

Magnitude of patients' satisfaction with nursing care in 152 patients of tertiary care hospital; A cross sectional descriptive study

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Abstract

Aim: Purpose of the study is to determine the magnitude of patient satisfaction with nursing care in tertiary care hospital of Peshawar.

Materials and Methods: A cross-sectional descriptive study was conducted in inpatients' department of tertiary care hospital of Peshawar. Using non probability convenient sampling technique patients were sampled. Study was completed in six months duration. Data was collected through Patient Satisfaction with Nursing Care Scale (PSNCS); self administered semi-structured questionnaire from patients aged 20 and above and who had spent at least two days receiving nursing care in wards. Data was analyzed by SPSS version 19.

Results: The level of patients' satisfaction measured with ten dimensions. Findings showed that satisfaction rate by warm welcome of nurses was 67.8%, orientation from ward environment was 75.5%, and work collaboration of nurses was 92.8%, in care provision, to provide prior information regarding any procedure was 82%, in collaborative communication was 89.9%, in unavoidable attitude and listening were 92.1%, nurses knowledge and skill and performance was 84.2%.

Conclusion: Overall study results showed that patients were satisfied from nursing care they received but some aspects i.e. welcome by nurses and environment of ward still need improvement. Patients feel uncertain about their upcoming tests and treatment by health care provider so study suggests that nurses should welcome them warmly and ward environment should be clean, calm and friendly which can help in decreasing patients' uncertainty.

Keywords: Care; nurse; nursing; patient; satisfaction; tertiary care hospital

INTRODUCTION

Patients' satisfaction is of a prime importance in the industrialized world and is a multi-factorial concept which depends on the individualized attitude that may be positive or negative regarding the health care center services (1). Factors that affect patient satisfaction is nurses communication, unavoidable approach, kind welcome, wellbeing, decisional control, convincing support, practical and proficient capacities of the nurses. (2-4). Several other concepts like diverse nursing care by implication to hospital staffing, working atmosphere, exhaustion, dissatisfaction, tendency to leave work, tolerant and wellbeing are the indicators which specifically influence the nature of nursing priorities and in an indirect way toward tenacious level of satisfaction (1, 5). Patients consider their satisfaction in receiving dignity, convenience, courtesy, and goodness of nurses. However, hypothetically it can be said that most of the patients express their gratification in comprehensive health management as proven in a

study conducted in Turkey (6). Report from the developed countries, demonstrates that hospitals having minding instructive projects on consistent premise and excess the ideas about nursing care (5, 6). It is basically a match of expectation and the experiences of a patient during treatment process (7,8). Hospital is a location where the provision of wide range of therapeutic services to ill and wounded clients (9). According to a recent study about the hospital stay, long period of hospital stays showed a greater level of satisfaction and those with shorter stay show decreased satisfaction, other defining variables like age, sex, marital status, hospital stay, educational level and monthly income in which higher ages expressed more satisfaction in contrast to those with lower age. In comparison of females to male patients, females showed greater satisfaction. Marital status and past experience of hospitalization didn't affect the satisfaction level (10-13). The satisfaction level was inversely proportional to education level of patients, as education increased the level

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of satisfaction. Low socio-economic status as compare to high class people is less satisfied.(10-13).WHO is taking actions for improving patient satisfaction with the health care system. The actions that have been taken are showing improvement in the health status of the individuals and guaranteeing justice and efficacy, while defending entities from disastrous charges (14). Prevalence rate of patient's satisfaction with nursing care in developing nations is 72% identified with hospital working environment and level of education (11). A study conducted in the United States of America missing nursing care, results shows that 73.4% nurses left one or more section of nursing care that fundamentally influencing the level of fulfillment of patient in an in-patient department(5). In Iran this level was reported 69% satisfaction with nursing care (15). In Serbia the satisfaction rate was recoded 51.7% (16). In Pakistan, where the focused skills are vague in nursing profession, the level of fulfillment among patients with nature of nursing deliberation is just 10 % (17,18). Some factors may not be measured and some are contrasting in previous studies according to this literature review, consequently, the aim of this study is to determine the magnitude of patients' satisfaction according to the demographic variables as well as with the nurses' communication, competence and working environment in tertiary care hospital of Peshawar.

MATERIALS and METHODS

Study Design

A cross-sectional descriptive study was conducted in inpatients' department of a public sector tertiary care hospital of Peshawar.

Sampling and Population

Sample was calculated through http://www.raosoft.com/sample_size.html. Margin of error kept 5% and confidence interval was 95%, study population was unknown and prevalence according to a Pakistani study was 10% so the final calculated sample became 152. So, using non-probability convenient sampling technique 152 patients were sampled. Study was completed in six months duration from September 2019 to February 2020.

