

The Level of Patients' Satisfaction Regarding Nursing Care Services in Dialysis Centers

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Abstract: Renal failure is one of the most increasing issue and patient need to admit or enter in any care organization where care for the renal care or therapy are provided to the patients. The renal kidney failure patient's kidney stopped working well and it is difficult for the patients to survive easily without dialysis (Weiser 2013). The main purpose of this study was, to assess the level of satisfaction regarding nursing care in dialysis centers LHR. A cross sectional descriptive survey was performed to assess the satisfaction level of dialysis patients. A convenient sample of n=150 was used to collect the information. A structured questionnaire with demographic variables and causes variables was applied. The data was analyzed on SPSS version 21. On the basis of this study results it is concluded that a questionnaire was used for the assessment of patient. It contains multiple questions about nurses and participants. According to these study results it shows that patient satisfaction with dialysis was high. Moreover patients were more satisfied if they provided information about dialysis procedure, nurses also give emotional support to the patient. Finally, questions were asked to the patients about their views on the care provided in the dialysis center. Most of the patients' had satisfied from nurse's care provided in dialysis center. Patients were more satisfied if they provided information about dialysis procedure; nurses also give emotional support to the patient.

Keywords: Patients satisfaction .Chronic kidney disease, Nursing care, Dialysis units.

INTRODUCTION

Renal failure is one of the most increasing issue and patient need to admit or enter in any care organization where care for the renal care or therapy are provided to the patients. The renal kidney failure patient's kidney stopped working well and it is difficult for the patients to survive easily without dialysis [1].

In the public health issues, renal failure is considered as one of its major issue. This disease high in Pakistan about 10 million hemodialysis is performed in Pakistan annually. Malpractice and neglecting in providing care before, during and after hemodialysis make people prone to other diseases which sometimes result fatal. This increase needs of hemodialysis care provided by nurses to prevent renal failure patients from other health issues. General condition of the hospitals is also not suitable for the patients. Wrong practices performed before, during and after hemodialysis [2].

Before hemodialysis care and patient satisfaction is ongoing process in the health care system. Every patient has their own perceptions and satisfaction level about hospital in which hospital

reputation and delivery of care is involved, so this thing effect on satisfaction level of the patients. Sometimes patient perception about hospital is opposite and patients need not met by health care providers [3]. Moreover there are six components which effect on patient satisfaction. These are information provided to the patients regarding hemodialysis care has great influence on patient satisfaction. Reduce discomfort and provide basic needs to the patient [4]. Participation in decision making, fear and concern, patient staff relationship and service provide are the main components for the patient satisfaction. Respect of patient privacy and confidentiality developed trust among health care team [5].

The perceptions of the patients depend upon nursing care such as nurse's knowledge, about hemodialysis, response of the nurse to the patients and skill of the nurses. If nurses provide better care to the patients, meet the need of the patient give information about their disease and treatment the perception of the patients about nursing care will be positive and satisfied [1].

Meanwhile hospitalization and until the patient's discharge after dialysis e from hospital, satisfaction of patients consists of the perception of nursing care [6]. Patients satisfaction can be defined as delivery of nursing care until patient become able to handle himself/herself and another is to meet the goals of an organization [6]. According to another study for the patients satisfaction is directly proportion to the nursing services and institution goals [7]. This has been also described that the crucial element is the nursing services for the inpatient individuals [6]. It is quite important for an organization to reduce mortality and morbidity which can be inversely proportion with organizational commitment and delivery of quality care [6]. It is stated that patient's satisfaction from nursing care is a main point to be focused on care and it should be seen with the patient's perspective [6].

It is the responsibilities of a nurse manager to take a well-qualified and well trained nurse in the hemodialysis center and explain their role It is also mentioned in the responsibilities of nurse manager to motivate the nursing staff for their work and practice because any aspect of hemodialysis care, patient satisfaction and care deliver to patient the nurse play an important role [8].

Another study conducted in Switzerland hospital in which the patients satisfaction have negative aspect of dialysis care, such as not proper information about complication, cost of the procedure or daily restriction was lower than positive aspect such as nursing care and information about dialysis [9].

