

ORIGINAL PAPER

Patient's satisfaction with nursing care at tertiary care centre

Dutta Nabajani¹, Mahanta Putul², Das Kahua³

Received on August 05, 2018; editorial approval on December 01, 2018

ABSTRACT

Introduction: Patient's satisfaction has become increasingly popular; as a critical component in the measurement of nursing skill. **Objectives:** To assess the level of patient satisfaction with nursing care and its association with various demographic variables. **Materials and methods:** This descriptive study design with over 64 patients at tertiary care centre was done by using a pre-text, pre-designed proforma. **Result:** Quite a good number of patients, i.e., 72% has showed their moderate satisfaction with the ways that nursing professional undertake. **Conclusion:** Nursing care is a key determinant of overall patient satisfaction during hospital admission. The nurses need to know what factors influence patient satisfaction, if we have to improve the quality of health care.

Keywords: Government hospital; duration of hospitalization.

INTRODUCTION

Patient's satisfaction is one of the outcomes for healthcare delivery system. It is measured with a long history in the social science.¹ Nursing professionals are the frontline caregiver that patients most likely to confront with, spend the highest amount of time with and rely upon for recovery during their hospital stay. Nursing care plays a prominent role in determining the overall satisfaction of patient's hospitalization experience.²

Patient satisfaction is a term that can be interpreted differently by patients; its meaning can also differ for the same patient at different times.^{3,4} Patient satisfaction has been defined as the patients perception of care received compared with the care expected.⁵ Aiello et al concluded that patients base their expectations on their encounters with behaviors of nurses.⁶ Bowling indicated that there is prevalent recognition in health

policy of the significance of evaluating health services from patients' perspectives and that patients' evaluation of their healthcare are now an established component of quality assessment, mainly through surveys of patient satisfaction.⁷

Assessing patient satisfaction with nursing care is important in evaluating whether patient's needs are fulfilled and subsequently facilitating in the planning as well as implementing appropriate nursing interventions for patients. Determining factors that contribute most to patient satisfaction can further assist nurses in improving the quality of nursing care. Hence, patient satisfaction with nursing care is an imperative determinant of quality of care particularly in the clinical/ healthcare facility settings.²

Patients in the general wards need prolonged hospital stay. Prolonged hospital stay itself can cause Hospital Acquired Infection (HAI), psychological stress and other complications. So nursing professionals should focus on a comprehensive care to the patient in order to satisfy their stay during the period of hospitalization.⁸

MATERIALS AND METHODS

This prospective and descriptive study design was carried

Address for correspondence:

¹Assistant Professor

Mobile: +917896183497

Email: duttanabajani@gmail.com

Army Institute of Nursing, Basistha, Assam

²Professor

Forensic Medicine and Toxicology, Assam Medical College, Dibrugarh, Assam

³Assistant Professor (**Corresponding author**)

Mobile: +919864051806

Email: kahuadas@gmail.com

Dept. of Physiology, Tezpur Medical College, Tezpur

Cite this article as: Dutta Nabajani, Mahanta Putul, Das Kahua. Patient's satisfaction with nursing care at tertiary care centre. Int J Health Res Medico Leg Prae 2019 January;5(1):31-33. DOI 10.31741/ijhrmlp.v5.i1.2018.9

out on 64 patients admitted in the Gauhati Medical College and Hospital, Guwahati, Assam during the year 2018. Human institutional ethical clearance was obtained prior to collection of the data.

A pre-text, pre-designed proforma (satisfaction rating scale) was used with a structured interview schedule. Data thus collected were analyzed by using SPSS software-18.

RESULTS

100 in-patient were approached out of which only 64 patients responded to our study, so response rate was 64%. The data were grouped and analysed under the following sections:

Section I: Frequency and Percentage distribution of participants according to Demographic characteristics.

Out of a total of 100 in-patients, 64 respondents successfully completed the study. Majority of patients, i.e., 16(25%) belonged to 31-40 age group, 45(70%) respondents were male, 50(78%) were married, 24(38%) respondents are illiterate, 28(44%) were farmers, 25(39%) had a family income of Rs 2,096- Rs 6,213. 38(59%) of respondents belonged to upper class of Socioeconomic status (modified BJ Prasad scale 2015), 45(70%) resided in rural area, 50 (78%) are Hindu by religion.

37(58%) respondents were suffering from surgical ailment, rest medical ailments. 34(53%) did not have previous history of hospitalization. Of the remaining 30(46%) who had previous history of hospitalization, 22(73%) were admitted in government hospital, 17(77%) of who were under tertiary health care. 42(66%) respondent were partially dependent on nursing care and 38(59%) were having hospital stay for more than 7 days.

