

Satisfaction Level of Patients of Nursing Services Provided in a Hospital

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Abstract

A descriptive exploratory research design was carried out to identify the satisfaction level of patients toward nursing service during hospitalization in Western Regional Hospital, Pokhara. The main objective was to identify the satisfaction level of patients toward nursing services. A total number of 100 patients were selected by using non-probability purposive sampling technique. Structured interview schedule and three points Likert scales were used for data collection. The obtained data were coded and entered in SPSS version 16 programs and analyzed by using descriptive statistics.

The study findings revealed that 38.00 percent of the respondents not satisfied, 39.00 percent of the respondents partially satisfied and only 23.00 percent of the respondents were satisfied with mean score of 38.10 ± 4.61 .

The study concluded that the respondents were partially satisfied toward nursing services. There is need to plan and implement the training programs for nurses to improve their knowledge and skills of communication and use of emotional support measures for the patients.

Key words: Satisfaction level of Patients, Nursing service

Introduction

Patient satisfaction is a subjective and complex concept, involving physical, emotional, mental, social, and cultural factors. It is determined by the quality of the provided care and the patient's expectations of that care (Teng & Norazlia, 2012). A descriptive survey study was conducted to assess the patient satisfaction with hospital services at Tribhuvan University Teaching Hospital (TUTH) in Kathmandu. The result showed that on an average patients had higher satisfaction in technical skills (mean score \pm SD 3.78 ± 0.33) followed by hospital policy (3.37 ± 0.43), accessibility skill (3.33 ± 0.43), interpersonal skill (3.31 ± 0.36) and least satisfied with room service of the hospital (mean: 2.58 ± 0.29).

Based on the study finding, it is concluded that overall patient satisfaction was good regarding the quality of health care services of TUTH. Among the different domains of patient satisfaction, respondents were highly satisfied with technical skill of the nurses and doctors (Subedi & Uprety, 2014).

The cross-sectional study conducted at District Headquarter by Dera Ismail Khan, from July 1, 2006 to August 31, 2006 revealed that 5% patients were satisfied with care provided, while 55% patients 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 nurse. Only

10% felt nurses' were excellent. 84% patient 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 (Khattak et al, 2012).

A descriptive study to find out the patient's satisfaction towards nursing care in existing clinical situation in Bir hospital. The results revealed that the patient satisfaction towards nursing care for meeting their psychosocial need, cent percent of the patient reported that their privacy was maintained. Similarly 52%patients expressed that their request of care were immediate responded by nurses. In regard to patient perception of individual respect, the majority (84%) patients reported that nurses always respect them as an individual. The majority of patients (53%) expressed that they were satisfy enough with nurses encouragement to express feeling about care and condition as they experienced in the hospital (Gautam, 2005).

A descriptive study to find out patient's satisfaction towards nursing care provided by nursing personnel of Dhulikhel Hospital. The study showed that majority (94%) of respondents were satisfied with nursing care provided by nursing personnel of Dhulikhel hospital (Shrestha , 2005).

A cross sectional study conducted by Rajbanshi 2014, to find out the outpatients' satisfaction with health care services provided in the hospital,776 patients were interviewed. Out of the total patients, 63.9% were female and 36.1% were male. Majorities (45.5%) of them were of age group 20 to 39 years, 79.3% were married, and 15.2% were illiterate. Overall satisfaction level was 75.9% with mean score was 24.19 ± 2.92 .

The cross-sectional study conducted at District Headquarter Dera Ismail Khan, from July 1, 2006 to August 31, 2006 revealed that 5% patients were satisfied with care provided, while 55% patients were partially dissatisfied. Only 10% felt nurses' were excellent. (Khattak et al, 2012).

Methodology

A descriptive exploratory research design was carried out to identify the satisfaction level of patients toward nursing service during hospitalization

in Western Regional Hospital, Pokhara. A total number of 100 patients were selected by using non- probability purposive sampling technique. Permission to conduct study was obtained from the authority of WRH through a written request letter. Verbal informed consent was obtained from the subjects prior to data collection. Data were collected by the principal author from 17 July to 16 August 2014.

The collected data were organized, coded and entered in SPSS 16version and analyzed by using descriptive statistics like frequency, percentage, mean and standard deviation.

Findings:

TABLE 1
Demographic Characteristics of Respondents

Background characteristics	(N= 100)	
	Frequency	Percentage
Age group (in Year)		
15-25 years	25	25
26-40 years	19	19
41-60 years	56	56
Mean Age 33.33		
Sex		
Male	44	44
Female	56	56
Marital status		
Unmarried	20	20
Married	80	80
Education Level		
Illiterate	50	50
Literate	50	50
Occupation		
Government employee	8	8
Business	10	10
Students	14	14
Labour	58	58
Agriculture	10	10
Previous hospitalization		
Yes	35	35
No	65	65

Table 1 shows that 56 percent of respondents' age group were 41 to 60 years of age with the mean age 33.33. Similarly fifty six percent of respondents were female. The majority (80%) of the respondent were married. The half of the respondent was literate. Fifty eight percent of respondents were labour. Majority (65%) of respondents were not hospitalized previously.

