

Patients' Satisfaction with Quality Nursing Care At Teaching Hospital, Chitwan

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Abstract: Every Patient interpreted patient's satisfaction differently and meaning can also vary at different time and in different situation. It is an measure outcome of care provided by healthcare personal to the patient. The aim of this study was to assess the patients' satisfaction & perception with quality of nursing care.

A descriptive cross sectional study design was conducted among 196 patients by using probability sampling technique. Data was collected through interview method using Standard tool Patient Satisfaction with Nursing Care Quality Questionnaire [PSNCQQ] by Laschinger from January 22nd to June 10th, 2019.

Data was analyzed by using descriptive and inferential statistics like frequency, percentage, median, standard deviation & chi-square. The finding revealed that majority (51 %) patients had poor satisfaction with quality nursing care provided while 49 % had good satisfaction whereas patients' perception of quality nursing care around 50 % had good perception and less than half of the patients (49.5%) had poor perception.

Keywords: Patients' satisfaction, Nursing care

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I. Introduction

Health is "a state of complete physical, mental and social well being and not merely an absence of disease or infirmity". The function of health care services is to improve the health status of the population [1,2]. Health care service is delivered by any health institute 24 hours a day and 7 day a week. It offers a varying range of acute & critical care services to the needy people by using diagnostic & therapeutic services [3].

Patient satisfaction is treated as an outcome measure of healthcare providers. A satisfied patient is more willing to recommend the hospital to provide his or her care to others. And is considered as patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectation regarding ideal nursing care and their perceptions of actual nursing care [4]. Patients' satisfaction with nursing care has been reported as the most important predictor of the overall satisfaction with hospital care and an important goal of any health care organization [5]. Therefore, dissatisfaction with the nursing care services may further lead to lower utilization of the nursing care services by the patients [6].

Patients' satisfaction in Quality nursing care remains as an important role for patients because nurses are involved in almost every aspect of client's care in hospital. In Nepal, respondents were satisfied with the nurse explanation about nursing station (42.5%) and related departments (16.3%), nurses responsiveness towards their condition (36.3%), with the information before nursing procedure 67.5% and only 15% respondents were satisfied with the interpretation of finding of investigation by nursing staff [7]. In India, patients were satisfied with the service at the admission counter (80%) while with room preparation at the time of admission (81%), nursing service (80%) and explanation about disease and treatment by doctor (82%). Likewise, the behavior of health personnel and orderlies were satisfied by 92% and 83% of patient. A study from Emergency Outpatient Department in a Tertiary care Hospital reported that almost half (44%) of the subjects rated nursing care as very good and 48% rated it as good [8]. Likewise cross-sectional study was conducted at District Headquarter Hospital Dera Ismail Khan only 45 % patients were satisfied with care provided, while 55 % were partially dissatisfied [9], and also Cross -sectional study was conducted a District Headquarter Hospital Dera Ismail Khan , 100 consecutive patients admitted in hospital in which only 45 % patients were satisfied with care provided, while 55 % were partially dissatisfied [10].

II. Materials And Methods

A cross-sectional study was carried out to explore patient satisfaction with quality of nursing care admitted in medical ward (Tropical ward , Respiratory ward, Gastro ward & Nephro ward) surgical(A & B) ward & orthopedic ward of Chitwan Medical College Teaching Hospital (CMC-TH). The sample size was calculated by using "Sample Size Determination In Health Studies by WHO" in which

degree of precision (d)=7%,
prevalence (p)= 0.5 ,
sample size (n)= 196

Where z= corresponding to 95% confidence level which was 1.96

Desired sample size was 196 and Ward Was selected purposively and sample size was calculated proportionately whereas, convenient sampling technique was used to select the study sample.

Inclusion criteria: Those patients aged 18 years and above admitted at least three days in different ward, willing to participate were included in the study.

Exclusion criteria: Those patients who had cognitive impairment, critically ill, and had communication problem were excluded from the study.

The data were collected by Face to face interview schedule by the researchers herself using standard tool on Patient Satisfaction With Nursing Care Quality Questionnaire [PSNCQQ] developed by by Dr. Heather K. Spence Laschinger on the discharge day.

The entire study period was January 22nd to June 10th , 2019. Prior to data collection, ethical approval was taken from Chitwan Medical College-Institutional Review Committee (CMC-IRC). All participants were informed about the purpose of the study and written informed consent was obtained from the patients before data collection. All collected data were checked daily for its completeness, consistency and accuracy. The Statistical Package for Social Sciences (SPSS) for windows version 17.0 was used for data entry and analysis. The patient characteristic variables were evaluated using descriptive statistics (i.e., median, standard deviation, frequency,) and inferential statistics such as chi-square test was used to find the association between variables.

III. Result

Table1: Respondents' Socio-demographic Characteristics

n=196

Variable	Frequency	Percentage
Age in years		
18-33	68	34.7
34-39	50	25.5
50-65	38	19.4
More than 65	40	20.1
Gender		
Male	105	53.6
Female	91	46.4
Caste		
Brahmin/Chhetri	106	54.1
Janjati	76	38.8
Others	14	7.1
Religion		
Hindu	175	89.3
Buddhist	17	8.7
Others	4	2.0
Educational status		
Literate	145	74
Illiterate	51	26
If literate ,		
General literate	35	17.9
Basic literate	29	14.8
Secondary literate	56	28.6
Bachelor level and above	25	12.8
Marital status		
Single	26	13.3
Married	161	82.1
Widowed	9	4.6
Occupation		
Service holder	30	15.3
Self business	65	33.2
others	101	51.5
Department		
Surgery	45	23
Orthopedics	39	19.9
Medical	112	57.1
Recent hospital stay		
Yes	52	26.5
No	144	73.5
If yes , specify the duration		
1-2 times	39	19.9
More than 2 times	13	6.6
Process of admission		
Emergency	129	65.8
Another department	7	3.6
OPD	49	25
Referral	11	5.6

The result showed patients' socio-demographic characteristics. Out of 196 patients , Majority 68(34.7%) were of 18-33 years, 105 (53.6%)were male whereas 91(46.4%) were female .Most (89.3%) of respondents were Hindu. likewise, 106(54.1%) were Brahmin and chhetri .

