

Adult Patient Satisfaction with Nursing Care, In Government Hospital Lahore Pakistan

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Abstract: It is important for any health system to provide Nursing care with great quality and respond the client’s necessities. There are three dimension of nursing care which is used to assess patient’s satisfaction that are Nursing skill, Attention and Somatic Care. Purpose of study is assessing satisfaction of patient’s related quality of nursing care dimension in the government center of Lahore Pakistan. Quantitative descriptive cross sectional study design was used. Simple convenient sampling was used to collect the data from two different government hospitals. Sample size was 200 patients from selected hospital. The results of the study revealed that vast no of respondents (69.9%) were gratified with nursing care provided to them, while others out of 194 respondent, 44 participants are 60.9 % positively remarks that nurses are always cheerful towards the patient .They are mostly kind or soft hearted. 16.5% of 32 respondents are neutral about this question. And 22.7 % respondents 128/194 were having negative response for this statement.69.6% are satisfied and agree with the statement of this question because they thought that nursing is a noble profession and the nurses who works day and night for the well beings of the patient are admire able. Study results showed that mostly participants remained satisfied with care of nursing; consequently they recommended some development particularly with respect to the interpersonal relation. Additional research will be needed to study comprehensive socio cultural and environmental factor related to client gratification regarding nursing quality care.

Keywords: Nursing, patient, hospital, satisfaction and dimension.

INTRODUCTION

It is important for any health system to provide Nursing care with great quality and respond the client’s necessities. Satisfaction is derived from the Latin word “satis” meaning adequate, is a related thought that apply just on enough care[1]. However patient dissatisfaction recommends that health care cannot complete their goal of client’s satisfaction permanently, or applied brilliantly in a high class measures. on the opposite side the client satisfaction is most important part in health system but not sufficient situation of health providing care quality[2].

Client satisfaction with nursing care is well-defined as, the level in which nursing care meets clients anticipations in terms of craft of consideration, specialized quality, physical environment, accessibility and congruity of consideration[3]. There are three dimension of nursing care which are used to assess patients satisfaction, that are, Nursing skill, Attention and Physical Care[4].

Clients are the best reserve the evidence about hospital system of education, communiqué, and management techniques, because they are only source

of the data provider, about whether they treated with self-esteem and respect or not. Their experiences mostly told about the organization, that how well a hospital system is operating. Patients satisfaction is focused on" procedure measure of patients. It shows the patient’s own reaction, and evaluation of care given by health care providers. Client satisfaction is the only existing amount of the individual which effects on full variety of care process[5].

Client disappointment with nursing care facilities might be lead to minor usage of the nursing care managements by the patients[6].That’s the reason, several scholars admitted, that client’ satisfaction is not only measuring the quality of nursing care, but it also provide the health goal achievement[7].

Patients have their own perception about nursing care, their styles, behavior’ and performance of nurses attitude, this hope directly effect on patients’ thoughts. Thus its necessary for nurses to continuously improve their professional learning regarding their skills, attitudes, styles and competency as well as knowledge to support in the fields of information, emotion and technical support and help for their cancer

patients[8]. Client satisfaction is a word that can be understood in a different way by different patients and its sense are different from one patient to another at different situation[9-11].

Patient satisfaction is a perception of patient needs and expectations of clients that was encountered. Level of satisfaction is different from one person to another person and ,from product/service or service/products [2]. The satisfaction condition depends on psychological and physical variables among satisfaction behaviors or suggested rate. It is important for nurses to understand that quality of care can't be achieved highly until the patient is not satisfied with their care. Quality care goals should remain a need for achieving client satisfaction[12].

The most important part in any hospital are nursing service area, which have two major component, that is nursing care of sick patients and prevention of diseases and promotion of health[13].Nurses are the essential gathering, which are biggest single specialized gathering of individual occupied, with healing center consideration alongside specialists and devour very nearly 33% of doctor's facility cost[14].Regarding quality of nursing care satisfaction of patient is an prominent element which impact on the patients recovery with whole health care setting because nurses are the persons who deal clients more than other health care providers [28].

