

PATIENTS' SATISFACTION WITH QUALITY OF NURSING CARE AT A HOSPITAL, MORANG

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ABSTRACT

Background: Nursing care is crucial for patient satisfaction, as nurses are involved in almost every aspect of a patient's hospital experience. They have more frequent interactions with patients than any other healthcare professional. This study aimed to assess patients' satisfaction with the quality of nursing care at a hospital.

Methods: A descriptive cross-sectional research design was utilized for this study, which took place at Koshi Hospital in Biratnagar. The target population included both male and female patients from selected wards (medical, surgical, gynaecological, and orthopaedic) who were admitted to Koshi Hospital. The sample size consisted of 95 patients, selected using a convenient sampling technique. Data was collected using the standard tool, Patient Satisfaction with Nursing Care Quality Questionnaire [PSNCQQ], and an exit interview was conducted. The data was entered and analyzed using SPSS version 16, with descriptive statistics used to identify levels of satisfaction with quality nursing care.

Results: The standard of nursing care received a satisfaction rating of 61.63% from patients. Additionally, patient satisfaction with the quality of nursing care was found to be influenced by several factors, including the nurse's time spent with patients (52.63%), their efficiency in carrying out their duties (51.58%), their availability at all times to provide care for patients (52.63%), their prompt response to patients' calls (53.68%), their ability to keep patients informed about their needs and conditions (57.89%), and their manner of communication with them.

Conclusions: Over half of patients express full satisfaction with the standard of nursing care delivered by nurses. It is imperative for healthcare authorities to devise strategies aimed at enhancing nursing care, enabling nurses to provide high-quality care for their patients.

Keywords: PSNCQQ, quality of nursing care, satisfaction

INTRODUCTION

Patient satisfaction with nursing care is seen as a key determinant of the calibre of medical services offered in hospitals and as a method of assessing the effectiveness of medical services.^{1,2} Indicators of high-quality care include patient satisfaction. Thus, by charting patient satisfaction with nursing care, the quality of work can be evaluated. Satisfaction with care is an important instrument for measuring the quality of health services and identifying what can be improved in care practice. Patient satisfaction has been conceptually described as

the patient's assessment of the value and calibre of the care received.³

Patient satisfaction is essential to obtaining a comprehensive understanding of the patient's needs and their opinion of the service received. It is a vital tool in evaluating the quality of healthcare delivery services in hospitals.^{4,5}

Patient perception of the care received from nursing staff when they were hospitalized is known as patient satisfaction with nursing care. Additionally, patient satisfaction measurement provided key performance

information, thus contributing to overall quality management. Patients were less satisfied with nurses' informational delivery and more satisfied with their care and concern.⁶ The majority of participants (72.3%) expressed moderate satisfaction with the standard of nursing care, while 23.8% expressed great satisfaction.⁷

In southwest Nigeria, nursing care is generally observed as an important determinant of overall patient satisfaction during hospital admission. Approximately, 62% of the patients were satisfied with the overall nursing care they received at the hospital. Most particularly, patients were satisfied with overall nurse-patient interaction (76.9%), the nurse's admission and provision of information (61.3%), and the nurse's attitude and performance of duty (61.6%). An overall 48% level of dissatisfaction with the services was observed.⁸ The most important factors that affect patient satisfaction are the waiting time before admission, the safety of services, a comfortable environment, and the proper level of care and attentiveness.⁹

About one in two patients were not satisfied with the nursing care provided in Ethiopia, which may be attributed to several factors.² Patient satisfaction is an essential parameter in the assessment of quality of care and healthcare facility performance.¹⁰ Therefore, this study aimed to find out the level of satisfaction with quality nursing care among patients admitted to a hospital.

METHODS

A descriptive cross-sectional research design was utilized to assess the level of satisfaction with the quality of nursing care among patients admitted to Koshi Hospital in the Morang district of Nepal. The target population included both male and female patients in selected wards (medical, surgical, gynaecological, and orthopaedic), which were purposefully chosen. The sample size consisted of 95 patients, selected using a consecutive sampling technique. Patients aged 18 years and older, admitted for at least three days in a different ward, and willing to participate were included in the study, as were patients who were discharged on the day of data collection. Patients with cognitive impairment, critical illness, and communication problems were excluded from the study.

