



Assessment of level of satisfaction regarding quality of nursing care among patients

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| Article History: | Abstract |
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| <p>Received on: 27 Jul 2023 Revised on: 02 Aug 2023 Accepted on: 23 Aug 2023</p> <p><i>Keywords:</i> Patients' Satisfaction, Quality of Nursing Care Level, Satisfaction, Quality, Nursing Care, Patients,</p> | <p>Background: It has recently become increasingly popular and useful to study patient satisfaction because it gives health care providers and managers the chance to improve public health facilities' services. There is evidence that nurses' work environments are both directly and indirectly linked to patient satisfaction. Nursing care quality is largely measured by patient satisfaction. Aim and objectives: This study aimed to Find out what is related to patient satisfaction with nursing care and what demographic variables are associated with patient satisfaction. Materials and Methods:A survey, The study was conducted using a descriptive purposive sampling technique. Among nursing care quality measures, patient satisfaction is high was assessed by using the LANSCINGER (PSNCQQ) questionnaire. Results: The majority 41(82%) of the patients The quality of nursing care was highly satisfactory to 9 (30%) of respondents and satisfied to 9 (18%) of respondents & none of them were dissatisfied. Conclusion: Quality-of-care reforms and, more generally, the delivery of health care are increasingly dependent on consumer satisfaction. The patient satisfactions in nursing care may enhance confidence and enthusiasms among Nursing Professionals.</p> |

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INTRODUCTION

“Our greatest joy and satisfaction come from the act of giving – Leo Buscaglia”

In order for health care institutions to stay economically viable, improving patient satisfaction is necessary. In health care sector [1], quality of patient satisfaction is largely influenced by the client's overall satisfaction with their health care provider. Many people now have access to science, technology, and information because of the globalized world that we live in. As nurses, we are faced with the challenge of improving our work processes so that we can provide our patients with the best possible care [2].

It is nursing's responsibility to ensure that the quality of care it provides, its provisions to patients, its institution, ethical standards, laws, and professional standards, as well as its performance contribute to the patient's satisfaction and the valuation of care. In developed countries, patient satisfaction has been suggested as an indicator of care quality as well as an independent measure of patient satisfaction. A chance to construct an outcome indicator, which provides managers with some options for decisions on transformations and innovations, can be found in what patients have to say about the care they receive and about their satisfaction. [2]

Since nursing staff consists primarily of health professionals and is constantly by patients' sides to satisfy their needs, patient satisfaction is particularly important. Therefore, the nursing staff constitutes an overbearing aspect of maintaining and restoring the health of patients. According to the literature, nursing interventions influence patients' overall satisfaction with nursing services in a significant way. In 1957, the nursing department began to gauge the satisfaction of patients with health services [3].

The health care providers at a particular hospital may maintain beneficial relationships with patients who are satisfied with the services provided. Furthermore, such patients tend to adhere well to their prescribed treatment plans and maintain positive relationships with their doctors. This may facilitate collaboration between them and their providers in the long run. Consequently, tertiary care hospitals regard customer satisfaction as crucial to institutional viability and strive to meet societal health care demands and changing health care environments [4].

Nursing is the profession that spends the most time with patients of all the healthcare workers. Because of this, nurses have the opportunity to influence and promote effective relationships with consumers [5]. An important factor explaining how patients perceive service quality is patient satisfaction with nursing care. A higher level of patient satisfaction appears to be measured in inpatient care, since the interactions between patients and nursing staff in a ward setting are high, and the illness itself affects nurses' attention [6]. The researcher assumes

that patient satisfactions in nursing care may provide confidence and enthusiasms among Nursing Professionals. Hence the researcher has undertaken this study to assess the Nurses' quality of care is rated by patients as satisfactory. [7]

Problem Statement

Findings from a study of nursing caregivers' satisfaction with the quality of care they received Patients admitted at public health centre, west Mambalam, Chennai.

Objectives of the study

1. In this study, we aim to assess patients' satisfaction about the quality of nursing care they receive admitted at Public Health centre.
2. The aim of this study is to discover if the satisfaction levels of patients are related to their chosen demographics.

RESEARCH METHODOLOGY

Survey approach and an assessment of patient satisfaction with nursing care was conducted using a descriptive research design. The main study was conducted at Public health centre, westmambalam, Chennai. [8] Totally 50 inpatients who fulfilled the sample selection using a non-probability purposive sampling technique, criteria were selected as samples. Introduction about the self and the study was given to inpatients. The patients were made comfortable and privacy was given and Assurance that nursing care is of high quality was assessed by using the LANSINGER (PSNCQQ) by means of SAQ. The tool consists of 15 quality questions regarding Providing quality nursing care and ensuring patient satisfaction. [9]

Results:

A: Distribution of demographic variables of the patients.

Out of 50 subjects Majority, 19(38%) of them were in the age group of 20-30 years, 34(68%) of them were females. Concerning the educational status, 13(26%) of them were graduated, 48(96%) of them were married and in regard to the occupational status of patient, 25(50%) were unemployed and 11(22%) of them were self-employees.

In view of monthly income, 20(40%) were earning Rs.3000-5000, and regarding previous hospital admission, 18(36%) were previously

admitted in hospital, 29(58%) of them were hospitalized for less than 5 days and 21(42%) of them were hospitalized for more than 5 days. [10]

B: The satisfaction level of patients with nursing care is assessed.