Adult client satisfaction with nursing care quality is a major indicator because patients have right to expects quality of care from nurses. The purpose of the study is assessing the satisfaction of patient's related quality of nursing care dimension in the government center of Lahore Pakistan. Satisfaction of patients with nursing care is an indicator to explain patients' thoughts about quality care of nursing services. From last few decades there has been an aggregate attention regarding client satisfaction with nursing care[15].Objective of this study is to assess nursing care quality indicated by patients satisfaction

Purpose of Study

General purpose of the study is “assess adult patient satisfaction with nursing care” with particular nursing dimensions to give quality change and information that will prompt comprehend and distinguish the rule drivers of patient satisfaction goal.

Objective of Study

Objective of the study is, to assess the quality of nursing care indicated by patient satisfaction.

Research Questions

Investigate the satisfaction level of the clients about care which they receive from nurses. And my research question is to investigate that how much

client/patients are satisfied with nursing care dimensions?

Conceptual definitions Client fulfillment or approval with nursing consideration is characterized as patients mood of care which got from nursing staff and is recognized as a result marker of the nature of nursing consideration [16].

Significance of the research

This research significance is that, on the base of results, policy maker or decision maker can take the specific measures for client satisfaction. After this research result nurse can work on the improvement of care for the satisfaction of client. On the base of this work organization will know the care which provided and client demand which support for next planning. By doing this research I will be little contribute in improvement of my profession .Personally I can achieved my study objective and it will be helpful for my personal benefits like increments in salary and promotion etc. On this line, assessing the satisfaction of patients with nursing care is crucial in directive to recognizing area of dissatisfaction and at same time improves the nursing services. Nursing services are not organized in Pakistan. As patient satisfaction with nursing care was not assessed adequately or not at all gain attention in our country this study would be the baseline on this direction and also helpful for improving the nursing services.

LITERATURE REVIEW

According to [4] research that patients are satisfied with providing care of regarding privacy, and also excellent with regular routine checkup, but patients have negative experience regarding nurses behavior .Patients thought that nurses are commonly less attentive to their needs. A patient complains about nurses attitude that they were mostly forgot their requests and give less importance to patients complains. On their research results shows that nurse's interpersonal communication was poor. Patient's dissatisfaction reveals on the poor monitoring system of nursing care.

There are three nursing dimensions which were recognized on the base of literature review. These were known as follows: (1) the nurse as a caring person, (2) the nurse as an information provider and (3) the nurse as a competent and skilled healthcare provider[17].These dimensions show the subjects similar to Riser's scale which had the following dimensions: (1) interpersonal-trusting, (2) interpersonal-educational, and (3) technical-professional[18].

Satisfaction of patient is taken a valid indicator for the recognition of client according to The Joint Commission on Accreditation of Health Care Organizations [19]. Quality mean to fulfill one's need

and fulfill or expectation, its right for everyone to receive harm free and on time treatment. Quality care means provide care regarding medical test procedure without effecting any factor such as age sex race or financial status[20].

According to the study of (Maria Vanessa C. Villarruz-Sulit). Shows that mostly client were satisfied with two nursing care dimensions, that's "the nurse as competent and skilled health care provider and the nurse as a caring person. It also shows a third indicator that clients are more satisfied with care of nursing. Many researchers show in their studies that client satisfaction is not only a tool to assess quality of nursing care; it just shows the goal of health care process [7].

The study which is conducted by Rafii *et al.* [4] on 250 clients, on those who were hospitalized for medical conditions or surgical procedures at teaching hospitals of Iran University Medical of Sciences are assessed for the caring behaviors of nurses and satisfaction with nursing care. Might be a hospital is beautifully located, well-furnished and well organized, but if the nursing care is not provided in good quality, then hospital will flop their obligations to provide attention regarding care[21].

Caring is coordinated toward the welfare of the client and it happens when medical attendants react towards patients in a caring circumstance [19, 22, 23, 24].

Satisfaction of the customer, is one of the vital validates of adequacy and nature of consideration[29],It is characterized as the patient's emotions of the consideration which they got from nursing staff working in hospital facilities[30].Various angels which effect on satisfaction of patient is discussed in different studies. These causes comprise on: (i) patients' potentials of the service which is given and the actual services which are received; (ii) the age of the patient (younger patients are said to be more dissatisfied, voicing greater dissatisfaction with care);(iii) that patients have a tendency tube more critical of attitudinal aspects of care, rather than technical aspects;5 and (iv) gender (some studies reported that women voiced greater satisfaction with their care than men).