Regarding educational status, 145 (74%) of the respondents were literate among which 56(28.6%) had secondary level of education

Majority 161(82.1%) of the respondents were married, likewise 65(33.2%) had their own business and 101(51.5%) were involved in other occupation.

Concerning departments, more than half 112(57.1%) of the respondents were admitted to medical ward, highest 144(73.5%) were not hospitalized whereas, 39(19.9%) were hospitalized once or twice. Regarding the admission through departments 129(65.8%) were admitted through Emergency.

Table 2: Patients' Level of satisfaction with Quality nursing care at teaching hospital

Level of satisfaction	Frequency	Percentage
Good satisfaction (median \geq 70)	96	49
Poor satisfaction (median $<$ 70)	100	51
Total	196	100.0

Median Score = 70, IQR= Q3-Q1=130 – 42=88, Minimum Score = 42, Maximum score = 130

The result showed that among 196 respondents, more than half (51%) had poor satisfaction towards quality nursing care and less than half (49%) had good satisfaction towards quality nursing care at teaching hospital as shown(table 2)

Table 3: Patients' Level of perception with Quality nursing care at teaching hospital

Level of perception	Frequency	Percentage
Good perception (median \geq 16)	99	50.5
Poor perception (median $<$ 16)	97	49.5
Total	196	100.0

Median Score = 16, IQR= Q3-Q1=20 – 8=12, Minimum Score =8, Maximum score = 12

The result showed among 196 respondents, more than half (50.5%) had good perception towards quality nursing care and less than half (49.5%) had poor perception towards quality nursing care at teaching hospital as shown (table 3)

Table 4: Relationship between satisfaction scores and perception scores with quality nursing care at teaching hospital

Variables	Correlation (r)	df	n=196
Satisfaction Perception	r= 0.7	194	

The result showed a significant relationship between satisfaction and perception with quality nursing care with $r=0.7$ ($p<0.05$) with $df= 195$ as shown (Table 4)

Table 5: Association between patient's satisfaction with quality nursing care with demographic Characteristics

Variables	Level of satisfaction		χ^2	<i>p</i> -value	n=196
	Good n(%)	Poor n(%)			
Age in years					
18-33	33.3	34.7			
34-39	25.5	25.5			
50-65	19.4	19.4	1.363	0.714	
More than 65	19.6	20.4			
Department					
Surgery	22	15.3			
Orthopedics	19.1	33.2	18.43	0.00*	
Medical	54.9	51.5			

Level of significance at $<$ 0.05

This result showed a significant association between the department with satisfaction and demographic variables as shown (Table5)

Table 6: Association between patient's perception with quality nursing care with demographic Characteristics

Variables	Level of perception		χ^2	p-value
	Good n(%)	Poor n(%)		
Age in years				
18-33	34.3	33.7	4.701	0.198
34-39	25.3	24.7		
50-65	19.2	18.8		
More than 65	20.2	19.8		
Religion				
Hindu	88.4	88.6	12.347	0.000*
Others	10.6	10.4		
Department				
Surgery	22.7	22.3	7.692	0.0021*
Orthopedics	19.7	19.3		
Medical	56.6	55.4		

Level of significance at < 0.05

This result showed a significant association between the department and religion with perception with quality nursing care and socio-demographic variables as shown (table 6)

IV. Discussion

In regards to the socio- demographic characteristics majority of the patients (34.7%) were in the age group between 18-33 years age . There were more male (53.6%) patients ,74% were literate and only 28.6% level secondary. This finding is inconsistent with a study where majority of the subjects (60%) were in the age group between 41-60 years of age. Mean age was 49.2(yrs) \pm 16.2 with the range of 14 to 82 years. There were more male (56%) patients. 68% were undergraduates, around 20% were illiterate [8].

Concerning department of admission, Out of 196 patients in which more than half (57.1%) of the patients were from Medical ward similarly surgical (23%) & orthopedic ward (19.9%). The finding of the study is inconsistent with the study done in Cyprus 49.1% patients were from medical and 165 surgical patients (50.9%) [11].

Majority (51 %) patients had poor satisfaction with quality nursing care provided while 49 % had good satisfaction. This finding is consistent with a study conducted in Nepal reported that inconsistent finding was found where overall satisfaction level with health care services was 75.9% [12] Likewise nursing care it was found that most of the patients were satisfied as 52% expressed excellent satisfaction, 44% very good and only 4% reported good satisfaction ¹⁰ . The study conducted in Malaysia , majority of these respondents (82.8%) were satisfied with the nursing care provided to them, while the others (17.2%) were not[13].The study conducted in Jordan revealed that perception regarding quality nursing care was found to be 70% which is contradictory to the finding of the present study i.e.50.5%[14].

V. Conclusion

The conclusion of the observation is as follows:

On the basis of all the information collected and analyzed, the study has come up with the conclusion that more than half respondents had poor satisfaction with quality nursing care likewise, More than half of respondents had good perception. It has been found that satisfaction and perception with quality nursing care Likewise, among the socio demographic variables, the associated factors of satisfaction with quality nursing care among patient's is found in department of admission. Where as perception is positively associated with religion and department of admission. In conclusion, based on the findings of this study, it is evident that the level of satisfaction of the patient's regarding the quality of nursing care is unsatisfactory.

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