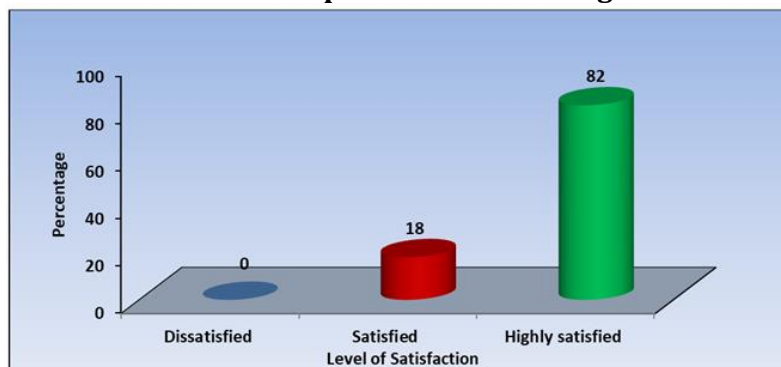


Figure1: Nursing care quality satisfaction level

C: Assessment of an analysis of the association between patient demographics and nursing care satisfaction.

| Demographic Variables | Satisfied | | Highly satisfied | | Chi-Square Value |
|-----------------------|-----------|------|------------------|------|---|
| | No. | % | No. | % | |
| Age | | | | | |
| 20 – 30 | 2 | 4.0 | 17 | 34.0 | $\chi^2=3.529$ d.f = 4 p = 0.473 N.S |
| 31 – 40 | 0 | 0 | 5 | 10.0 | |
| 41 – 50 | 2 | 4.0 | 5 | 10.0 | |
| 51 – 60 | 2 | 4.0 | 4 | 8.0 | |
| 60 above | 3 | 6.0 | 10 | 20.0 | |
| Sex | | | | | |
| Male | 4 | 8.0 | 12 | 24.0 | $\chi^2=0.781$ d.f = 1 p = 0.377 N.S |
| Female | 5 | 10.0 | 29 | 58.0 | |
| Education | | | | | |
| Unemployed | 1 | 2.0 | 3 | 6.0 | $\chi^2=1.147$ d.f = 4 p = 0.887 N.S |
| Primary education | 2 | 4.0 | 9 | 18.0 | |
| Secondary education | 2 | 4.0 | 8 | 16.0 | |
| Higher secondary | 1 | 2.0 | 11 | 22.0 | |
| Graduated | 3 | 6.0 | 10 | 20.0 | |
| Occupation | | | | | |
| Government employee | 2 | 4.0 | 2 | 4.0 | $\chi^2=8.635$ d.f = 3 p = 0.035 S* |
| Private employee | 2 | 4.0 | 8 | 16.0 | |
| Unemployed | 1 | 2.0 | 24 | 48.0 | |
| Self employed | 4 | 8.0 | 7 | 14.0 | |
| Marital status | | | | | |
| Married | 9 | 18.0 | 39 | 78.0 | $\chi^2=0.457$ |
| Unmarried | 0 | 0 | 1 | 2.0 | |

| | | | | | |
|---------------------------|---|------|----|------|---|
| Separate | - | - | - | - | d.f = 2 |
| Widow | 0 | 0 | 1 | 2.0 | p = 0.796 N.S |
| Monthly income | | | | | |
| 3000 – 5000 | 3 | 6.0 | 17 | 34.0 | |
| 5001 – 7000 | 1 | 2.0 | 6 | 12.0 | $\chi^2=2.690$ |
| 7001 – 10000 | 1 | 2.0 | 10 | 20.0 | d.f = 3 |
| 10001 above | 4 | 8.0 | 8 | 16.0 | p = 0.442 N.S |
| Previous admission | | | | | |
| Yes | 3 | 6.0 | 15 | 30.0 | |
| No | 6 | 12.0 | 26 | 52.0 | $\chi^2=0.034$ d.f = 1 p = 0.854 N.S |
| Length of stay | | | | | |
| Less than 5 days | 5 | 10.0 | 24 | 48.0 | $\chi^2=0.027$ |
| 5 days | 4 | 8.0 | 17 | 34.0 | d.f = 1 p = 0.870 N.S |

*p<0.05, S – Significant

This table depicts that there was a significant association found Dissatisfaction with a patient's occupation (χ^2 -8.635 P<0.035 with df=3) and it was statistically significant at 0.05 level. [11-13]

DISCUSSION

The findings revealed that, among 50 patients, 41(82%) Nineteen percent of inpatients were highly satisfied with the nursing care they received at public health centre, westmambalm, Chennai.

According to Rajeswari.T., (2011), the findings of this study were supported by a study conducted at the SreeChitraTirunal Institute for Medical Sciences and Technology for assessing patient satisfaction with the quality of nursing care provided in the neuromedical department. In terms of age, the sample averaged 44.7 years of age. Seventy percent of the sampled persons reported good satisfaction, thirty percent reported excellent satisfaction, and none reported poor satisfaction. [7, 14].

In the present study, it was also detected that satisfaction levels were significantly associated with Occupation of the patient (χ^2 - 8.635 P<0.035 with df=3) and it was statistically significant at 0.05 level.

An investigation of patient satisfaction with quality of nursing care at SRM General Hospital, Kantankullathur was conducted by Akilandeswari, konduru, T.Sujatha, Judie (2015). As a result of the survey, 66 (66.0%) of them have expressed good satisfaction, 34 (34.0%) have expressed moderate satisfaction and none of them have expressed poor satisfaction.[15] Females, older patients, and patients who spend fewer days hospitalized are more likely to benefit than patients who have been hospitalized for an extended period of time[8].

CONCLUSION

In order to determine whether hospital services are effective and cost-effective, it is important to assess the satisfaction of patients. There is a wide variety of assessment techniques which helps to improve the qualities of nursing care that can be incorporated into the conventional care and practice. Understanding the knowledge of patient feelings and expectation is more vital component in any health care delivery system. The researcher from the results of her present study concluded that assessment In terms of patient satisfaction with nursing care quality is needed to improve the nursing care.

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