

# A Study to Assess the Quality of Nursing Care for the Patients of Lower Limb Fracture with Traction and Patients' Satisfaction in Orthopedic Wards of Selected Hospitals in Kolkata, West Bengal

Raka Mondal

**Abstract:** A descriptive survey was undertaken to assess the quality of nursing care for the patients of lower limb fracture with traction and patients' satisfaction in orthopaedic wards of selected hospitals in Kolkata West Bengal. The objectives of the study were to assess the quality of nursing care for patients of lower limb fracture with traction, to assess the patients' satisfaction about the nursing care, to identify the correlation between quality of nursing care and patients' satisfaction and also the association between patients' satisfaction and selected variables. The conceptual framework adopted for the study was based on Stufflebeam's CIPP model-1971. Non probability convenience sampling technique was followed to select 50 lower limb fractured patients with traction. The tools used for this study were interview schedule, record analysis, observational checklist, structured questionnaire and rating scale. The findings of the study revealed that majority of the patients (66%) were male, belonged to 56-65 yrs age group and most of them (40%) had shaft of femur fracture. Maximum numbers of patients (74%) were treated with skeletal traction. Quality of nursing care was average for the lower limb fracture patients with traction and patients were moderately satisfied with nursing care. Statistically significant correlation was found between patients' satisfaction and nursing care. No statistically significant association was found between patients' satisfaction and selected variables. This study results have several implications for nursing service and education. The study can be repeated with large sample in another setting.

**Keywords:** Quality of nursing care, patients' satisfaction

## 1. Background of the study

“The most important medicine is tender, love, and care.”

### Mother Teresa

Patients' satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of the cares out come for healthcare. Nursing service is one of the most important components of hospital service. Understanding how things are looking through the patients' eye should be central part of quality improvement. The level of patients' satisfaction with nursing care is an important indicator of quality of care provided in hospitals.

Industrialization and urbanization keeping pace with the world has its effect on human. Modern industrialized life has increasing incidents of road accidents which have led to an increased rate of fractures. Each year, more than 340, 000 cases of hip fractures occur in America and 1.6 million cases worldwide, out of which 13% to 37% lose their lives. Of the worldwide annual average of 700, 000 road accidents, 10% occur in India.. Morbidity and mortality of these fractures are high. Following hip fractures, 50% of patients are unable to walk without aid, 25% require long-term care, and 20% die during the first year .<sup>2</sup>

In the medical field, traction refers to the practice of slowly and gently pulling on a fractured or dislocated body. Traction is usually used before surgery to reduce pain and facilitate the process of surgery. Skeletal traction is therapeutic pulling on a bone structure mediated through pin or wire inserted into the bone to reduce a fracture of long bones .<sup>4</sup> Skin traction is applying weight to tape, sponge

rubber, or canvas materials which have been attached to the skin surrounding the damaged body structure.<sup>5</sup>

Severe complications such as damage to the neurovascular structure, physical damage, deep vein thrombosis, ligament damage, and pin loosening and infection in pin tract may occur following the skeletal traction .Although the lack of care can cause substantial morbidity and can delay rehabilitation of the individual patient, Those complications will be reduced by maintaining quality of nursing care and adequate maintenance of traction.

The nursing care provided by nurse is regarded as most important factor in patient assessment of their satisfaction with health care. Quality of nursing care is the range of nursing care measured as good, average and poor, that influence the probability of patient's outcome in terms of patient's satisfaction.

## 2. Need of the study

Traction related complications will be reduced by maintaining quality of nursing care and adequate maintenance of traction which will also increase the patient's satisfaction .still there is existing gap in maintaining proper quality of nursing care for which patients outcome is unsatisfactory. Due to lack of study in this area, this study is conducted to evaluate the quality of nursing care for patient of lower limb fracture with traction and patients outcome in terms of patient's satisfaction.

### Objectives

1. To assess the quality of nursing care for patients of lower limb fracture with traction.

Volume 8 Issue 8, August 2019

[www.ijsr.net](http://www.ijsr.net)

Licensed Under Creative Commons Attribution CC BY

2. To assess the patients' satisfaction about the nursing care.
3. To identify the correlation between quality of nursing care and patients' satisfaction.

### 3. Research methodology

By adapting Descriptive survey research design, observational checklist, structured interview scheduled, 5 point rating scale were applied as data collection tool from 50 lower limb fractured patients by non probability convenience sampling technique.