Another study conducted in dialysis unit in the South Africa on deferent factors which effect nursing care and also the effect patient satisfaction level. These factors are environmental factor, careless care of the nurse towards kidney failure patients' .if the leader lead the nurse staff in a good way and not give a work load then the care of patient received is better and become satisfied But if any problem occur in these factor such as over load of work ,stressful environment then the care of the patient is low and the patient not achieved and not satisfied and gave negative comment about nursing care [6].

Another Study conducted in Pakistan and showed that there were 108 patients who were agree to participate in study.45% patients satisfied from the nursing care in the dialysis care center and fulfilled their need in hospitals. There were 55% patient who were not fully satisfied from nursing care in dialysis ceneter.94% nursing practice keeping privacy of the patient procedure.84% patients have negative perception about care because nurses were not attentive which make patients satisfaction level low [10].

According to the study of Pearce [11] on patient's satisfaction. He measured the satisfaction level of the patients through questionnaire and he also conducted an interview with patients from five different dialysis center in public hospitals. According to that study 30% patients have negative perception and comments about nursing practice and care about dialysis and 70% patients do not agree to give answer about nursing practice. After this study Pearce defined some barriers during nursing care which is lack of time, bad behavior of the nurses and poor management of the dialysis unit in hospital [12].

Study was conducted in 2010, about patient's staff relationship and satisfaction in Tehran. It is observed that relationship between nurses awareness about patients' rights in hospitals ($P>0.05$).It showed that patient rights important factor in patient satisfaction. It is the right of every patient that should be treated with respect and make data confidential. Awareness of the patients' rights, patients seems more satisfied [9].

In Saudi Arabia, The Ministry of Health published patients' bill of rights 2001. According to them patients right is first indicator in health. Many of the patients not known by their rights. Patients' rights include informed consent, autonomy, confidentiality and privacy. Patient right also include emotional support, cultural and spiritual. It is right of patient to treated according do cultural differences [13].

AIMS OF THE STUDY

- The purpose of this study is to assess patient satisfaction regarding nursing care services in dialysis center of Lahore, Pakistan
- To analyze the satisfaction level of kidney patients of Jinnah hospital Lahore, Pakistan.

SIGNIFICANCE OF THE STUDY

The significance of this study was that it helped the health care providers to identify the importance of hemodialysis care among patients. They develop motivation in their work and to improve the quality of care provided in their hospitals.The data was providing baseline to manager, so that they can adopt policies to enhance level of hemodialysis care in which patient satisfaction was improved. It helps the administration to increase the practices of their nurses and increase the quality of care among patients. Major benefit of this research is that it was enhance the productivity of hospital.This research was helpful for policy maker in the aspects as they could bring change in already existing policy. It helps to understand the extent of the problem in the hospital and to plan different strategies which help them to improve level of patient's satisfaction regarding care

METHODS

Setting

This study was carried out at Jinnah Hospital Lahore. This is Public hospital, equipped with specialized workers in different departments including inpatient, outpatient, emergency and hemodialysis unit. There is no discrimination according to hospital policy and all patients were equally treated. Hospital management is cooperative with the patients and takes care honestly.

Research design

In this study analytical cross sectional study design was used. This design was preferred because it provides data about two or more variables and also to obtain association between variables.

Population

The study population for this research study was all patients who had undergone procedure

Sampling

Convenient sampling was used for data collection in this study. This is a feasible and easy method of sampling

Research instrument

Data was collected through a self-administered adopted questionnaire from the previous study. Questionnaire was distributed among participants.

Data gathering procedure

The questionnaire was distributed to the participants in printed form where they answered all the question according to their own understanding. A time of about 30 minutes was given to fill the questionnaires. Then the filled questionnaires were collected.

Methods used to analyze data

Descriptive Analysis of variables was done on SPSS and data was presented in tables form. Charts and graphs were shown. The central tendency and dispersion was measured of variables. Regression analysis was applied to assess the relationship between hemodialysis nursing care and patient satisfaction. Magnitude of effect between each independent and dependent variable will be assessed. The mean of means of perioperative care and patient satisfaction were take and regressed with each other. Results show the significance of relationship between perioperative care and patient satisfaction.