Section II Patient satisfaction with nursing care

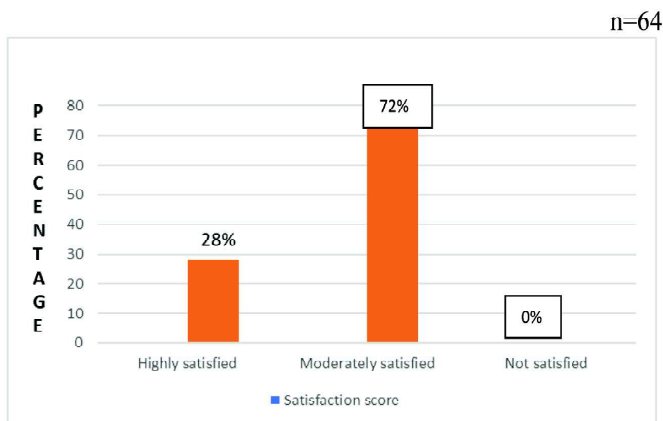


Figure 1 Distribution of patient satisfaction score with nursing care

The data presented in **Figure 1** depicts that out of 64 patients, 18(28%) are highly satisfied and the rest, i.e., 46(72%) were moderately satisfied.

Section III: Association of satisfaction score with demographic variables

The study showed that there is a significant association

between satisfaction score and selected demographic variables, i.e., marital status and previous history of hospitalization at 0.05 level of significance.

Age: The calculated value was 3.59 and the tabulated value was 18.31. Since calculated value was less than tabulated value there was no significant association between satisfaction and age.

Sex: The calculated value was 5.70 and the tabulated value was 5.99. Since calculated value was less than tabulated value there was no significant association between satisfaction and sex.

Marital status: The calculated value was 17.6 and the tabulated value was 12.59. Since calculated value was more than tabulated value there was significant association between satisfaction and marital status.

Educational status: The calculated value was 9.8 and the tabulated value was 26.30. Since calculated value was less than tabulated value there was no significant association between satisfaction and educational status.

Type of ailment patient is suffering from: The calculated value was 1.84 and the tabulated value was 5.99. Since calculated value was less than tabulated value there was no significant association between satisfaction and type of ailment patient is suffering from.

Occupation: The calculated value was 3.87 and the tabulated value was 15.5. Since calculated value was less than tabulated value there was no significant association between satisfaction and occupation.

Total family income: The calculated value was 4.04 and the tabulated value was 21.03. Since calculated value was less than tabulated value there was no significant association between satisfaction and total family income.

Socioeconomic status: The calculated value was 8.76 and the tabulated value was 15.51. Since calculated value was less than tabulated value there was no significant association between satisfaction and socioeconomic status.

Residence of the patient: The calculated value was 0.61 and the tabulated value was 9.49. Since calculated value was less than tabulated value there was no significant association between satisfaction and residence.

Religion: The calculated value was 0.39 and the tabulated value was 12.59. Since calculated value was less than tabulated value there was no significant association between satisfaction and religion.

Previous history of hospitalization: The calculated value was 7.02 and the tabulated value was 5.99. Since calculated value was more than tabulated value there was significant association between satisfaction and previous history of hospitalization.

Dependency of the patient on nursing care: The calculated value was 6.61 and the tabulated value was 9.49. Since calculated value was less than tabulated value there was no significant association between satisfaction and dependency

of the patient on nursing care.

Duration of hospital stay: The calculated value was 1.08 and the tabulated value was 9.49. Since calculated value was less than tabulated value there was no significant association between satisfaction and duration of hospital stay.

DISCUSSIONS

The present study reveals majority of patients 46(72%) were moderately satisfied, 18(28%) were highly satisfied and none of them had poor satisfaction. The study findings were consistent with the studies done by Lindgren et al, nursing care.⁹

The study findings shows that married patients and history of previously hospitalized patients are benefitted more than other variables. Hence the hypotheses H₁ stated that there is a significant association between the level of satisfaction of nursing care among patients and their selected demographic variables was accepted at $p < 0.05$.

This study findings were consistent with the studies done by Konduru A et al.¹⁰

CONCLUSIONS

Patient's 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. Deficits in hospital care quality were common in all countries. Improvement of hospital work environment might be a relatively low cost strategy to improve the quality in hospital care and to increase patient satisfaction.

Acknowledgement: We owe our gratitude to the patients and staff those who were involved directly and indirectly during this study .

Conflict of interest: None.

Ethical Clearance: Taken from Institutional Ethics Committee.

Source of funding: None Declared

Declaration: All the author declare that: (1) The article is original with the author(s) and does not infringe any copyright or violate any other right of any third party. (2) The article has not been published (whole or in part) elsewhere, and is not being considered for publication elsewhere in any form, except as provided herein. (3) All author(s) have contributed sufficiently in the article to take public responsibility for it and (4) all author(s) have reviewed the final version of the above manuscript and approved it for publication. The contributions were made as: Nabajani Dutta: Concept, design,

data collection, manuscript writing; Prof. Putul Mahanta: Study design and interpretation of data; Dr. Kahua Das: Concept, design and draft writing.

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