

Family Satisfaction of Nursing Care Provided To Mentally Ill Patients

* Santhi Lithiya Johnson

* Reader, College of Nursing, Christian Medical College, Vellore, India

Abstract: Medical services have expanded rapidly during the recent past. Although cost, quality and access remain the watchwords in health care, the influence of patients and their families' expectations and satisfaction on their health care is a considerable force to reckon with, irrespective of the nature of the illness. The investigator's research interest was to explore the satisfaction of the family towards nursing care provided to the mentally ill at the Department of Psychiatry, Christian Medical College, Vellore. 60 consecutive subjects were assessed regarding their satisfaction towards the nursing care rendered to their family members. Around three-fourth the families were highly satisfied with the basic nursing care needs and 80% of them were obliged with the approach of the nurses. There was a significant association between the level of satisfaction and age of the family members ($p=0.00$), however there was no such association identified with other socio demographic variables statistically.

Keywords: Family, mentally ill, satisfaction, nursing care..

I. Introduction

Satisfaction is a concept that is rooted in human experience and is judged subjectively by individuals (Larrabee and Feffi, 2007). With regards to health sector, it results from patients understanding and acceptance of their health status, the actual logistics of care, and the perception that treatment has resulted or will result in improved health (Brennan, 1995). Moreover, the outcome of any disease is influenced by the decisions to seek care, timely arrival at appropriate diagnosis and treatment services and the receipt of adequate services and the receipt of adequate care from service providers (Koiser, 1991). A study on patient satisfaction with mental health nursing intervention in the management of anxiety reveals that 85% of them were satisfied with emotional support, 90% were satisfied with medication and 80% were satisfied with involvement in discharge care (Webster, 2012), however, there is no significant relation between age, gender, marital status and number of hospitalization. In another study, 52% of the subjects were highly satisfied with the nursing care received and 4% of them were dissatisfied with information given about the patient satisfaction, while there was no association of gender and economic patients to their families. Additionally, patient satisfaction with mental health services in the tertiary care setting found that there was a significant association of age and patient satisfaction. Also, younger people were satisfied with the nursing care. Naveed Gani et al.,(2011).

Thus there are aspects of care that please people, aspects that make people talk and aspects of care that prompt people to seek care elsewhere. Surveys on patient satisfaction give healthcare providers more information about aspects of care such as patient loyalty and interpersonal dynamics that attract people to their healthcare delivery systems. However, there is paucity of literature pertaining to satisfaction of family towards nursing care which warranted the investigator to undertake the current study. For health care systems to thrive, consumer influence and the power of patient satisfaction must be understood, which had led the investigator to tailor the study to assess the satisfaction of family regarding the nursing care provided for their loved ones.

II. Methodology

The study was conducted in the Department of Psychiatry, Christian Medical College, Vellore, India. A descriptive cross sectional design was employed to recruit 50 consecutive subjects who is either blood related / bonded by marriage and stays with the patient for more than a year, who can understand and speak Tamil and or English and between the ages of 18-60 years. Those with severe language or hearing impairment, history of mental illness were excluded from the study. Subjects and their patients were briefly explained about the aim of the study and informed consent was obtained from the participants. Confidentiality and privacy was maintained throughout the data collection procedure. Approval was obtained from the institutional review board.

A semi structured interview schedule was used for assessing the demographic data of patient and family member such as age, sex, religion, marital status, education, occupation, monthly income, type of family, duration of illness, diagnosis, relationship and duration of stay with the patient.