Data Collection

Data was collected through Patient Satisfaction with Nursing Care Scale (PSNCS); a semi-structured questionnaire. Questionnaire had two parts; part 1 contained socio demographic characteristics of the participants and part 2 contained 9 questions regarding patient satisfaction with nursing care. Patients who were more than 20 years of age and were hospitalized for at least two days were included in the study. Twenty patients participated in pilot testing to find out whether participants can understand the questionnaire and to make the study reliable. The participants who participated in the pilot study were then excluded from the original research. The questionnaire was reviewed by two filed experts for validity.

Data Analysis

All the questionnaires were checked for mistakes they were completely and correctly filled. Information was coded before entered in SPSS version 19 for computation of the study variables. Frequencies were measured for demographic information, for example, sex, age, marital status, instruction, occupation and monthly income. The level of patients' satisfaction with nursing care based on nurses' behavior, attitude, competence level, knowledge, communication, and courtesy.

Ethical Considerations

Before data collection, permission was taken from head of the departments as well as from the medical superintendent of the hospital. Consent was also signed from patients before data collection. Confidentiality of the information kept up by assigning codes and secured in PC, filled questionnaires had been locked up in a cupboard which was just be known to the researcher.

RESULTS

According to the socio-demographic characteristics of the participants, males (49.3%) and females (50.7%) participated in the study. According to age; 52% of the participants were between 20-30 years of age whereas 20.4% were between 31-40 years and rests of the participants were between the 41-70 years of age. Education of the participants was divided into six categories. 19.7% were illiterate, 9.2% were having primary education, participants with secondary education were 15.8%, intermediate were 25.7%, bachelor were 19.7% while patient having master level of education were 9.9%. According to the occupation; 15.8% of the teachers participated in the study, 13.8% were students. 4.5% were labor, 7.9% were medical health professionals, 6.6% were business men, 2.0% were drivers, 26.3% were house wives, 9.2% were not doing any job or work and remaining 3.9% were doing different works. According to the income level; 1k-10k were 10.5%, 11-20k were 23.0%, from 21-30k were 9.2%, from 31-40k were 3.3%, from 41-50k were 5.3%, more than 50k were 1.3% and with no income were 47.4%. According to the residence; 42.1% urban and 57.9% were rural residents participated in the study (Table 1).

According to the patient satisfaction with nursing care scale; when participants were asked; "do you welcome by the nurses?", 67.8% replied "yes" and 32.2% said "no", "did you properly informed by the nurses about ward orientation?", 75.7% replied "yes" and 24.3% said "no", "do you satisfy from the nurses' communication with patients, families and coworkers?" 92.8% said "yes" and 7.2% said "no", "did the nurses share information prior conducting any nursing procedure or skill?" 82.2% said "yes" and 17.8% said "no", "do you satisfy from the nurses' aptitude and skills performance during your stay in the hospital?" 91.4% said "yes" and 8.6% said "no", "did the nurses' show respect towards patients, families, and coworkers?" 89.5% said "yes" and 10.5% said "no", "did nurses listen to you carefully?" 92.1% said "yes" and 7.9% said "no", "Did the nurses' take interest in patient's care during your stay

in the hospital?" 84.2 % said "yes" and 15.8% said "no", "did the nurses' value your feedback by incorporating the deficient part in the nursing care during your stay in the hospital?" 71.7 % said "yes" and 28.3% "no" (Table 2).

Table 1. Socio-Demographic characteristics of the participants (n=152)

Socio-Demographic characteristics	n	%
Sex		
Male	75	49.3
Female	77	50.7
Age groups		
20-30	79	52.0
31-40	31	20.4
41-50	20	13.2
51-60	15	9.9
61-70	05	3.3
>70	01	0.14
Education		
Illiterate	30	19.7
Primary	14	9.2
Secondary	24	15.8
Intermediate	39	25.7
Bachelor	30	19.7
Master	15	9.9
Occupation		
Teacher	24	15.8
Student	21	13.8
Labor	22	14.5
Medical health professional	12	7.9
Businessman	10	6.6
Driver	03	2.0
House wife	40	26.3
Do not work	14	9.2
Others	06	3.9
Monthly income		
1k-10k	16	10.5
11-20k	35	23.0
21-30k	14	9.2
31-40k	5	3.3
41-50k	8	5.3
More than 50k	2	1.3
No income	72	47.4
Residence		
Rural	64	57.9
Urban	88	42.1

Table 2. Questions related to patient satisfaction with nursing care (n=152)

Questions	Responses			
	Yes (n)	%	No (n)	%
Did you welcome by the nurses?	103	67.8	49	32.2
Did you properly informed by the nurses about ward orientation?	117	75.7	37	24.3
Do you satisfy from the nurses' communication with patients, families and coworkers?	141	92.8	11	7.2
Did the nurses share information prior conducting any nursing procedure or skill?	125	82.2	27	17.8
Do you satisfy from the nurses' aptitude and skills performance during your stay in the hospital?	139	91.4	13	8.6
Did the nurses' show respect towards patients, families, and coworkers?	136	89.5	16	10.5
Did nurses listen to you carefully?	140	92.1	12	7.9
Did the nurses' take interest in patient's care during your stay in the hospital?	128	84.2	24	15.8
Did the nurses' value your feedback by incorporating the deficient part in the nursing care during your stay in the hospital?	109	71.7	43	28.3