Study timeline

The data was collected from February, 2018 to April, 2018.

Ethical consideration

- The respondent of the study was asked to signed consent form before responding to questioner. Respondent was informed about withdraw study if they are uncomfortable.
- Respondent assured that all personal information kept anonymous like name and cell phone number are not mentioned in the research.
- It involves no harm to the patients. Patient rights were respected, if they withdraw study there is no penalty for them.
- In this study all participants was provided equal chance. There is no discrimination about the religion, caste and color.

RESULTS

Profile of the respondents

Respondents were taken from different selected groups of DHQ Hospital Faisalabad.

Table-1: Demographic frequency

Variables	Category	Percent
Gender	Male	55.3
	Female	44.7
Age	18-25	11.3
	26-35	29.3
	36-50	38.7
	Above 50	20
Education	Matric or Below matric	10
	Fsc	34
	Ba/BSC	40
	Other	16
Marital status	Married	39.3
	Unmarried	30.7

Table-1 show the demographic information of the participants which show that data consisted of Male 55.3% Female 44.7% Age of patients 18-25 years was

11.3 % 26-35 was 29.3%, 36-50 years was 38.7 % and Above 50 years 20%. Education level of the participants was Matric or below matric were 10.7%,

Fsc were 34%, BA/BSC were 40% and other program were 16%. Some 39.3% participants are married and

some are unmarried.

Table-2: variables of Awareness about Hospital Waste Management

Items	V.D	D.S	NEUTRAL	SATISFIED	V.S
Satisfaction with the way nurses' welcome you to the Renal unit	3.3%	2.0%	8.0%	20.7%	66.0%
Nurses explanation for long waiting times and delays	3.3%	2.7%	4.0%	0 35.3%	54.7%
Was the staff attentive to your needs?	3.3%	1.3%	7.3	28.7	59.3
Did they act according to your needs?	.7	2.7	12.7	40.7	44.0
Courtesy and respect you were given; friendliness and kindness?	3.3	1.3	7.3	34.7	53.3
Ability of the nurses to make you comfortable and reassure you?	1.3	2.0	5.3	38.0	53.3
During this hospital stay, how often did nurses explain things in a way you could understand?	2.0	1.3	10.0	30.0	50.6
Nurses attitudes as they attend to patients	1.3	2.7	13.3	40.7	42.0
Level of patient's satisfaction with nurse care provided before and after dialysis					
Nurses attitudes as they attend to patients	1.3	2.7	13.3	40.7	42.0
Nursing examination (physical) prior to dialysis	1.3	2.7	15.3	38.0	42.7
Nurse give adequate time for patient during dialysis.	2.0	4.0	13.3	43.3	37.3
History taking of previous dialysis and current history of water and dietary intake	1.3	4.7	9.3	44.7	40.0
Nurses observations taken post dialysis prior to administering post dialysis drugs	3.3	3.3	14.0	46.7	32.7
Do nurses give advice in view of post dialysis results	2.7	5.3	15.3	30.7	44.7
Nurses commitment in facilitating waiving process through credit facilities	16.0	9.3	11.3	36.7	26.7

Table number 2 show the score of the participants about variables such as 'Satisfaction with the way nurses welcome you to the renal unit' in which 3.3% participants were very dissatisfied, 2.0 % participants were dissatisfied, 8.0% participants response were neutral 20.7% participants score were satisfied and 66.0% participants very satisfied. In another variables which is 'Was the staff attentive to your needs?' which show that 3.3% participants were very dissatisfied 3.3 % participants were dissatisfied, 7.3% participants response were neutral 28.7% participants score were satisfied and 59.3% participants very satisfied. The result show positive response of the participants about statements. Another variables 'Did they act according to your needs?' which show the score of the participants in which very less participants. 7% score to very dissatisfied, 2.7% dissatisfied, 12.7% participants response were neutral 40.7% participants score were satisfied and 44.7 % participants very satisfied. This score of the mentioned variable also show that most of the participants have positive response and less participants were negative response. In this variables 'Courtesy and respect you were given; friendliness and kindness?' the 3.3 participants show very dissatisfied response 1.3% show dissatisfied, 7.3 neutral response, 34.7% show satisfied response and the remaining 53.3% show very satisfied response which is maximum score of this variables. 'Ability of the nurses to make you comfortable and reassure you?

