

## Patient Satisfaction with Nursing Care

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### Abstract

**Objective:** To examine the level of satisfaction with specific dimensions of nursing care in an effort to provide quality improvement knowledge that will lead to understand and identify the principle drivers to patient satisfaction.

**Methods:** This cross-sectional study was conducted at District Headquarter Hospital Dera Ismail Khan, from July 1, 2006 to August 31, 2006.

In the description of nursing care, we have used a Questionnaire regarding satisfaction which was administered by the investigator in line with Henderson's basic nursing care model..

Six dimensions of care were selected for examination.

**Results:** Total 153 eligible patients were identified and invited for interview through questionnaire. Out of these, 122 patients agreed to participate. Overall, patients had a variable experience of nursing care; 45 % patients were satisfied with care provided, while 55 % were partially dissatisfied. Among 6 dimensions of care, 94 % liked nursing practice of keeping privacy of patients. When asked about behavior, 90 % patients were not feeling comfortable talking to nurses. Only 10 % felt nurses were excellent. 84 % patients had negative experiences as they observed nurses were not attentive to their needs, particularly at night. The same percentage also had negative perception with respect to physical care. Overall, the data showed that patients' expectations were not sufficiently met

**Conclusion:** Nursing care is a key determinant of overall patient satisfaction during hospital admission. Patients' comments suggest that number of concerns must be addressed. The nurses need to know what factors influence patient satisfaction, if we must improve the quality of health care. (Rawal Med J 2007;32:28-30)

**Key Words:** Nursing, patient, hospital, satisfaction.

### INTRODUCTION

Quality of care is a system approach to health services, which emphasizes both technical competence as well as interpersonal dimension of "health care giving process". Client's/patient's satisfaction is one of the two main components of quality of care which includes respect for the client/patient and understanding the needs of the client and providing services accordingly.<sup>1</sup>

Patient satisfaction is a major indicator of quality care.<sup>2</sup> Thus quality of work can be assessed by mapping out patient satisfaction with nursing care.<sup>3</sup> Nursing services is one of the most important components of hospital services which has two major objectives; nursing care of sick patient and prevention of disease and promotion of health. Nurses form a very important group, which is largest single technical group of personal engaged in hospital care next to doctors and consume almost one third of hospital cost. A hospital may be soundly organized, beautifully situated and well equipped, but if the nursing care is not of high quality, the hospital will fail in its responsibility of providing care. The objective of this study is to examine the level of satisfaction with specific dimensions of nursing care. The findings of this study will provide quality improvement knowledge that will lead to understand and identify the principle drivers to patient satisfaction.<sup>4,5</sup>

## **METHODS**

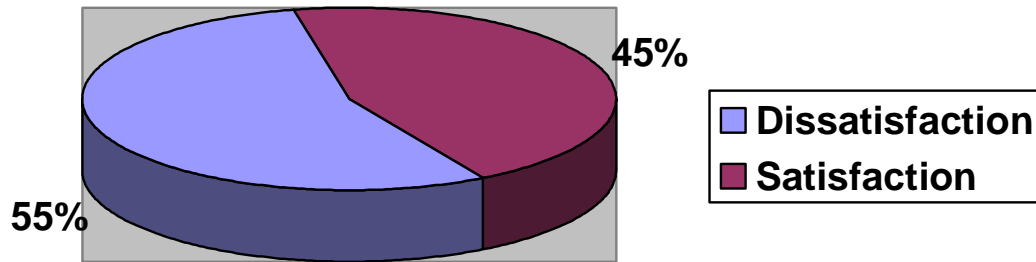
This cross-sectional study was conducted at District Headquarter Hospital Dera Ismail Khan, from July 1, 2006 to August 31, 2006. Two medical and two surgical units were used for data collection.<sup>6</sup> Patients were recruited on convenient sampling method basis. The study was conducted with 100 consecutive patients admitted in hospital who were 18 years old, had been in the ward two nights or more and were not confused or too ill to participate. Consent to participate was secured and questionnaire regarding satisfaction was administered by the investigator. Data was collected using structured questionnaire that was translated from English into urdu. Scores from quality monitoring were obtained using Likert scale. Number of patient satisfaction questionnaires has been proliferated over the last decades as tools to measure health care.<sup>7</sup>

In the description of nursing care, we have used Henderson's basic nursing care model. Virginia Henderson (1897-1996) was the first nurse to clearly define nursing care and pointed out that nursing does not consist of merely following physician's orders. She categorized nursing activities into 14 components based on human needs. We used six dimensions of care for examination based on Handerson basic nursing care.<sup>8</sup> Data were analyzed using MS Excel software for descriptive statistics.

