

# A Study to Determine the Level of Satisfaction towards Postoperative Nursing Care among Patients undergone Abdominal Surgery in Krishna Hospital, Karad

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**Abstract:** ***Background:** Nursing service is one of the most important components of hospital service. Patient satisfaction with nursing care is considered an important factor in explaining patients perceptions of service quality. **Objectives:** To assess the level of satisfaction towards postoperative nursing care among patients undergone abdominal surgery **Material and methods:** Qualitative approach, exploratory research design was used for the study. 65 samples were included by purposive sampling technique. Setting of the study was postoperative unit of Krishna Hospital, Karad. A Modified satisfaction scale was used for the data collection. The collected data were studied and analysed using descriptive and inferential statistics. **Results:** According to findings of study, 3(4.6%) patients were having poor, 7(10.7%) patients were having excellent and 55(84.6%) were having very good satisfaction. Results shows the significant association between level of satisfaction and religion. **Conclusion:** The actual gain on conducting this study was better outcome in wellbeing of the patient in terms of gaining more satisfaction of the patient regarding the quality of post-operative nursing care, comfort of patient, fast recovery and quality of life.*

**Keywords:** satisfaction, post-operative care, abdominal surgery

## 1. Introduction

Nursing, a profession blooming in its critical analysis of its role among the health care professions, is recently being considered as something that affects a patient's satisfaction in health care industry. Among health professionals, nurses are the ones spending the most direct patient interaction. As such, they most likely have a greater influence on patient's satisfaction with health care services as compared to other providers. In addition, patient satisfaction with nursing care predicts other aspects of care as well, since the nurse's role is said to affect all aspects of the hospitalization experience. A hospital may be soundly organized, beautifully situated and well equipped, but if the nursing care is not of high quality, the hospital will fail in its responsibility of providing care. People are continuously looking for hospital services that would give them value for money. This means looking for a hospital that gives the quality of service they are looking for in an amount that they find comfortable.<sup>[1]</sup>

Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. 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>[2]</sup>

Nursing care is one of the major health care services. It contributes a lot to the patient healing process. To improve the quality nursing care, the nurses need to know what factors influence patient satisfaction. Even though there are

competent physicians present in a given health institution, it would not be adequate without appropriate nursing care. Nurses have 24 hour contact with patients as well as being near to them. Thus, as they are the frontline, the patients expect more from them and nurses should also fulfil patient's needs with competence and a compassionate approach. If the patient is denied appropriate care the healing process is obviously compromised. Patient can expect and demand satisfaction from nursing care and be allowed take an active part in decision-making regarding their care. Poor patient satisfaction can lead to poor adherence to treatment with consequently poor health outcomes. So satisfaction of patient has an impact on outcome of treatment and to maintaining good interpersonal relationship. On this line, assessing the satisfaction of patients with nursing care is crucial in order to identify the area of dissatisfaction and at the same time improve the nursing services.<sup>[3]</sup>

Health care systems today are technically proficient. Strong emphasis is placed on patient service with organized efforts to understand, measure and meet the needs of clients served. Evidence of this phenomenon is found in the numerous publications that focus on patient satisfaction as a key outcome measure of the health care. Patient satisfaction is therefore the perception of patient needs and expectations being met. Level of satisfaction will vary from person to person and product/service to product/service. The state of satisfaction will depend on a number of both psychological and physical variables which correlate with satisfaction behaviours such as return and recommend rate. Suggests that "patient satisfaction may be considered to be one of the desired outcomes of care and that information about patient

satisfaction should be as indispensable as assessments of quality". Achievement of patient satisfaction can however be hindered by several factors. Patient satisfaction is emerging as an increasingly important measure of quality that seems to be independent from other clinical and surgical outcomes. Patient satisfaction can be defined as the extent to which an individual's experience in health care matches his or her expectations. Obviously, patient satisfaction is a very complex entity that is dependent on patient demographics, comorbidities, disease and to a large extent, patient expectations.<sup>[4]</sup>

## 2. Objectives

- 1) To determine the level of satisfaction of patients undergone abdominal surgery towards post-operative nursing care.
- 2) To find out the association between level of patients satisfaction towards nursing care with selected socio-demographic variables.