### 4. Conceptual framework

Conceptual framework of the present study based on stufflebeam's CIPP Model

#### Analysis

Findings related to quality of nursing care for the patients of lower limb fracture with traction.

**Table 1:** Mean and mean percentages of quality of nursing care score in selected care domain

n=50, nE=200

Quality of nursing care	Maximum, possible score	Mean	SD	Mean %
Total quality of nursing care	24	15.24	2.93	63.5
Maintenance of traction	16	11.86	1.78	74.12
Recording of care	4	0.76	0.80	19
Providing health education	4	2.57	1.02	65

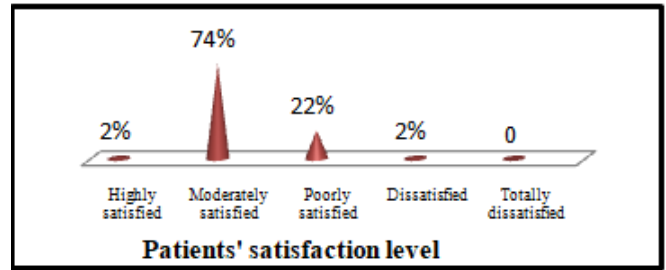
Data presented in table showed that maximum mean percentage (74.12%) was observed in the area of maintenance of traction, followed by 65% in the area of giving of health education and 19% the area of recording of care delivered to the patient.

Data also revealed that mean of total events (quality of care) considering 3 areas was 15.24 with a SD of 2.93 and median was 13. Medium standard deviation apparently indicated moderate variability among the patients with lower limb fracture as far as their quality of nursing care regarding traction care was concerned.

It could be apparently said that the quality of nursing care was good in maintenance of traction, average in giving health education to the patient and was very poor in recording of care and health condition

Data also revealed more standard deviations in the domain of maintenance of traction (1.78) and giving health education (1.02) indicating that quality of care varied in these two areas than giving of health education (0.80)

- Findings related to patients satisfaction level



Conical chart showing frequency and percentage distribution of patients according to the quality of nursing care they received.

Data presented in figure 7 showed that majority of the clients (37; 74%) were moderately satisfied with the quality of nursing care, 11 (22%) were poorly satisfied, 1 (2%) person was highly satisfied, and remaining 1 (2%) was dissatisfied with the quality of nursing care.

#### Findings related to relationship between patients satisfaction and quality of nursing care

**Table 2:** correlation and its significance existing between patients' satisfaction and quality of nursing care they received

n=50

Variables	r value	t value
Patients' satisfaction and Quality of nursing care	0.85	11.18

Data presented in table 10 showed highly positive correlation between patients' satisfaction and quality of nursing care they received. So, it could be concluded that statistically significant relationship (as evident from corresponding t value) existed between the satisfaction level of the patients and the quality of nursing care they received.

### 5. Discussion

Overall quality of nursing care was (mean 15.24) average for the patients of lower limb fracture with fracture , majority of lower limb fracture patients (72%) got good quality of care in maintenance of traction .Overall, patients were moderately(mean percentage 66.72%) satisfied with nursing care. There was statistically significant correlation between quality of nursing care and patients satisfaction (r=0.85; t = 11.30)

### 6. Conclusion

On the basis of the findings of the present study it can be concluded that quality of care for the patients of lower limb fracture with traction was average. Although maintenance of traction was good, but the recording part was very poor in quality and giving health education to the patient was maintaining average quality. Interestingly enough nurses did not involve themselves in recording of patients' health condition, intake output, vital signs and giving health education to the patients for better outcome of them in any of the settings when the data were collected.

## 7. Recommendation

This study

- Can be replicated with a large sample for generalization of its result.
- Can be conducted to assess the effectiveness of self-instructional module on knowledge of care providers regarding traction care.
- Can be done on felt home care need of lower limb fracture patient having traction.
- Can be done to formulate a standard guideline for traction care.

## References

1. Rajeswari T; A study to assess patient's satisfaction with quality of nursing Care, trivandrum, 695011, November 2011; Available from <http://dspace.sctimst.ac.in/jspui/bitstream/123456789/1607/1/481.pdf>
2. Adib Hajbaghery M, Morardi T, Quality of care for patients with traction in sahidbehasti hospital in 2012, Arch Trauma Res (Internet), 2013; 2(2):85-90, Available from: <http://www.ncbi.nlm.nih.gov/pubmed>