Abramowitz *et al.* [25] noted that performance of nurses will be as represented agent for hospitals. Nurses are seen more responsible as compare to physicians for the daily activities of any department. Patients are mainly connected with nurses. Nurses should be a supported person with other health worker for the betterment of client. Therefore to meet physical care given to patients, and offer emotional support to both patients and families. Newcastle Satisfaction with

Nursing Scale' (NSNS) covers most of the dimensions of patient satisfaction suggested in the literature such as quality of care and patients' views of the care.

METHODOLOGY

Quantitative descriptive cross sectional study design was used. Study conducted from February 2017 to July 2017. Descriptive study design is used to describe the participant in an exact way [2].

An adopted questioners consist of five point Likert scale ranging from strongly disagree, disagree, natural, agree, strongly agree are distributed regarded adult patient satisfaction with nursing care dimension. Questioner adapted from [18, 20].

The target population was admitted patients of Government Hospitals at Lahore in medical, surgical, cardiac unit, euro or genie wards. Clients who admitted in the wards at the time of data collection and meet the inclusion criteria from being 18 years or above than 18year.Patients who stayed in the ward for two nights or more, and was able to communicate or at least primary educated were study population. That entire participant included who show willingness and give consent to take part in the study. All those participants excluded who don't show the willingness and not give consent. All those patients were excluded who admitted in private hospitals, unconscious, pediatrics and less than 18 year. Due to the huge number of patients, sample size was specified from 2 governmental hospitals. Sample size was calculated from the total number of patients from two governmental hospitals, General Hospital Lahore, and Mayo hospital Lahore. Simple convenient sampling was used to collect the data. Sample size was 200 patients from selected hospital. Permission of the research was taken by ethical review committee of the University of Lahore. A letter from university is obtained and presented to medical superintendent to take permission for data gathering. After getting permission from on corned authority data was collected. Participant provided sufficient facts of the research to gain full consent. This achieved through a letter of consent attached to each questionnaire stating the basis of the research confidentiality as well as benefits. In addition, Research Tool adapted Questioners paper, pencil provided for data gathering. By self-survey questionnaire distributed and collected. Questionnaire distributed among the participants,10 minutes given to each participant to complete it and return it. The data collected and imputed into SPSS version 21 for analyses. Statistical computer software for data analysis and processing of mean, median, percentage and frequency of different variables was calculated and graphically portrayed in tables and graphs.

RESULTS AND FINDINGS

Table-1: The Nurse as a Caring Person

S.No		Strongly disagree F(%)	Disagree F(%)	Neutral F(%)	Agree F(%)	Strongly agree F(%)
1	Nurses are always cheerful	10(5.2%)	34(17.5%)	32(1.5%)	94(48.5%)	24 (12.4%)
2	Nurses give me less attention	14(7.2%)	70(36.1%)	39(20.1%)	53(27.3%)	18(9.3%)
3	Nurses are cranky	21(10.8%)	59(30.4%)	52(26.8%)	44(22.7%)	18(9.3%)
4	Nurses are always in a hurry	11(5.7%)	70(36.1%)	16(8.2%)	77(39.7%)	20(10.3%)
5	Nurses do not introduce themselves	15(7.7%)	26(13.4%)	4(2.1%)	93(47.9%)	56(28.9%)

The research is done on patient’s satisfaction with nursing care dimension in governmental hospital of Pakistan. Out of 194 respondent, 44 participant are 60.9 % positively remarks that nurses are always cheerful towards the patient .they are mostly kind or soft hearted. 16.5% of 32 respondents are neutral about this question. And 22.7 % respondents 128/194 are having negative response for this statement. The reason behind their negative response is that nurse are mostly not talk with anyone ,they never ask anything from patients family that’s why they were not agree with this statement .In response of second question, 36.6% respondents (71) have positive response. They admitted that nurses give less attention. They are always in a hurry and not give proper attention to patients. 20.1% of respondents (39) are neutral about this statement. And 43.3% of respondent (84) are having negative opinion towards this statement. In response of third question of this construct, 32% respondents (62) are agreeing to the statement that nurses are cranky. This is the reason due to which they don’t get information regarding important issues. According to them nurses use very rough language whenever we call them about any complaints of patien.26.8% of respondents (52) are neutral about

this statement. They were undecided for this question. 41.2 % of respondents (80) are not having positive views to this statement. In the response of 4th question of this dimension 50% respondent(97) out of 194 are agree that nurses are always in a hurry ,they don’t listen patients complains properly because they are in a hurry to attend another patient and complete their work so after that they sit relaxes and mostly are in a hurry to engaged in phone.8.2% respondent(16) are neutral regarding that question.41.8% respondent(81) are disagree that nurses are in a hurry ,they are said that nurses are always listen their problems and solve them within times. The last question of this dimension is those 76.8% respondents (149) are agree that nurses do not introduce themselves. Because of short time and overburden. Some respondent says that nurses are not introduce themselves because of social limitations of the Pakistan and might be they are proud .2.1% respondent are neutral regarding this question.21.1%responden(t41) are disagree from this question .they said that nurses are very polite and introduce themselves.