Data was collected using the validated Patient Satisfaction with Nursing Care Quality Questionnaire [PSNCQQ], developed by Laschinger, McGillis Hall, Pedersen, and Almost. An exit interview technique

was used to collect the data, following approval from the Research Committee of Purbanchal University and permission from Koshi Hospital. Before data collection, all respondents were informed about the study's purpose and significance, and written informed consent was obtained from each patient. Patients were assured that their data would be kept private and confidential. The researcher collected the data and informed the patients of their right to participate, refuse, or withdraw from the study at any time. After data collection, any queries from the respondents were addressed, and informal health teaching was provided.

The collected data was checked for completeness and accuracy, then edited, coded, and entered into the computer using the Statistical Package for Social Science (SPSS-16 version) for further analysis. Descriptive statistics were used to analyse and interpret the data according to the study's objectives and research questions.

RESULTS

Out of 95 respondents, the majority were in the 36–50 age group, more than half (57.89%) were female, 21.05% were from the Brahmin community, and 1.05% were from the Muslim ethnicity. Regarding the educational status, less than half (42.10%) of respondents were literate, and 57.89% were illiterate. Similarly, 42.11% of respondents were farmers (Table 1).

Table 1. Socio-demographic characteristics of the patients n=95

Characteristics	Number	Percent
Age in completed years		
18-35	11	11.58
36-50	34	35.79
51-65	20	21.05
>65	30	31.58
Sex		
Male	40	42.10
Female	55	57.89
Ethnicity		
Brahmin/Chhetri	20	21.05
Muslim	1	1.05
Madeshi	27	28.42
Sansati	24	25.26
Dalit	23	24.21
Literacy status		
Literate	40	42.10
Illiterate	55	57.89

Characteristics	Number	Percent
Education level		
Primary	20	50
Secondary	15	37.5
Higher secondary	5	12.5
Occupation status		
Farmer	40	42.11
Business	20	21.05
Service	18	18.95
Labour	17	17.89

Regarding the medical history of the respondents, more than half (63.16%) were previously hospitalised, 21.67% were admitted four or more than four times and 42.10% were admitted to the medical ward (Table 2).

Table 2. Information on medical history of the respondents n=95

Characteristics	Number	Percent
Previous hospitalization	60	63.16
Frequency of hospitalization		
1time	15	25.0
2 times	20	33.33
3 times	12	20.0
>4 times	13	21.67
Admitted ward		
Medical	40	42.10
Surgical	13	13.68

Characteristics	Number	Percent
Orthopaedic	22	23.16
Gynaecology	20	21.05

Respondents were asked about their satisfaction with nursing care. Regarding the time spent by the nurse, more than half (52.63%) of respondents were fully satisfied and 2.11% were not satisfied. Concerning the handiness of the nurses in doing their work, 51.58% of respondents were fully satisfied. Similarly, 52.63% of respondents were fully satisfied with the availability of nurses at all times to provide care, 53.68% were fully satisfied with nurses appearing right away when called by the respondents, 3.16% were not satisfied with the communication done by the nurses and 89.47% of respondents were fully satisfied with nurses communicating with patients' families and doctors. More than half (62.11%) of respondents were fully satisfied with listening problems, 53.68% were fully satisfied with the extent of liberty allowed in the ward, and 75.79% were fully satisfied with awareness of needs in respect of care and treatment. Similarly, 75.79% of respondents were fully satisfied with the amount of peace in the ward, 77.89% were fully satisfied with the teamwork between nurses and 84.21% were fully satisfied with the courtesy and respect (Table 3).

