

A DESCRIPTIVE STUDY TO ASSESS THE PATIENT'S SATISFACTION REGARDING NURSING CARE AMONG DISCHARGED PATIENTS OF MEDICAL AND SURGICAL WARDS OF SELECTED HOSPITALS IN MORADABAD (U.P)

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ABSTRACT

Introduction: Patient satisfaction has become an important indicator to measure the quality of care rendered to the patients while in hospital. Quality of nursing care is needed for favorable patient outcome and patient safety. The planned present study is a Descriptive Study to Assess the Patient's Satisfaction Regarding Nursing Care among Discharged Patients of Medical and Surgical Wards of Selected Hospitals of Moradabad (U.P). **Objective:** To assess the patient's satisfaction regarding nursing care among discharged patients from Medical & Surgical wards, to determine the association of level of patients' satisfaction to nursing care with their selected demographic and clinical variables. **Method:** A descriptive study was conducted, using cross sectional survey design among 82 participants, selected by Non-probability, quota sampling method. Structured Patient Satisfaction Nursing Care Scale was used to collect the data from the Medical and Surgical wards. **Result:** Majority of the participants (93.9%) was satisfied and rest participants (6.1%) were partially satisfied. There was no significant association between level of satisfaction and selected demographic variables and clinical variables (>0.05). **Conclusion:** Nursing care is a key determinant of overall patient satisfaction during hospital admission till discharge. Present study concludes that most of the discharged participants were satisfied regarding nursing care received their hospitalization.

KEYWORDS: Patient Satisfaction, Nursing Care, Discharged Patients.

INTRODUCTION

Health care quality is a global issue. The health care industry is undergoing a rapid transformation to meet the ever-increasing needs and demands of its patient population. Hospitals are shifting from viewing patients as uneducated and with little health care choice, to recognizing that the educated consumer has many service demands and health care choices available. Respect for patient's needs and wishes, is central to any humane health care system.^[1] Following increased levels of competition and the emphasis on consumerism, patient satisfaction has become an important measurement for monitoring health care performance of health plans. Patient is the best judge since (s) he accurately assesses and provides inputs which can help in the overall improvement of quality health care provision through the rectification of the system weaknesses by the concerned

authorities.^[2] Patient satisfaction with nursing care remains an important factor in explaining patients' perceptions of service quality. International healthcare settings should systematically monitor the relationship between nursing care and experience to support quality care provision.^[3] Patients' satisfaction with nursing care has been reported as the most important predictor of the overall satisfaction with hospital care and an important goal of any health care organization. Therefore, dissatisfaction with the nursing care services may further lead to lower utilization of the nursing care services by the patients. For this reason, many researchers have acknowledged that patients' satisfaction is not simply a measure of quality, but the goal of health care delivery.^[4] During the last decade, measuring patient satisfaction has come to be regarded as the method of choice for obtaining patients' view about healthcare. Donabedian

(1990), well known for his writings on quality, has argued that client satisfaction is of fundamental importance as a measure of the quality of care because it gives information on the provider's success at meeting those client values and expectations which are matters on which the client is the ultimate authority. The measurement of satisfaction is therefore, an important tool for research, administration and planning.^[5] A survey was conducted on patient satisfaction ratio at S. M. H. S. Hospital, Srinagar to identify patient opinion about the quality of services to analyse and interact various factors which influenced patient satisfaction and to suggest measures for the introduction of quality management programme for the hospital services. The questionnaire technique was used for 100 patients who were admitted to the surgical, medical, ENT, ophthalmology, dermatology and burns ward. The results showed that 14.3% of the patients considered the services excellent, 69.9% considered them good, 9% average and 6.7% considered the services as poor. Hence, it was felt that there was a need to know the satisfaction level of the patients and also get the feedback about services provided in the department.^[6] A study was conducted to report the results of a survey on patient satisfaction with nursing care, administered by interview to 422 adults discharged from a university hospital in Turkey. In this study, SERVQUAL scale was used for determining patient satisfaction with nursing care. Weighted scores in dimensions of SERVQUAL were generally low, and there were statistically significant differences in means paired t-tests ($p < .01$). Sociodemographic characteristics of the patients (age, gender, education level) with regard to patient satisfaction were determined. Several statistically significant differences were found between the sociodemographic characteristics and weighted scores for dimensions of SERVQUAL ($p < 0.5$). According to results, the servqual gap scores for five dimensions were negative to meet expectations. The negative scores for tangibles, reliability, responsiveness, assurance, and empathy indicate areas needing improvement. In this hospital, results of this study support the need for nurses to take steps to improve patient satisfaction with nursing care.^[7] A cross-sectional survey was conducted in United States on the patient satisfaction with nursing care quality among 631 patients who were admitted into the medical surgical and gynaecological wards to evaluate psychometric properties of the Serbian Version Patients Satisfaction nursing care quality questionnaire and explore patients satisfaction of nursing care they received and to assess the relationship between patients satisfaction and patients characteristics. Results revealed that participants who were females, age group 41-50 years of old having low income, less educated, Patient who were admitted in third classes and have no history of previous admission were more satisfied.^[8]

