

## A Study to Assess the Level of Patient Satisfaction on Quality of Nursing Care Among Patients in SRM General Hospital, Kattankulathur.

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### ABSTRACT

**Background:** Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. The main aim of the study was to assess the level of patient satisfaction on quality of nursing care among patients in SRM general hospital, Kattankulathur.

**Method:** Descriptive study was used. The study was conducted with 100 samples using non probability - Consecutive sampling techniques. Data collection was done for a period of 15 days. The study was conducted at SRM general hospital in Kattankulathur.

**Results:** The result shows that 66% of good satisfaction on level of nursing care. The study concludes that improvement of hospital work environments might be a relatively low cost strategy to improve and quality in hospital care and to increase patient satisfaction.

**Key words:** patient satisfaction, quality care, nursing care

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### INTRODUCTION

Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of the care's outcome for healthcare. Satisfaction with health care is measured with a long history in the social science. Nursing service is one of the most important components of hospital service. Understanding how things are looking through the patient's eye should be central part of quality improvement. The level of patient satisfaction with nursing care is an important indicator of quality of care provided in hospitals<sup>1</sup>.

Nursing clinical rounds allow nurses to interact with patients, respond to their concerns, and modify the unsatisfying conditions. More precisely, regular nursing rounds provide an opportunity to identify and fulfill patient needs via active nursing procedures. Although hospitals employ various methods of rounds for hospitalized patients, the main components of all rounds are pain management, toileting, changing position, and environmental management-comfort. It seems that improving nurse-patient communication can improve patients' outcome including their satisfaction with nursing care. Therefore, this study aimed to determine the impact of regular clinical nursing rounds on patient satisfaction rate<sup>2</sup>.

The World Health Organization (WHO) (2009) and The International Council of Nurses (ICN) (2006) state that the overall goal is the highest possible health for all people, and providing high quality care is one approach

for reaching this goal. The Norwegian national action plan on health and social care (Ministry of Health and Care Services, 2011) emphasises the importance of high-quality care through patient-centred care and the importance of building systems for patients' to take part in the evaluation of quality of care on a regular basis<sup>3</sup>.

The investigator was happened to see many patients unsatisfactory level of nursing care at various hospitals while she was undergoing training. At the same time, the researcher also came across many difficulty during her admission for fracture leg. So, this motivated the researcher to take up this study on level of patient satisfaction with quality of nursing care among patients.

#### *Statement of the problem*

A Study to assess the level of patient satisfaction on quality of nursing care among the patients in SRM General Hospital, Kattankulathur.

#### *Objectives*

- To assess the level of nursing care satisfaction among patients
- To associate the level of nursing care satisfaction among patients with their selected demographic variables.

#### *Hypothesis*

There will be significant association between the level of nursing care satisfaction among patients and their selected demographic variables.

#### *Methodology and Materials*

Table 1: Frequency and Percentage distribution of level of nursing care satisfaction and their demographic variables N=100

Demographic variables		Level of satisfaction				Total	Chi square test
		Moderate		Good			
		n	%	n	%		
Age	21 -30 yrs	5	62.5%	3	37.5%	8	$\chi^2=10.04$ p=0.03* DF=4 significant
	31 -40 yrs	14	50.0%	14	50.0%	28	
	41 -50 yrs	7	24.1%	22	75.9%	29	
	51 -60 yrs	6	28.5%	15	71.5%	21	
	> 60 yrs	2	14.2%	12	85.8%	14	
Sex	Male	21	46.7%	24	53.3%	45	$\chi^2=5.82$ p=0.02 * DF=1 significant
	Female	13	23.6%	42	76.4%	55	
Marital status	Single	2	16.7%	10	83.3%	12	$\chi^2=1.82$ p=0.17 DF=1 not significant
	Married	32	36.4%	56	63.6%	88	
Religion	Hindu	21	29.6%	50	70.4%	71	$\chi^2=2.39$ p=0.30 DF=2 not significant
	Muslim	10	47.6%	11	52.4%	21	
	Christian	3	37.5%	5	62.5%	8	
Education	No formal education	8	50.0%	8	50.0%	16	$\chi^2=5.01$ p=0.41 DF=5 not significant
	Primary school	12	28.6%	30	71.4%	42	
	Middle school	9	27.3%	24	72.7%	33	
	High school	3	60.0%	2	40.0%	5	
	post high school diploma	1	50.0%	1	50.0%	2	
	Profession/house	1	50.0%	1	50.0%	2	
Occupation	Un employed	5	16.1%	26	83.9%	31	$\chi^2=9.97$ p=0.08 DF=5 not significant
	Unskilled	9	42.9%	12	57.1%	21	
	Business and others	14	42.4%	19	57.6%	33	
	Skilled work	3	75.0%	1	25.0%	4	
	Semi profession	2	22.2%	7	77.8%	9	
	Profession	1	50.0%	1	50.0%	2	
Income	Rs.1520	4	21.1%	15	78.9%	19	$\chi^2=4.36$ p=0.49 DF=5 not significant
	Rs.1521 – 4555	12	44.4%	15	55.6%	27	
	Rs.4556 – 7593	12	36.4%	21	63.6%	33	
	Rs.7594 – 11361	4	25.0%	12	75.0%	16	
	Rs.11362 – 15187	2	50.0%	2	50.0%	4	
	Rs. 30375			1	100.0%	1	
Medical condition	No	15	33.3%	30	66.7%	45	$\chi^2=0.02$ p=0.89 DF=1 not significant
	Yes	19	34.5%	36	65.5%	55	
Surgical condition	No	19	34.5%	36	65.5%	55	$\chi^2=0.02$ p=0.89 DF=1 not significant
	Yes	15	33.3%	30	66.7%	45	
No. of times Hospitalized	Only once	13	25.0%	39	75.0%	52	$\chi^2=7.27$ p=0.10 DF=4 not significant
	Twice	16	43.2%	21	56.8%	37	
	3 times	5	62.5%	3	37.5%	8	
	4 times			2	100.0%	2	
	> 4 times			1	100.0%	1	
No. of days Hospitalized	1 - 7 days	12	23.5%	39	76.5%	51	$\chi^2=7.08$ p=0.03* DF=2 significant
	8 - 14 days	11	32.4%	23	67.6%	34	
	>15 days	9	60.0%	6	40.0%	15	
Rating of Hospitalization	Excellent	0	0.0%	02	100.0%	2	$\chi^2=1.05$ p=0.78 DF=3 not significant
	Very good	12	34.3%	23	65.7%	35	
	Good	15	34.9%	28	65.1%	43	
	Fair	7	35.0%	13	65.0%	20	