Table 3. Patients' satisfaction with quality of nursing care

n=95

Nursing care parameters	Not satisfied No. (%)	Rarely satisfied No. (%)	Satisfied No. (%)	Fully satisfied No. (%)
Amount of time spent for you by the nurse.	2 (2.11)	2 (2.11)	41 (43.16)	50 (52.63)
Handiness of the nurses in doing their work	1 (1.05)	2 (2.11)	43 (45.26)	49 (51.58)
Availability of nurses at all times to give care to you	3 (3.16)	1 (1.05)	41 (43.16)	50 (52.63)
Nurses appear right away when you call them.	4 (4.21)	2 (2.11)	38 (40.0)	51 (53.68)
Communicated with you & your families.	3 (3.16)	2 (2.11)	35 (36.84)	55 (57.89)
Nurses kept you informed about your condition and needs	2 (2.11)	5 (5.26)	37 (38.95)	51 (53.68)
Adjustment of nurses' schedules to your needs	3 (3.16)	3 (3.16)	39 (41.05)	50 (52.63)
Nurses helped you adequately	0	1 (1.05)	45 (47.37)	49 (51.58)
The way the nurses communicate with your relatives and friends.	1 (1.05)	1 (1.05)	53 (55.79)	40 (42.11)
Attitude of the Nurse in doing their work	2 (2.11)	0 (0.00)	43 (45.26)	50 (52.63)
Nurses treat you like an important person	0 (0.00)	0 (0.00)	35 (36.84)	60 (63.16)
Nurses listen to your concerns and problems	1 (1.05)	1 (1.05)	34 (35.79)	59 (62.11)
The extent of liberty allowed to you in the clinic/ward	2 (2.11)	0 (0.00)	42 (44.21)	51 (53.68)

Nursing care parameters	Not satisfied No. (%)	Rarely satisfied No.(%)	Satisfied No.(%)	Fully satisfied No.(%)
Nurses respond voluntarily / willingly to your requests concerning your care and treatment.	0(0.00)	0(0.00)	35(36.84)	60(63.16)
Nurses show respect for your privacy	1(1.05)	1(1.05)	23(24.21)	70(73.68)
Nurses are aware of your needs concerning your care and treatment	1(1.05)	2(2.11)	20(21.05)	72(75.79)
Amount of peace	5(5.05)	4(4.11)	21(21.05)	65(75.79)
Nurses communicate with patient's families and Doctors.	2(2.11)	3(3.16)	5(5.26)	85(89.47)
The teamwork between nurses who took care of you.	1(1.05)	0(0.00)	20(21.05)	74(77.89)
Courtesy and respect you were given	0(0.00)	0(0.00)	15(15.79)	80(84.21)

Regarding the average level of patient satisfaction with quality nursing care, very few (2.10%) of respondents were not satisfied with nursing care, one-third (35.73%) of respondents were satisfied, and more than half (61.05%) of respondents were fully satisfied with quality nursing care (Table 4).

Table 4. Average level of patient satisfaction on quality of nursing care
n=95

Patients satisfaction	Frequency	Percent
Not Satisfied	2	2.10
Rarely Satisfied	2	2.10
Satisfied	33	35.73
Fully Satisfied	58	61.05

DISCUSSION

Nursing care quality is considered one of the desired outcomes of overall health care quality. Good care attracts and keeps the client satisfied, recommends more patients for treatment, and improves the impression of the organisation as a service provider. Quality is expected in any hospital to attract patients.

Among 95 respondents, 35.79% were from the age group 36–50 years. The age range of respondents was between 18 and 65 years, which is similar to other studies in which the age group of respondents ranged from 18 to 56 years.^{6, 12} More than half of patients (58.0%) are female, and 42.0% are male.

