

PATIENTS' SATISFACTION WITH NURSING CARE DURING HOSPITALIZATION IN SURGICAL WARDS

M. W. Muthucumarana ^{1*} and S. S. P. Warnakulasuriya ²

¹*Department of Health Sciences, The Open University of Sri Lanka*

²*Department of Medical Education and Health Sciences, University of Sri Jayewardenepura*

INTRODUCTION

Concerns on quality of health care services are becoming increase and patients' satisfaction is frequently used as an indicator of quality of health care (Akin & Erdogan, 2005).

Patients' Satisfaction with nursing care is crucial as nurses are with patients round the clock every hour of the day. Therefore it is a primary determinant of overall satisfaction during a hospital stay (Liu & Wang, 2007).

A new era for Sri Lankan nursing has been dawn as a result of opening avenues to the graduate education for nurses. Today there is an unprecedented demand for the qualified nursing professional worldwide and emerging trend could be seen among nurses with perusing higher education. Upgrading professional education make nurses more competent in care that leads to good patient outcomes and also positive image of nursing. As Patients' satisfaction is highly depend on the quality of nursing care it is worthwhile to investigate the patients' satisfaction on nursing care in order to identify the areas that need improvements for the sake of aspirations of patients

This study aimed to investigate the level of patients' satisfaction with nursing care during hospitalization in surgical wards, with regards to meeting basic needs, protecting patient's rights and nursing staff characteristics. Further the study focused on how patients' socio-demographic factors influence patient's satisfaction level.

METHODOLOGY

This was carried out as a descriptive correlational study in surgical wards in Colombo South Teaching Hospital. Eighty subjects were selected as a convenience sample. An investigator-administered questionnaire comprised of 4 sections was developed. Section 1 for socio-demographic data, Section 2 to determine the patients' satisfaction level about nursing care in meeting their basic needs, Section 3 to evaluate the patients' satisfaction level about nursing activities to protect their rights and Section 4 to determine the satisfaction level of patients' about nursing staff characteristics. Demographic data were collected into categories and, for questions in 2nd, 3rd and 4th sections, 5 point Likert scale was used with options of 1-Not satisfied at all to 5-Highly satisfied.

Collected data were analyzed with Minitab 14 version using descriptive statistics and ANOVA. To find out the degree of satisfaction in each above section, a scoring system was used. Five satisfaction levels were given a score from 1 for 'not satisfied at all' to 5 for 'Highly satisfied'. The mean score for each component statement was calculated separately and 'Possible Maximum Score' for those statements was identified and the 'Sum Score Percentage' was calculated according to that. Statements with a Sum Score Percentage equal or more than 90% were considered as areas patients were satisfied. Then the averages of 'mean scores' and 'Sum Score Percentages' were extracted which were indicative of patients' average satisfaction level in particular section. If that Average of Sum Score Percentages of all statements in a particular

* All correspondence should be addressed to Ms. M. W. Muthucumarana, Department of Health Sciences, Open University of Sri Lanka (e-mail: mudi.muthu@gmail.com)

section was equal or more than 90%, it was considered as patients have been satisfied with nursing care in that particular aspect. Analysis of variance was used to find out the significance of the association between satisfaction level and patients' characteristics.

RESULTS AND DISCUSSION

Meeting basic needs

Satisfaction regarding.....	N	Mean Score	Sum Score	Sum Score%
nursing care received to be warmed up	11	5.00	55	100.0
to keep body temperature normal	30	4.93	148	98.7
for comfortable breathing	12	4.92	59	98.3
for eliminative activities	22	4.54	100	90.9
for personal hygienic activities	22	4.54	100	90.9
to get a nutritious meal	51	4.49	229	89.8

Table 1- Meeting basic needs - Satisfaction Scores

For the section 1 the overall Mean Value for Mean scores was 4.79 and the mean Sum Score percentage was 95.78% (>90%) which indicated a high satisfaction level of patients' in related to meeting their basic needs.

Protection of patients' rights

Satisfaction regarding.....	N	Mean Score	Sum Score	Sum Score%
protection of confidentiality of information	76	5.00	380	100.0
Protection of privacy	79	4.95	391	99.0
respectful care	80	4.93	395	98.8
information about diagnosis disease, treatment and prognosis	79	4.63	366	92.7
knowledge gained from health educational teachings	74	4.05	300	81.1
information about discharge and follow up care	79	3.63	287	72.7

Table 2- Protection of patients' rights - Satisfaction Scores

For the section 2 the overall Mean Value was 4.6 and mean Sum Score percentage was 92.7% (>90%). These indicated that patients have been satisfied regarding protection of their rights.

Characteristics of the nursing staff

Satisfaction regarding	N	Mean Score	Sum Score	Sum Score%
Pleasant, neat appearance of nurses	80	5.00	400	100.0
competence in providing care	80	4.94	395	98.8
promptness of responses for requests	79*	4.67	369	93.4
orientating to the ward on the day of admission	80	4.41	353	88.2
nurse-patient ratio in this ward	80	4.38	350	87.5

Table 3- Nursing Staff characteristics - Satisfaction Scores

For the section 3 the overall Mean Value was 4.8 and mean Sum Score percentage was 95.5% (>90%) and it indicated a higher level of patients' satisfaction with nursing staff characteristics.

Overall Satisfaction of patients with nursing care

When the general satisfaction level with nursing care is considered, Mean Score for the overall satisfaction was 4.7 and Sum Score percentage was 94.2% which indicated a high overall satisfaction level of patients.

Influence of demographic characteristics of patients on their overall satisfaction with nursing care

Statistically significant relationship was found between 'overall satisfaction with nursing care' and the gender ($P=0.047$) and occupation ($P=0.001$) of patients. Male patients (Mean: 4.9) were more satisfied with nursing care than the female patients (Mean: 4.6). Self employed individuals and non employees have rated a higher score (Mean: 4.8) for satisfaction level with nursing care.

While maintaining and enhancing the quality of care for the aspects with higher satisfaction, items with lower satisfaction should be examined to identify the defects in nursing care and to institute appropriate changes (Akin & Erdogan, 2005).

According to the findings of this study participants have rated comparatively lower satisfaction in the areas; nursing care in providing a good meal, eliminative and personal hygienic activities, giving health education and information on discharge and follow up care, orientating to the ward, prompt responses for requests and staff adequacy. Nurses have to pay their attention more on these aspects to make appropriate changes in care plans.

Further results of this study revealed that gender and occupation were significantly associated with the patients' satisfaction with nursing care.

CONCLUSIONS/ RECOMMENDATIONS

Patients' satisfaction on nursing care with regards to meeting basic needs, protection of patients' rights and perceived qualities of the nursing staff were high. A significant relationship exists between 'patients' overall satisfaction with nursing care' and the gender and occupation of patients. Such a relationship was not revealed with ethnicity, marital status, educational levels or income levels. Measures should be taken to improve the areas that highlighted by the patients in order to give the patients maximum quality care.

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