance; it is practicing that the researchers generally integrate findings in to practice. Health promotion is one of the role of nurse has to play hence its accountability. Evidenced based nursing practices can go a long way in improving the quality of nursing care delivered to the patients admitted in various units of hospital. Also, higher level of patience and use of appropriate communication skills may increase patient's level of satisfaction towards nursing care, and these also help the nurses to be more satisfied in their work. The area in nursing care is lacking can be identified and improved to get the positive response from the patients.

- **Conflict of Interest: None**
- **Source of Funding**: No separate funding was received for this study.
- **Ethical Clearance**: The ethical clearance obtained from our Institute (CHARUSAT University, Changa).

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