

To assess the Patient Satisfaction with Nursing Care in DHQ Hospital Faisalabad

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Abstract: Patients' satisfaction assists in the assessment of the nursing care competence. Results of study have revealed that satisfaction with nursing care is one of the best pointers of patients' satisfaction with nursing care and healthcare facilities. Nursing care is one of the major components in the patient care management. The main purpose of this study is to assess the patient's satisfaction with quality of nursing care through structured or unstructured interviews and discussion to assess patient's perceptions and response. It was a descriptive cross sectional study. Convenient sampling technique was used for this study; sample size was about 96. Data analysis show that patients are neither very satisfied nor very dissatisfied, they are dissatisfied due to various aspects such as shortage of nurses, non availability of beds, over burden of patients in wards which leads to delay in provision of nursing care to each patient as a result patients get dissatisfied with nursing and others health care services. As their expectations regarding nursing care are not met they never think to re-admit there. Government of Punjab and hospital administration should take meaningful step in order to overcome that issues as are discussed above shortage of nurses, patient's beds and strategies should be adopted to manage the over burden for improvement of nursing and health care services.

Keywords: Patient's satisfaction, Quality of nursing care, shortage of nurses

1. Introduction

In today's complex and highly regulated health care environment, it is essential to achieve patients' recovery as fast as possible and so that finally with full satisfaction patients leave the hospital. Studies have shown that satisfaction with nursing care is the best pointer of patients' satisfaction with healthcare facilities. Nursing care is one of the major components in the patient care administration.

Nursing profession has often used patients' outcome as to measure or evaluate the quality of nursing care as well as health care services which is provided to patients. In other terms, patients' satisfaction assists in the assessment of the nursing care competence. Patients' satisfaction has become an outcome pointer of value and effectiveness of a complex health care system.

According to Rafii *et al.* (2007) patients who were admitted in teaching hospitals, explained nurse's behavior regarding nursing care as well as their satisfaction level with nursing care. It is noted that nurses' actions and activities will leave long lasting feelings on patient's mind. According to their perceptions, nurses' behavior, kindness, quick response according to patient need and provision of appropriate time to patient in other words attentively listen the patient's complaints, all these things will be helpful to get patients' satisfaction. To measure what amount of patients are satisfied with nursing care, is clinically related, as satisfied patients are further possible to meet the terms with treatment, play dynamic role in their own care. sustain using health care services and stay within a health provider.

Satisfaction of patients is one of the major markers in order to evaluate the quality of nursing care of patients during their stay in hospice. To measure the level of patient's satisfaction, surveys could be helpful in order to find out

various ways to make it possible the provision of better nursing care and health care facilities to inpatients.

2. Methodology

It will be descriptive cross sectional study done at DHQ hospital Faisalabad which is situated at mall road. Population will be all admitted patients in medical and surgical wards. Convenient sampling will be used for study. Research tool will be questionnaire. Sample size: n = 96

All questionnaires would be fulfilled by patients. Independent variable is Nursing care Dependent variable is Patient satisfaction.

3. Results

The purpose of this study is to assess the level of patient's satisfaction from different aspects. It is a cross sectional descriptive study that is conducted at DHQ Hospital Faisalabad from March 2017 to May 2017. 96 patients are interviewed for that purpose. 61.5% patients are satisfied with the behavior of nurses and 39.5% are not. 60.4% patients are not satisfied that the time is given for required nursing care is not enough but 39.6% are satisfied with it.

32.3% patients agree that an adequate number of beds are available but 67.7% strongly disagree with this. 80.2% patients agree that delay in nursing care is due to over burden 19.8% disagree.

36.5% patients think that strength of nurses for care is enough but 63.5% strongly disagree. 55.2% patients agree that competencies are not meeting the standards of nursing care but 44.8% disagree.

Patient Satisfaction with nursing care

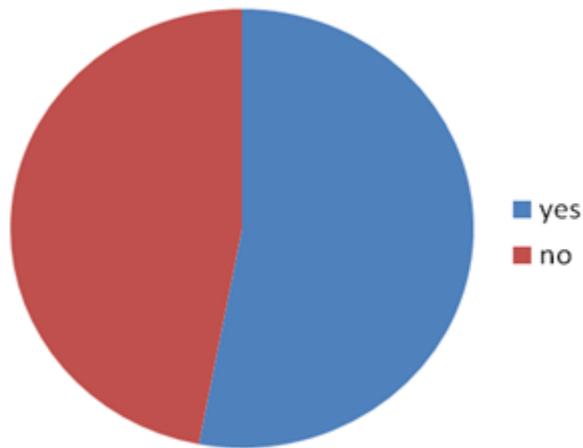


Figure 1: In this figure, results show that 53% patients are satisfied with nursing care while 47% are not satisfied with nursing care

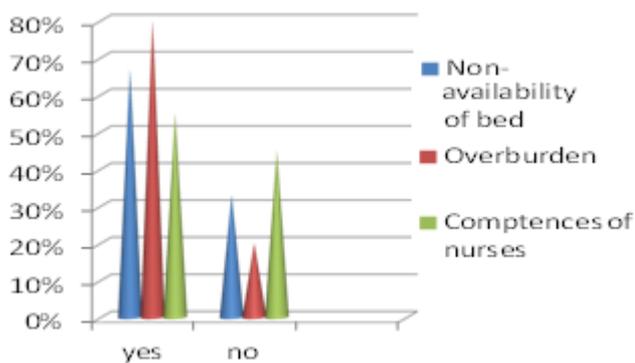


Figure 2

- Results show that 67% patients agree regarding non-availability of beds and 33% are not
- 80% patients are agreeing that there is a delay in provision of nursing care is due to overburden only 20% disagree
- 55% patients agree that competences of nurses meet standards while 45% not

4. Discussion

The survey of patient's satisfaction is an important tool to assess the quality of nursing care as well as feedback of care. The results of this study were analyzed.

The aim of this study was to explore the relationship among patient's satisfaction and quality of nursing care; both are directly proportional to outcomes care of patients.

60.4% patients are not satisfied with the time given for required care from nurses, 68.8% do not want to re-admit there. Such factors lead to patient's dissatisfaction which adversely affect the patient's recovery as compared, according to (Kinnersley *et al.*, 1996) high satisfaction could lead to rapid recovery in contrast to non-satisfied patients. , 83.8% strongly agree that nurses maintain their privacy requirement, 56.2% patients agree that nurses explain continuity of care, according to Ford and Fottler (2000) recommend that nursing care services have definite extent and directly influenced the patients care outcomes such as

desired for comfortable environment, fulfillment of expectations, privacy maintenance, and involvement in decision making regarding treatment and continuity of care as well as discharge plan.

5. Conclusion

There are a lot of issues that are seen regarding quality of nursing care. So, nursing care should be documented as a significant component in patients' observation regarding quality of nursing care. Even though definite aspects of nursing care such as language barrier, delay in provision of nursing care due to overburden, shortage of nurses, inadequate availability of beds. All these areas need improvement in order to obtain expected outcomes. There be supposed to arrange planned strategies and measurement instrument as well as hospital administration involvement that have to be used to expose issues and associated barriers to quality of nursing care.

6. Recommendations

- 1) Study findings show that there is an extreme need to improve the quality of nursing care as well as extreme need to arrange refreshing courses for nurses periodically in order to improve their skills and knowledge.
- 2) There is a need of strong nursing administration and it should be a responsibility of that administration to promote nursing education and nursing practices in order to maintain the standard of nursing care by using evidence-based nursing practices.

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