DIMENSION

Table-2: The Nurse as an Information Provider

S.NO		Strongly disagree F(%f)	Disagree F(%f)	Neutral F(%f)	Agree F(%f)	Strongly agree F(%f)
1	Nurses tell me the side effects of my medications	20(10.3%)	56(28.9%)	14(7.2%)	75(38.7%).	29(14.9%)
2	Nurses tell my watchers the side effects of my medications	20(10.3%)	29(14.9%)	23(11.9%)	101(52.1%)	21(10.8%)
3	Nurses advise me on proper diet	15(7.7%)	38(19.6%)	25(12.9%)	92(47.4%)	24(12.4%)
4	Nurses advise me on what activities I can do at home after discharge	22(11.3%)	65(33.50%)	25(12.9%)	68(35.1%)	14(7.2%)
5	Nurses tell me immediately what my test results are	25(12.9%)	72(37.1%)	24(12.4%)	51(26.3%)	22(11.3%)
6	Nurses do not explain hospital policies, rules & regulations	27(13.9%)	58(29.9%)	24(12.4%)	66(34.0%)	19(9.8%)

In the second dimension of nursing care the responses were For the first question 104 respondent out of 194 are 53.6% are agree that nurse tell them the

side effects of the medication.14respondents have 7.2% neutral response of this sttement.39.2% are disagree out of 76/194 participants.. Second question of this

construct is “ nurses tell my watchers the side effects of my medication.122 respondent are 62.9% agree from the statement.23participants are 11.9% neutrally respons.49 respondent are disagree from this question.in the third question of this construct is that 116 respondent are 59.8% are agree that nurses advise them for proper diet .they always told about the foods which are beneficial to health or which are harm.25 respondent are neutral for this question.53 respondent are 27.3% disagree. They said that nurses never talk about proper diet they always refer the patient towards the doctor for taking the answer of this question. In the fourth statement of the question 92 participants are respond 42.3%positively or agree that nurses advise me

of what activities I can do at home after discharge.25 respondent are 12.9% neutrally respond. Out of 194 respondent 87 participants are 44.8%disagree that nurse tell them the planning of discharge that what activities can a patient do at home or not.In the fifth question of this dimension 73 respondent 37.6% agree of this statement, however 24 participants are 12.4% neutrally respond.97 participants are 50.0% disagree that nurses tell about the results of their test. In the last statement of this dimension 75 participants are 43.8%agree with this statement 24 participants are 12.4% neutrally respons.85 respondent are 43.8% disagree with this statement.

Table-3: The Nurse as a Competent and Skilled Healthcare Provider

S. NO		Strongly disagreeF(%f)	Disagree F(%f)	Neutral F(%f)	Agree F(%f)	Strongly agreeF(%f)
1	I feel only a little pain when nurses give injections	8(4.1)	36(18.6)	29(14.9)	87(44.8)	34(17.5)
2	I feel only a little pain when nurses prick my finger to obtain blood for tests	7(3.6)	45(23.2)	30(15.5)	80(41.2)	32(16.5)
3	Nurses dress my wounds carefully	11(5.7)	34(17.5)	38(19.6)	74(38.1)	37(19.1)
4	Nurses assist doctors in procedures	6(3.1)	25(12.9)	31(16.0)	94(48.5)	38(19.6)
5	Overall, the nursing care I received met my expectations. Overall, I am satisfied with the nursing care I received.	19(9.8)	17(8.8)	23(11.9)	77(39.7)	58(29.9)