## 3. Materials and Methods

The research approach used for the study was qualitative approach. Exploratory research design was used for study. Study was conducted in postoperative wards of Krishna Hospital, Karad. Present study was conducted on 65 patients with who has undergone abdominal surgery admitted in Krishna Hospital, Karad. Study period was 23<sup>rd</sup> March 2018 to 26<sup>th</sup> April 2018. The researcher obtained ethical clearance from Ethics committee of Krishna Institute of Medical Sciences Deemed University, Karad. Researcher obtained permission from concerned authority after an extensive review of literature, Books, Internet and with the help of guide modified satisfaction scale was prepared on the basis of Objectives. Tool was divided into two sections 1. Demographic data 2. Modified satisfaction scale. Tool was aimed at to assess the level of satisfaction towards postoperative nursing care among patient undergone abdominal surgery in Krishna Hospital, Karad. Certain modifications were done as per the suggestions given by experts. Entire tool was translated in Marathi. Data collection was done by using purposive sampling technique. The investigator explained the purpose of the study to patients. Informed written consent was taken from the each participant. Data were collected using modified satisfaction scale. The data were tabulated and analysed in terms of objectives of the study using descriptive and inferential statistics.

## 4. Results

Sixty five patients participated in this study willingly. Data presented in Table no.1 shows that Majority of the samples, 32(49.23%) participated in study were in an age group of below 36 years. Majority of patients 44(67.69%) participated in study were female. Majority of patient 57(87.69%) participated in study were Hindu religion. Majority of

patients 57(87.69%) were married. Majority of patients 27(41.53%) having high school education. Majority of patients 33(50.76%) were unemployed. Majority of patients 43(66.15%) were living in rural area. Majority of patients 28(43.07%) having monthly income 3001-5000.

As shown in the figure no. 1, the level of satisfaction of patients towards post-operative nursing care among patient undergone abdominal surgery admitted in Krishna Hospital, Karad. Majority patients 55(84.6%) have a very good score in satisfactory scale. 7(10.7%) have excellent score. A very few number of patients 3(4.6%) have good satisfaction score.

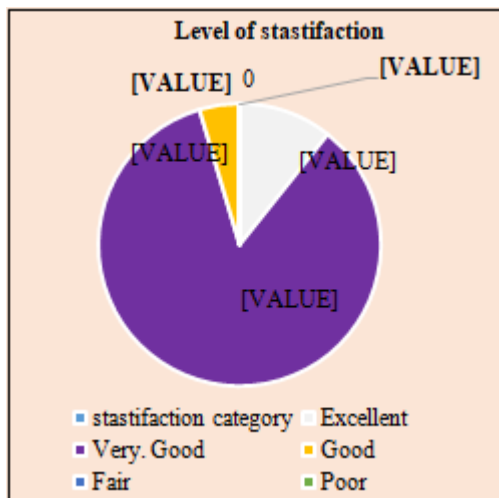
As shown in Table no. 2 reveals the Association of level of satisfaction in patient undergone abdominal surgery with selected demographic variables. Results found that there is significant Association between Religion and level of satisfaction of patients undergone abdominal surgery because p value is less than **0.0001**.