## **RESULTS**

A total of 153 eligible patients were identified and invited for interview through questionnaire. Out of these, 122 agreed to participate. Response rate was 79.7%. Overall, patients had a variable experience of nursing care; 45% were satisfied with care provided while 55% were dissatisfied (fig. 1). Among 6 dimensions of care, patients 94% liked nursing practice of keeping privacy of patients. Patients were also highly satisfied (90%) regarding their regularity in routine vital signs checking, while 6% were partially dissatisfied. When patients were asked about behavior, 90% were not feeling comfortable talking to nurses. Only 10 % felts nurses were excellent. 40% patients appreciated nursing skill while 84% patients had negative experiences as they observed nurses were not attentive to their needs, particularly at night. The same percentage also had negative perception with respect to physical care (fig. 2). Overall, the data showed that patient expectations were not sufficiently met.

**Fig 1. Patient satisfaction with nursing care.**

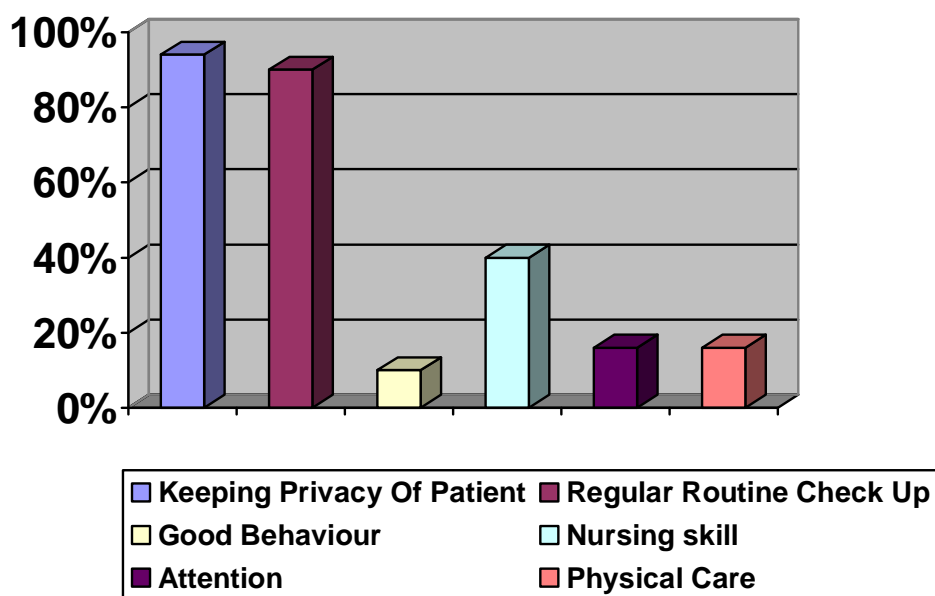


## **DISCUSSION**

The health care system is basically a service based industry and customer satisfaction is as important as in other service-oriented sectors. Patient satisfaction and their expectations of care are valid indicators of quality nursing care.<sup>9,10</sup> Improved communication with families may significantly increase their satisfaction about their hospitalized child.<sup>11</sup> Our findings showed that patients experienced a moderate to low level of satisfaction with many dimensions nursing care. Of the six aspects of care, patients reported a positive level of satisfaction with two aspects of care. 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-up.

Patients had very negative experiences about nurse's behavior. Their interpersonal communication skill was poor. It revealed that nursing supervisors are not giving due importance to nurses to patients communication. Their nursing technical skill was also less than 60 %. Intravenous injections and urinary catheters administration techniques were painful. It reflects their poor practical nursing training in nursing institutions. Majority of patients complained that nurses were not being sufficiently attentive to their needs. They said that nurses forgot their requests. Amount of attention was poor. Another concern was nurses' provision of physical care. Nursing staff were not feeling their responsibility of cleanliness of patients. Personal hygiene was totally ignored. All these patient's dissatisfaction areas reflected the poor monitoring system of nursing care.

**Fig 2. Patient satisfaction with dimensions of nursing care.**



### **Conclusions and Recommendations:**

Patients' views have become an important element in the evaluation of health care. The nurses need to know what factors influence patient satisfaction, if we have to improve the quality of health care. Followings are recommended to improve nursing performance quality;

- Ongoing monitoring of patient satisfaction specific to nursing services.
- Nursing training institutions should be strengthened regarding skills training.
- Communication skills should be emphasized particularly interpersonal skills.
- To identify care issues that benefit from performance improvement efforts.
- To develop and test nurse-sensitive indicators that is related to patient satisfaction.
- Nursing job satisfaction environment will need to be improved, to enable nursing staff to dedicate themselves for serving the morbid and injured human beings.
- Promotion of continued education, innovation and research in nursing care.

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