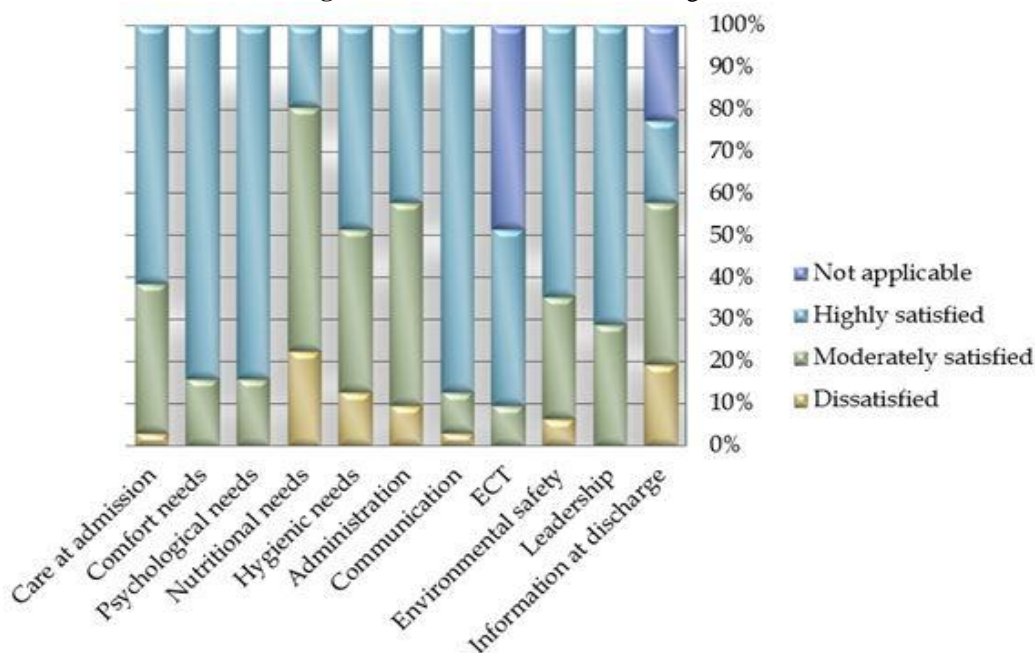
A self-administered questionnaire was prepared by the investigator to assess the family members' satisfaction towards nursing care during admission, discharge, communication, administration of medications, hygiene,

leadership roles of nurses, electro convulsive therapy, and in meeting psychological, nutritional and hygienic needs. The tool was validated by experts in nursing fraternity in the department of psychiatric nursing.

III. Results And Discussion

Among the subjects, majority (39%) belonged to the age group of 45 – 60 years and most of them were Hindu by religion (77%). Around half of the subjects were females (54%) and married (58) and majority of them was spouse by relationship with the patients (79%).

Fig.1. Level of satisfaction of nursing care



Regarding care received at the time of admission, most of the subjects were dissatisfied with the information given about the support services such as billing section, pharmacy, post office, and bank. However, with regard to comfort needs, majority of the subjects were highly satisfied with the care received. Provision of comfort measures ensures pleasant stay for the patient and family members. A cumbersome number subjects (89%) were highly satisfied that nurses are concern to their feelings comparing to 3.2% of subjects who expressed dissatisfaction about psychological support rendered to them which is in par with the study done by Webster (2012) who reported that 85% of the subjects were highly satisfied with the emotional support given by the nurses.

Few of them (19%) were dissatisfied with the explanation given about patient dietary requirements. Half of the subjects were dissatisfied with the cleanliness of toilets and expressed dissatisfaction about the provision of necessary basic care needs like ensuring bath for the patients and providing clean dress. Similar reports were given by Jawahar (2007) who reported that 67.7% are not satisfied with the toilet facility in the hospital.

Administration of medication is an important role for the nurses in which 51.6% of the subjects were highly satisfied with the explanation regarding medication and 16.1% expressed dissatisfaction towards it. In contrast to the current study, Webster (2012) reported that 90% of them were satisfied with the medication information given by the nurses.

Communication is an essential tool for psychiatric nurses 80% of the subjects were highly satisfied with the nurses' communication and overwhelmed by their concern, genuineness and empathy while communicating.

Electro convulsive therapy (ECT) is a therapeutic procedure in psychiatry and it was found that 35.5% of the subjects were highly satisfied with the care related to ECT and 16% of them expressed that they are moderately satisfied with the explanation given about the preparation before ECT. With regard to home care 75% of the subjects were highly satisfied with the information given about importance of medications, side effects and follow up care. However few expressed dissatisfaction towards diet. Age of the subjects had a statistically significant relationship with the level of satisfaction (P=0.02). However, association with other variables didn't show a significant relationship. The study had few limitations. It was conducted among family

members who were staying with the patient in the in-patient department, there might be other members at home, and hence generalization of findings is not possible.

IV. Conclusion

In today's technologically competent era, there is an increase in the demands of the consumers. There is a paradigm shift in the care recipient from customer satisfaction to customer delight. While providing nursing care, it is imperative for the psychiatric nurses to consider the felt needs of the patients and care givers and render nursing care accordingly. The study highlights the areas which warrant scope for improvement in nursing care so that complete satisfaction of care can be evident. On the whole, dignity of the profession can be preserved.

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