**Table 1:** Frequency and Percentage of patients according to socio demographic variables, (N=65)

Sr. No	Socio-Demographic Variables	Respondent	
		Frequency	Percentage
<b>1</b>	<b>Age in years</b>		
	a) Below 36 years	32	49.23%
	b) 37-45 years	12	18.46%
	c) 46-65 years	16	24.61%
	d) Above 65 years	5	7.69%
<b>2</b>	<b>Gender</b>		
	a) Male	21	32.30%
	b) Female	44	67.69%
<b>3</b>	<b>Religion</b>		
	a) Hindu	57	87.69%
	b) Christian	0	0
	c) Muslim	8	12.30%
	d) Others	0	0
<b>4</b>	<b>Marital status</b>		
	a) Married	57	87.69%
	b) Single	8	12.30%
<b>5</b>	<b>Education</b>		
	a) Illiterate	12	18.46%
	b) primary education	5	7.69%
	c) High school	27	41.53%
	d) Graduate	21	32.30%
<b>6</b>	<b>Occupation</b>		
	a) Government employee	6	9.23%
	b) Private employee	8	12.30%
	c) Unemployed	33	50.76%
	d) Others	18	27.69%
<b>7</b>	<b>Type of residency</b>		
	a) Urban	22	33.84%
	b) Rural	43	66.15%
<b>8</b>	<b>Family income</b>		
	a) Less than 1000	0	0
	b) 1001- 3000	17	26.15%
	c) 3001- 5000	28	43.07%
	d) More than 5001	20	30.76%

**Table 2:** Association of level of satisfaction with demographic variables

Demographic variables	Options	Level of satisfaction					Chi-square value	P value	inference
		Excellent (100-81)	Very good (80-61)	Good (60-41)	Fair (40-21)	Poor (20-0)			
Age in years	Below 36 years	3	29	0	0	0	4.810	0.1863	NS
	37-45 years	1	11	0	0	0			
	46-65 years	4	12	0	0	0			
	Above 65 years	2	3	0	0	0			
Sex	Male	4	17	0	0	0	0.3198	0.5718	NS
	Female	6	38	0	0	0			
Religion	Hindu	5	52	0	0	0	15.557	<0.0001	S
	Christian	0	0	0	0	0			
	Muslim	5	3	0	0	0			
	Others	0	0	0	0	0			
Marital status	Married	9	48	0	0	0	0.05831	0.8092	NS
	Single	1	7	0	0	0			
Education	Illiterate	3	9	0	0	0	4.112	0.2496	NS
	Primary education	2	3	0	0	0			
	High school	3	24	0	0	0			
	Graduate	2	19	0	0	0			
Occupation	Government employee	1	5	0	0	0	0.08282	0.9938	NS
	Private employee	1	7	0	0	0			
Type of residency	Unemployed	5	28	0	0	0	0.002798	0.9578	NS
	Others	3	15	0	0	0			
	Urban	5	27	0	0	0			
Family income	Rural	5	28	0	0	0	0.3943	0.8211	NS
	Less than 1000	0	0	0	0	0			
	1001-3000	2	15	0	0	0			
	3001-5000	5	22	0	0	0			
	More than 5001	3	18	0	0	0			



**Figure 1:** Pie chart showing the level of patients' satisfaction towards post-operative nursing care among patients who underwent abdominal surgery

### 5. Discussion

As shown in table no1 majority of participants were female patient. Majority of patient belongs to Hindu religion. The findings of the study revealed that the level of satisfaction of majority patients towards post-operative nursing care among patient undergone abdominal surgery admitted in Krishna Hospital, karad. Was very good score in satisfactory scale.

The findings of the study help the nurses to identify the area of improvement and provide quality of nursing care in future and increase the level of satisfaction of patients. The actual gain on conducting this study was better outcome in

wellbeing of the patient in terms of gaining more satisfaction of the patient regarding the quality of post-operative nursing care, comfort of patient, fast recovery and quality of life.

### 6. Conclusion

The findings of the study show that the level of satisfaction in patients towards post-operative nursing care among patient undergone abdominal surgery were categorized as following Majority patients 55(84.6%) have a very good score in satisfactory scale. 7(10.7%) have excellent score. A very few number of patients 3(4.6%) have good satisfaction score. From this it is concluded that most of the patients have received satisfactory postoperative nursing care from the hospital. It is also concluded that there is need of improvement in some areas.

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206 nn

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