'In this variables 1.3 participants show very dissatisfied response 2.0% show dissatisfied, 5.3 neutral response, 38.0% show satisfied response and the remaining 53.3% show very satisfied response which is maximum score of this variables. The over result show the positive response of the participants, most of the participants are very satisfied from the above research statement and very less participants score are dissatisfied. Some of the participants score show below in graphs.

DISCUSSION

This analytical cross sectional study was conducted in National hospital Lahore Pakistan. The purpose of this study is to assess the level of patients' satisfaction regarding nursing care service in dialysis center. The data has been collected and analyzed from 150 participants of national hospital Lahore. In this study assess the patient's satisfaction level of the patients regarding nurses' care in the dialysis. In this study male participants were 55.3 % and 44.7% were female who willingly participate in study. 18-25 years of participants were 11.3%, 26-35 years were 29.3% and 36-50 years participants were 38.7%. The education level of the participants are matriculation or below were 10%, those participants who qualification was FSC were 34% BA/BSC qualification were 34 % and other qualification were 16%. In this study 39.3 % participants were married and 30.7 % were unmarried.

According to analysis of the study .7% participants were very dissatisfied about 'Did they act according to your needs?' which show the score of the participants in which very less participants .7% score to very dissatisfied, 2.7% dissatisfied, 12.7% participants response were neutral 40.7% participants score were satisfied and 44.7 % participants very satisfied. This score of the mentioned variable also show that most of the participants have positive response and less participants were negative response.

According to the study which conducting in Saudi Arabia hospital which result show that 6% people are not agree that the nurse fulfill the need of the patients during dialysis and 45% participants are agree and 49% participants were neutral. In some variables show 5% participants were very dissatisfied about 'Nurses observation taken post prior to administrating post dialysis drugs' 5% participants were dissatisfied, 21% were neutral, 70% satisfied and 49% were satisfied .this graph show that most of the participants positive response to satisfied and very less participants response to very dissatisfied. 'Courtesy and respect you were given; friendliness and kindness?' the 3.3 participants show very dissatisfied response 1.3% show dissatisfied, 7.3 neutral response, 34.7% show satisfied response and the remaining 53.3% show very satisfied response which is maximum score of this variables. According to another study which conducted by [14] more people are not satisfied from patients care during dialysis because the nurse not focus on the patients care and not satisfied from nursing care. the results show that there is less people which that nurse care are not better and give negative comments on nursing care in the dialysis center and not satisfied but more of the participants score show the positive response of the participants and also give response to the nurses in the dialysis center and satisfied from nursing care during and after dialysis.

The interpretation of the study show that there is various factor which effect the nursing care in the dialysis center which make negative satisfaction level of the patients but most of the factors can make the positive satisfaction of the patients such as comfortably of the patients, explanation of the procedure to the patients and given respect to the patients and so on.

Limitations

- Less sample size 171 due to which, the findings cannot be generalized.
- Time was too short, to see any prospective events or detailed associations of awareness and practices
- Convenient sampling technique was used which may have some biasness

CONCLUSION

On the basis of this study results it is concluded that a questionnaire was used for the

assessment of patient. It contains multiple questions about nurses and participants. According to these study results it shows that patient satisfaction with dialysis was high. Moreover patients were more satisfied if they provided information about dialysis procedure, nurses also give emotional support to the patient. Finally, questions were asked to the patients about their views on the care provided in the dialysis center. Most of the patients' had satisfied from nurse's care provided in dialysis center. Service delivered to the patients is good so participants seem more satisfied with this. Enough information is provided to patients and with this patients are also satisfied. Although fear and concern and discomfort and need are important factor in overall patient satisfaction.

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