

“Patient’s Satisfaction Related to Nursing Care among Hospitalized Patients”

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Abstract: *Service to man Is service to God, This term usually discuss by the people when they works with in the health sector but here i would like to exclaim that A provision satisfactory service to man is good service because every employée is paid for his or her service they produce to the client. In regard to this subject the curent study based to as the patients satisfaction related to nursing care among hospitalised patients conducted in Dehradun. A qualitative non experimental method was approached & non-experimental descriptive survey design keeping in the view the objective of the study. The objective was To assess the patient’s satisfaction level related to nursing care in selected units, and To assess the problem faced by patients during hospitalized patients. Purposive Sampling technique was used. Sixty hospitalized patients were involved in the study. The Demographic data is collected through tool Part A and Part B was used to collect the patients satisfactory level through 4point Likerts scale developed in Mostly satisfied, Partially satisfied, Mostly unsatisfied, Partially unsatisfied points in the areas like Communication, Personal Hygiene, General nursing care, Nutrition, Behavior, attitude, punctuality, Environmental Hygiene and Health education and discharge planning. The part C was developed open ended question for Determination of problem faced by patients with nursing Care. The data was analyzed through inferential statistics and it is found that the hospitalized patients were mostly satisfied in the area like nursing care and the behavior, attitude, punctuality as well as environment hygiene, whereas patients were mostly unsatisfied with areas like personal hygiene, General nursing care and Nutrition. The hospitalized patients expressed their opinion that during their hospitalization in particular area, like in personal hygiene they complained regarding insufficient staff and insufficient articles. In terms of food facility they are not satisfied with food serving, fewer alternatives in food items and poor quality of food. Other unsatisfied area is medicine delivery system and poor interdepartmental communication. Patients also provided some precious advices like public relation officer in each ward and good nurse patient ratio is one of the needs for each ward. The study was much helped at administrative level to modify their strategy towards patient care in the Himalayan Hospital trust, HIHT, SRHU, Dehradun.*

Keywords: *Patients satisfaction, Nursing care, Hospitalized patient.*

I. Introduction

Nursing practice is patient derived and patient centered. Accordingly patient’s satisfaction has been strongly advocated by nursing professionals to be an important indicator of quality of nursing care delivery.

Assess patient’s satisfaction, with the care they receive is assuming greater importance in the new-style national health services. More than this, evaluating the effectiveness of nursing care is necessary for developing a sound knowledge base to guide practice. A study done by Dr. S.K. Jawaharlal, Kerala India. On patient’s satisfaction at a super specialty hospital in India, this was to know the satisfaction level of the patient and also get the feedback about the services provided in OPD. The patient was randomly selected. A questionnaire was developed to evaluate the patient satisfaction about OPD services, logistic arrangement, and facility, waiting time, perception about performance of staff, appointment system, behavior of staff support services and any other suggestion of patient. Out of 200 patients 90 – 95% is satisfied with services offered in hospital.

Objective

- 2.1. To assess the patient’s satisfaction level related to nursing care in selected units.
- 2.2. To assess the problem faced by patients during hospitalized patients

Hypotheses

- 3.1. **H₀:** The hospitalized patient never satisfies with the care they receive.
- 3.2. **H₁:** The patient will have some satisfaction from their hospitalization.

II. Review Of Literature:

Literature is reviewed under following heading:

- 4.1. Literature related Patients satisfaction with nursing care.
- 4.2. Literature related to nursing care.

Limitations:

- 5.1. Special units like ICU, CCU, and Dialysis were not involved in the study.
- 5.2. Small number of sample leads to limitation in generalization of finding.
- 5.3. Study is limited to emergency sickness situation.
- 5.4. Study is limited to patient willingness of involvement.
- 5.5.

Variables:

Independent Variables: Nursing Care.

Dependent Variables: Satisfaction Level of Hospitalized patient.

Descriptive Variables: Age, Sex, Duration of Hospitalization, No. of Hospitalization.

III. Research Methodology

Research Approach:

A qualitative non experimental was the research approach.

Research Design:

It adopted Non-experimental descriptive survey design.

Sample and Sampling Technique: The sample for the present study consists of sixty hospitalized patients and Purposive sampling technique was used.

Setting: The present study was conducted in the selected units of Himalayan Hospital in Dehradun.

Inclusion criteria: The hospitalized patients should have minimum stay of 7 [seven] days, Patients units are included those which has atleast 5 Patients who fulfill the sample criteria, Patients are included those who have fully conscious & well oriented to time, place and person and Patients those speaks Hindi or English are included

Data collection method: A, Demographic Data was collected initially, 4 point Likert’s Scale was used to collect satisfactory level of patients and Opininaire was used to determine problem faced by patients with nursing care.