DISCUSSION

Patient satisfaction's definition is a health care reaction or response to noticeable features of context, process and result of their service experience (19). Nine aspects that were studied and compared and contrasted with previous studies showed satisfying results i.e. nurses' welcome, orientation, communication, sharing information, performance and skills, courtesy, listening, sense of responsibility, ward environment and feedback/ concern with patients. In current study the overall fulfillment level was from 67% to 92%. Nurses' courtesy and conduct checked 89.9%. From previous studies we got results that overall satisfaction rate with nursing care was 64% to 98% (20,21).

When patients were asked about the nurses' warm welcome and courteousness they showed 67.8% satisfaction, results were better however not superior to a study that was conducted in Pakistan Railways Hospital Rawalpindi, in which 96% patients were satisfied

from nurses' courtesy (3). Patients' satisfaction with nurses' communication was 92.8% which was amazing and appreciating and far better than a study conducted in 2015 by Shahid Beheshti University of Health Sciences, Tehran on patient' satisfaction with nurses' communication which showed a mild to moderate level of satisfaction with a p value of (>0.05) (22) In present study 82.2% respondents were satisfied from information offered preceding any procedure by nurses which were more better than a study conducted in 2012 by Suhonen et al., in which just 45% patients were satisfied from information provided preceding any procedure (6). In this study 91% patients were satisfied from nurses' skills and procedures performance results were similar to a study conducted in Saudi Arabia in 2016 which showed that 86% were satisfied by nursing care quality and skills performance (23). In our study 89% patients were satisfied with nurses' respect towards patients, families, and coworkers. A similar study conducted in Singapore in 2016 where satisfaction level was 82% with nurses' courtesy and respect. (24) When patients were asked that whether nurses' listen them carefully; 92% patients replied positively and the results were similar according to a critical review on patients satisfaction with nursing care which indicated that almost all of the studies she reviewed were a high satisfaction rate with nurses' and specialists listening abilities (25). In this study 84% were satisfied that nurses' show concern with them whereas study in Saudi Arabia showed dissatisfaction with nurses' caring behavior and they further explained that nurses' spend most of their time in carrying out doctors' orders. (22) According to this study 71% patients responded that nurses value their feedback by incorporating the deficient part in the nursing care during their stay. Findings of the study were good but not better than a study conducted in Iran where 83 % were highly satisfied with nursing services and planned that whenever they need care they will return to the same hospital (26).

LIMITATIONS

Strength of the study was to get successful and understandable data it means the instrument could be tested in future. One other strength of the study was that patients were agreeing to participate and no drop outs were occurred as a result response rate was remained 100%. Limitation of the study was its very short duration of six months and the author need to complete the study as well report writing for the award of degree in that few months.

This research adds in the knowledge of staff that nurses' communication, compassionate welcome and courteousness could decrease a patient's hospital stay as well as uncertainty about their illness. In addition, this study addresses curriculum designers to include a special chapter in student nurses' books on therapeutic communication and building rapport with patients. Furthermore, this research enables tertiary care hospitals' administration to take steps to improve nursing care

quality by considering these factors that had been found in this research. Lastly, this research provides room for nurse researchers to dig out in their future studies what are the factors behind nurses' poor communication, why they do not provide compassionate welcome when they admit to ward and why they do not give proper orientation to newly admitted patients about ward environment i.e. nurses' station, nurses' duty hours, doctor's visiting hours and visiting hours for patient's family.

CONCLUSION

Overall study results showed that patients were satisfied from nursing care they received but some aspects i.e. welcome by nurses and environment of ward still need improvement. Patients feel uncertain about their upcoming tests and treatment by health care provider so study suggests that nurses should welcome them warmly and ward environment should be clean, calm and friendly which can help in decreasing patients' uncertainty. In addition, nurses should make a simple and easy tool to take feedback on patients' satisfaction with nursing and take every patient's feedback when they get discharged from the hospital. Patients' comments and feedback is valuable in identifying the responsible factors related to their level of satisfaction in quality nursing care. Considering the patient feedback in patient care will give a gratitude to the health care institution and quality care provision.

Competing Interests: The authors declare that they have no competing interest.

Financial Disclosure: There are no financial supports.

Ethical Approval: Approval for conducting this study was taken from Ethical Review Committee (ERC) of the Rufaidah Nursing College Peshawar. Furthermore, approval was granted from the concerned hospitals as well as from the study participants before collecting data .

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