TABLE 2
Patients Satisfaction Level with the Nursing Service in Hospital

n= 100

Characteristics	Fully satisfied	Partially satisfied	Not satisfied
	No.(%)	No.(%)	No.(%)
Nurses behavior at the time of admission	51	39	10
Provided assistance in maintain hygiene	46	20	34
Shows concern regarding your problem	55	30	15
Explanation done about your treatment	64	17	19
Respect privacy when providing care	78	16	6
Responses of nurses when you called them	69	10	21
Measures to reduce noise at night	39	31	30
Communication with you during hospitalization	85	12	3
Shows confidence when providing care	73	23	4
Provides medicine on time	76	16	8
Information provided about the rules and regulation of the hospital	81	14	5
Explanation done before doing any procedure	58	30	12
Involvement of you and yours family in providing care	82	14	4
Respect your decision	92	7	1
Provided information regarding home care and follow up at the time of discharge	57	19	24

According to table 2 nearly half (51%) of respondents fully satisfied with the nurses' behavior at the time of admission. Only 46 % of respondent fully satisfied to assistance providing in maintain hygiene. Majority (78%) of respondent fully satisfied to the respect to privacy when providing care and 69% fully satisfied responses of nurses when called them. Majority (85%) of respondent \were fully satisfied with communication skills. Seventy three percent were fully satisfied regarding the confidence when providing care and 76% provided medicine on time. Regarding information provided about the rules and regulation of the hospital, 81% were fully satisfied and 82% were fully satisfied with involvement during providing care. Regarding respect to patients' decision, 92% were fully satisfied.

TABLE 3

Level of patients' satisfaction with nursing care

n = 100

Level of satisfaction	Number	Percentage
Not satisfied	(<25 th percentile)	38.00
Partially satisfied	(25 th -75 th percentile)	39.00
Fully satisfied	(> 75 th percentile)	23.00

Mean \pm SD = 38.10 \pm 4.61

Table 3 depicted the highest (39%) percent of the respondents were partially satisfied, 38% were not satisfied and only 23% were fully satisfied on nursing care in hospital with mean score is 38.10 standard deviation 4.61.

Discussion

In this study 56 percent of respondents' age group were 41 to 60 years of age with the mean age 33.33. Similarly fifty six percent of respondents were female. The majority (80%) of the respondent were married. The finding of the study is supported by the study done by Rajbanshi (2014) reported that out of the total patients, 63.9% were female. Majorities (45.5%) of them were of age group 20 to 39 years, 79.3% were married.

In this study nearly half (51%) of respondents fully satisfied with the nurses' behavior at the time of admission. Only 46% of respondent fully satisfied to assistance providing in maintain hygiene. Majority (78%) of respondent fully satisfied to the respect to privacy when providing care and 69% fully satisfied responses of nurses when called them. Only 39% fully satisfied with the measures to reduce noise at night followed by 85% who were fully satisfied with communication skills. The finding of the study is supported by the study done by Khattak et al (2012) reported that 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 nurse.

Only 10% felt nurses' were excellent. 84% patient had negative experiences as they observed nurses were not attentive to their needs, particularly at night. The finding of the study is also supported by the study done by Gautam(2005) reported that the patient satisfaction towards nursing care for meeting their psychosocial need, cent percent of the patient reported that their privacy was maintained. Similarly 52% patients expressed that their request of care were immediate responded by nurses.

In this study majority 73% fully satisfied regarding the confidence when providing care and 76% provided medicine on time. Regarding information provided about the rules and regulation of the hospital, 81% were fully satisfied and 82% were fully satisfied with involvement during providing care. Regarding respect to patients decision, 92% were fully satisfied. The finding of the study is also supported by the study done by Gautam(2005) reported that the majority (84%) patients reported that nurses always respect them as an individual. The majority of patients (53%) expressed that they were satisfy enough with nurses encouragement to express feeling about care and condition as they experienced in the hospital.

In this study the highest percent (39%) of respondent were partially satisfied, 38% were not satisfied and only 23% were fully satisfied with the mean score 38.10 and standard deviation 4.61. The finding is supported with the study done by Khattak et al (2012) revealed that 5% patients were satisfied with

care provided, while 55% patients were partially dissatisfied. Only 10% felt nurses' were excellent. The finding is contradict with the study done by Subedi and Uprety (2014) concluded that overall patient satisfaction was good regarding the quality of health care services of TUTH. The finding is also contradict with the study done by Shrestha (2005) showed that majority (94%) of respondents were satisfied with nursing care provided by nursing personnel of Dhulikhel hospital.

Conclusion

It is concluded that the respondents were partially satisfied toward nursing services. There is need to plan and implement the training programs for nurses to improve their knowledge and skills of communication and use of emotional support measures for the patients.

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