\*significant at P $\leq$ 0.05

Research design was adopted for the study. 100 patients selected in medical and surgical ward. Permission was obtained from, the Chief Medical Officer, SRM general hospital at kattankulathur. Informed consent was obtained from the study participants, after explaining the nature and duration of the study. The ethical guidelines were followed throughout the study.

#### Description of the tool

The structured questionnaire consist of two sections

##### Section A

Section A consists of demographic data which includes age, sex, marital status, religion, education, occupation and income.

##### Section B

Table 2: Frequency and percentage distribution of level of satisfaction among patients N=100

Level of satisfaction	Frequency	Percentage
Poor	0	0.0%
Moderate	34	34.0%
Good	66	66.0%

Table 3: Association Between Patients level of nursing care satisfaction and their demographic variables

Demographic variables		Level of satisfaction				Total	Chi square test
		Moderate		Good			
		n	%	n	%		
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\*significant at  $P \leq 0.05$

A Standardized Tool done by Dr. Laschinger's-Patient satisfaction on quality nursing care questionnaire" [PSNCQQ]. It consists of a total 19 questions regarding patient satisfaction with nursing care.

The scoring is given for our study such as Excellent, Very Good, Good, Fair and Poor.

## RESULT AND DISCUSSIONS

The present study has been undertaken with the view of identify the descriptive level about the satisfaction problem among nursing care, SRM general hospital. The result shows that 66% of good satisfaction on level of nursing care.

Data pertaining to demographic variables are

Table.1: In accordance with demographic variables, Regarding Age, Majority 29% of the patient were between 41-50 years, 55% were female, eighty eight (88%) were married, 71 (71%) of the religion of Hindu, 42 (42%) of the primary school education, 31 (31%) were in business, 33 (33%) had a family income between Rs. 4556 – 7593 per month, 52 (52%) had experience in visit to hospital and 51 (51%) of the clients had been hospitalized for 1 – 7 days.

Table.2 shows the frequency and percentage distribution of level of satisfaction among patients. Majority of them 66 (66.0%) have good satisfaction, 34 (34.0%) of them have moderate satisfaction and none of them have poor satisfaction. This study findings were consistent with the studies done by Lindgren et al., [2011] conducted a prospective study on the Karen instruments for measuring quality of nursing care in medical and surgical wards at a hospital in Sweden. A total of 95 patients and 120 personnel were included, 95 patients of whom 47 were women. The mean age was  $64.4 \pm 15.8$  years, with a range of 22–86. The mean length of hospitalization was  $9.1 \pm 13.4$  days, with a range of 3–105. Forty of the patients had previously been treated in the same ward. There were 120 participants in the personnel group, of whom 111 were women and 9 were men. The personnel group consisted of 61 registered nurses and 59 nursing aids. The mean age was  $43.6 \pm 8.3$  with a range between 27 and 60 years. This indicates that the instruments may be suitable to use in clinical practice for measuring the quality of nursing care<sup>4</sup>.

The second objective of the study is to associate the level of nursing care satisfaction among patients with their selected demographic variables

Table 3 reveals the study findings shows that Elders, females and less number of days hospitalized patients are benefitted more than other variables. Hence the

hypotheses RH1 stated that there is a significant association between the level of nursing care satisfaction among patients and their selected demographic variables was accepted at  $p \leq 0.05$ .

This study findings were consistent with the studies done by Mrayyan et al., [2006] conducted a descriptive cross-sectional comparative design. The result shows that Nurses were either satisfied nor dissatisfied in their jobs, nurses who work in wards reported a slightly better job satisfaction than nurses who work in critical care units. Patients reported that they were moderately satisfied, and head nurses reported that nurses usually (practically) provide a high quality of nursing care<sup>5</sup>. Hence the hypotheses RH1 stated that there is a significant association between the level of nursing care satisfaction among patients and their selected demographic variables was accepted at  $p \leq 0.05$ .

## CONCLUSIONS

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

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