In the third dimension of first statement 121 participants are 62.3% agree with this and 29 respondent are14.9% neutrally respond.44 respondent are 22.7% disagree with the statement that I feel only a little pain when nurses give me injection. With the second question of this dimension 112 respondent are 57.7% agree but 30 respondent are 15.5% neutrally respond.52 participants are 26.8% disagree with the question. With the third question of the dimension 112respondents are 57.2%are agree with this question and 38 respondent are 19.6% are neutrally respond.45 respondent are 23.2% are disagree with the statement that nurses dress wounds carefully.132 respondent are 68.1% agree with the 4th question of the statement and 31 participants are 16.0% respond neutrally.31 respondent are 16.0% disagree with the statement. At the end most important question which show the results of the study that how much patients are satisfied with the nursing care .Out of 194respondenet 135participants are 69.6% satisfied and agree with the statement of this question because they thought that nursing is a Nobel profession and the nurses who works day and night for the well beings of the patient are admire able .They replied that they see them as a hardest persons ,where they serve the humanity day and night .They are satisfied with nursing care generally and happy with them of their attitude and work. However 23respondent are neutral response with this statement. Only 19 respondents are 18.6% disagree with this question that is generally not satisfied with nursing care.

DISCUSSION

Satisfaction of the client is a common way to identify nursing practices in most of the countries. This study may add a little effort in the Pakistan. by identifying the quality of nursing care is valid indicator to assess client satisfaction, with the expectation regarding nursing services. Satisfaction of clients achieved when their expectation criteria is meet which they generally thought regarding care of nursing [6].

Studies about Satisfaction can provide some indication that how an organization can change their policies to provide better services in order to make their patients are more satisfied. When clients are satisfied with the health care providers, they can more trust on the services which are provided to them by nursing staff. This study shows that 69.9% patients are overall satisfied with the nursing care which provided to client ,however only 18.6% are dissatisfied with their services. a same study conducted by [5] in turkey and their results are 67% which was low compared to other studies .in the study of [4] put of six dimension of nursing care patients are 45% satisfied but in that study result shows nurses are good in providing privacy of the patient and in regular routine checkup.

A nurse patient relationship can be described by the understanding of care regard, honesty, faith, assistance of an individual responsiveness, persistence and hilarity which related to a high level of satisfaction. Thus it’ snot being surprising that the patients would

rate their experience with nurses who were less pleasant and did not provide much attention to them as average. This result was actually reflected in the survey. Regarding competency and skill, a nurse that does work in a technically correct manner was an important factor to patient satisfaction[26].

According to the study results of [17]. With the absence of physical pain resulting in a higher level of satisfaction. Patients expected nurses to be able to assist doctors in procedures, give injections and prick fingers without much pain. Of course these skills need to be mastered over time and with constant practice, but with the high turnover rate of nurses in the wards, nurses keep changing regularly. But in the result of my study 62.3% of respondent are agree that nurses have skilled and competency .57.7% participants are strongly agree that they feel little pain when nurses prick their finger for obtaining blood to test .in the result of this study shows that nurses are less information provider regarding hospital policies and about discharge planning activities at home. Only 37.6%peopl are agree that nurses inform their results of test but 50.0 % respondent are disagree. Several studies have shown the importance of providing communication and adequate information to patients and also citing the most common cause of dissatisfaction as the nurses' inability to provide sufficient information[27].

With each dimension of close observation the result, more meaningful were seen ,which reflected well upon the usefulness and sensitivity of the tool in discriminating between less satisfied and more satisfied. Also, other factors need to be explored as well to explain the trends of the responses.

CONCLUSION

Study results showed that mostly participants were satisfied with the care of nursing, thus they suggested some improvements especially with respect to interpersonal relation. This study found that there was a communication gap between nurses and their patients that led to patient dissatisfaction. This is a common problem for all the hospital wards under study which requires urgent attention to enhance patients' satisfaction at the same. Time to ensure quality of nursing care further research is needed to study in-depth the socio-cultural and environment parameters relevant to patients' satisfaction of nursing care

RECOMMENDATIONS

Based on the findings of the study the investigator recommends the following

- There is a communication gap between nurses and patients that lead most patients to dissatisfaction, so nurses should improve the way of conveying information to and from patients
- A communication skill is one of the major skills nurses require. On this regard, nursing schools

should give attention to developing the communication skills of their students side by side with cognitive and psychomotor skills and also nurses should practice these skills in their working places.

- Exit interviews should be done in the future on patients' satisfaction with nursing care in order to minimize social desirability bias.
- Hospitals which were under study should use the findings of this study to improve nursing services'

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