Data collection procedure: A, Demographic Data, Likert’s Scale and Opininaire is used for the collection of data. Patients who are participating in research study were explained by the researcher about the purpose of study and items of a likert’s scale. The likert’s scale distributed to the patient and 24 hours given to them to written the complete likert’s scale Interview method is used for those patients who are not able to read and write the matter.

Validity and reliability: The tool found to be consistent through opinion of experts in different areas who are related to the study topic.

IV. Results:

Findings related to demographic data: Age wise maximum number of sample falls in the category of above 50 years 40% (24) , than 30%(18) belongs to 41-50 years of age group and few patients belongs to 21-30 years and 31-40 years. 50%(30) are male and 50%(30) are female. Mostly patients are middle educated 35%(21). Illiterate are 26.7%(16) and very few come under primary and secondary. Maximum patients have range of 7-15 days of add mission that is 46.7% (28) . Least number of patient 1.6% (1) have completed more than 50 days in HIHT Hospital. Majority of patients has never being admitted before 41.3 %(25), 35.3 %(21) have admitted once and same number of patient have admitted twice or >2 times that is 11.7%(7). Maximum number of satisfaction have been shown towards behavior attitude and punctuality with environmental hygiene that is 96.66 %(58) satisfaction for communication is 95 %(57) and least satisfaction has shown to personal hygiene and Nutrition 705(42) and 73.4 %(44). . It has been noticed that in Opininaire mostly patient shown positive attitude toward nursing care in HIHT. Instead of greater satisfaction level few of the problems Were faced by patients during their hospitalization in particular area, like in personal hygiene they complained regarding insufficient staff and insufficient articles. In terms of food facility they are not satisfied with food serving, fewer alternatives in food items and poor quality of food. Other unsatisfied area is medicine delivery system and poor interdepartmental communication. Sample also provided some precious advices like public relation officer in each ward and good nurse patient ratio in each ward.

V. Conclusion

It has been concluded that there are two most satisfied areas in field of nursing care and these are behavior, attitude, punctuality and environment hygiene. The most unsatisfied area is personal hygiene. General nursing care and nutrition are equally scored. So the result concludes that the maximum Patients are mostly satisfied. In this case both the hypothesis is accepted.

VI. Nursing Implications

The finding of the study have greater implication in care by nursing practice, nursing research in related topics, public awareness and education, nursing administration and hospital administration

1. Nursing Practice:- These studies have greater importance to nursing practice in H.I.H.T. It uncovers few of the hidden aspects for nursing practice like most satisfactory and most unsatisfactory aspects of nursing in this hospital. More than this it will encourage nurses to find out reason behind particular shortcomings. By this way the focus can be meant on personal hygiene maintenance of patient as well as nutritional status. That can enhance the quality care provided by nurses.

2. Nursing research in related topics:- Research is an important aspect of nursing and helps in crucial implementation. Very few studies have been conducted till now in India as well as in H.I.H.T. So more and more studies should be conducted .This study will act as base for future research in related topics like factor affection patient satisfaction and dissatisfaction with nursing care. In the same way other study on staff remuneration facility effecting patient satisfaction with nursing care.

3. Nursing Education:- This study is an inspiration for nursing student as well as nursing staff to improve the education level as well as making them aware regarding importance of patient satisfaction in nursing profession. There is a great need to improve the educational status and standard of nursing, thus it can lead to quality nursing care. By this study nurse will be able to know that all elements like communication, personal hygiene, general nursing care, nutrition, behavior, attitude, punctuality, environmental hygiene, health education and discharge are very important aspects of nursing care.

4. Nursing Administration:- This study shows that there is increase dissatisfaction level of patient related to nutrition. In HIHT nursing administration do not provide any participating and controlling function of nursing staff on hospital mess affairs. This is one of the limitations, on the side of nursing administration. So nursing administration in HIHT can provide some better role to nursing staff in improving patient satisfaction in terms of nutrition. On the other way availability of adequate amount of equipment and supply is the prior responsibility of nursing administration, which is else insufficient according to patient complain.

5. Hospital Administration:- There is various level of administration under hospital administration and nursing is one of the important parts of it. By this study hospital administration can focus their attention towards all aspects of hospital services, these are proper and adequate supply of equipment to improve the quality of care, balance in nurse patient ratio, maintenance etc. It is important to note that there are praising areas are also specified by patient like behavior, conduct and communication of nursing staff and proper maintenance of environmental hygiene.

VII. Recommendations

Based on findings of present study the following recommendation can be suggested for future study.

- 11.1. A study can be done to find out the factor behind satisfaction and dissatisfaction of the patient.
- 11.2. Study can be done on work of community health care professionals.
- 11.3. Study can be conducted on satisfaction of the patient on outpatient department facilities

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