Regarding the medical history of respondents, out of 95, more than half (63.16%) of respondents were previously hospitalised. More than one-fourth of patients (33.33%) had been hospitalised twice. This came in consistent with a study that revealed that patients with a history of admission to the hospital during the last two years found nurses more caring.¹³ It seems that longer stays in

hospitals increase patients' opportunities for receiving more nurses' care and observing their caring behaviours. On the other hand, the findings of this study seemed to be similar to other study revealed that shorter lengths of stay in hospitals may contribute to changes in patients' perceptions of nurse care and satisfaction with nursing care.¹⁴

Concerning the department of admission, out of 95 respondents, less than half (42.10%) were admitted to the medical ward, similar to the orthopaedic ward (23.16%), the gynaecology ward (21.05%), and the surgical ward (13.68%). This finding of the study is inconsistent with the study done in Chitwan, which reveals that out of 196 patients, more than half (57.1%) were from the medical ward, similarly surgical (23%) and orthopaedic ward (19.9%).¹²

Regarding patient level of satisfaction with the quality of nursing care, it was revealed that very few (2.10%) of patients were rated not satisfied, 33 (35.73%) were satisfied, and more than half of patients (61.05%) were fully satisfied with the quality of care. This finding is consistent with a study conducted in Pakistan found that 45% of patients were satisfied with the care provided, while 55% were partially dissatisfied. Patients felt nurses were good at providing privacy when needed. Patients also felt nurses were excellent, as they were very regular in routine vital signs check-ups. The findings of the study are inconsistent with the study done in Teaching Hospital, Chitwan, which showed that the overall satisfaction level with health care services was 75.9% with a mean score of 24.19±2.92. Regarding different components of service, the level of satisfaction was high: 764 (98.5%) with access to care and 710 (91.5%) with quality of care.¹⁵ In contrast to this study conducted in the Teaching Hospital, Chitwan revealed that the majority (51% of patients)

had poor satisfaction with the quality of nursing care provided, while 49 % had good satisfaction satisfaction.¹²

The findings of the study revealed that 61.05% of respondents were fully satisfied with the quality of nursing care, which was contradictory to the study done by Skhvitaridze et al., which revealed that overall, most (89%) of patients described nursing care as excellent.¹⁶ The most important factors that affect patient satisfaction are the waiting time before admission, the safety of services, a comfortable environment, and a proper level of care and attentiveness. On the other hand, the findings of this study seemed to be in contrast to previous studies conducted in Iran, which showed that the majority of these respondents (82.8%) were satisfied with the nursing care provided to them. In comparison, the others (17.2%) were not satisfied with the nursing care.¹⁷

In the present study, fully satisfied with the quality of nursing care, which includes the amount of time spent by the nurse for patients (52.63%), the handiness of the nurses in doing their work (51.58%), the availability of nurses at all times to give care to patients (52.63%), nurses appearing right away when patients call them (53.68%), nurses keeping patients informed about their condition and needs (57.19%), the way the nurse communicates with patients relatives and friends (42.11%), the way the nurse listens to patients concerns and problems (62.11%), and the nurse communicates with patients' families and doctor (89.47%).

In the present study, it was found that three-by-fourths (73.68%) of patients were satisfied with respect for maintaining privacy, which is similar to the study done in the Teaching Hospital in Chitwan, which reported that 91.2% were satisfied with maintaining privacy measures.¹⁵

This study reveals that 84.21% of patients were satisfied with the courtesy and respect they were given; friendliness and kindness, which is consistent with the study done in Turkish, showed that patients were more satisfied with the "Concern and Caring by Nurses" and less satisfied with the information you were given. How clear and complete the nurses' explanations were about tests, treatments, and what to expect. Patients (63.9%) described the nursing care offered during hospitalisation as excellent.⁶

Patient satisfaction is one of the most desired outcomes of health care, and it is directly related to the effective utilization of health services. This study could not include an intensive care unit or an emergency department. A

similar study can be conducted by increasing the sample size.

CONCLUSIONS

The study found that over half of the patients were completely satisfied with the nursing care provided by the hospital's nurses. However, nearly one-third of patients expressed full satisfaction with the nurses' communication with patients, relatives, and friends. Similarly, only half of the patients were fully satisfied with the amount of time spent with them in the hospital. These findings indicate a need for improvements in certain aspects of nursing care, such as communication techniques, time spent with patients, maintaining a positive attitude, and providing adequate assistance when needed. It is important for the healthcare system to develop strategies to improve nursing care so that nurses can provide high-quality care to their patients.

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CONFLICT OF INTEREST

This study has no conflict of interest.

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