Objectives of the study

To assess the patient's satisfaction regarding nursing care among discharged patients from medical & surgical wards."

- To determine the association of level of patients satisfaction to nursing care with their selected demographic and clinical variables.

Hypothesis

H1: There is a significant association of level of patient's satisfaction to nursing care and selected demographic and clinical variables at the level 0.05 level of significance.

Operational Definition

- **Patient satisfaction:** "In this study it refers to the degree of experience to which the patient's perceives regarding nursing care services provided by nurses in selected department as useful, effective or beneficial."
- **Nursing care:** "In this study it refers to meeting the health care needs of patients with regards to caring attitude of nurses, regarding maintaining therapeutic inter-personal relationship, effective communication, adequate skill and competence, effective participation, organizational and management systems and involvement of patient and significant others in care."

Discharged patients: "In this study it refers to relieve of patient from course of care who is admitted in In-Patient Departments (IPD's) in the hospital".

MATERIAL AND METHODS

The quantitative research approach was adopted for the study with cross sectional survey design. The duration data were collected from 19 November 2018 to 1 December 2018 of the study was 2 weeks. Inclusion criteria included those patients of age group between 18-80 years, discharged from the medical and surgical wards and those who were educated at least upto primary & able read Hindi. Exclusion criteria included those participants who were mentally challenged & suffering from mental illness and patients who discharged as LAMA. A total of 82 patients were selected in a selected hospital of Moradabad (U.P) by non-probability quota sampling method. The tool used was structured patients satisfaction Nursing care scale. Reliability of the structured patient satisfaction nursing scale was worked out by Cronbach's Alpha and was found to be 0.926. Thus, tool was found to be reliable. Those who met the inclusion criteria were participated in study. Written informed consent obtained from the participants by explaining purpose of the study (providing participants' information sheet) non-probability quota sampling technique was used to select participants from the medical and surgical wards. The study protocol was approved by medical superintendent of Teerthanker Mahaveer Hospital & Research Centre Moradabad (U.P).

RESULTS

Section A: Description of the Sample characteristics and clinical Performa.

This section elaborated with the frequency and percentage distribution of sample characteristics.

Table 1: Frequency and percentage of demographic characteristics.

n=82			
	Demographic characteristics	f	%
1)	Age in years		
	a) 18-40 years	43	52.4
	b) 41-60 years	27	32.9
	c) 61-80 years	12	14.6
2)	Gender		
	a) Male	45	54.9
	b) Female	37	45.1
	c) Transgender	0	0
3)	Religion		
	a) Hindu	41	50
	b) Muslim	41	50
	c) Christian	0	0
	d) Others (specify)	0	0
4)	Marital status		
	a) Married	66	80.5
	b) Unmarried	11	13.4
	c) Divorced/separate	1	1.2
	d) Widow/widower	4	4.9
5)	Educational status		
	a) No formal education	2	2.4
	b) Primary school	39	47.6
	c) Secondary (10 th)	27	32.9
	d) Higher secondary (12 th)	5	6.1
	e) Graduation and above	9	11.0
6)	Types of family		
	a) Nuclear	43	52.4
	b) Joint	38	46.3
	c) Extended	1	1.2
7)	Family income per month	13	15.9
	a) Rs. <5,000/-per month	27	32.9
	b) Rs. 5,000/- to 10,000 per month	38	46.3
	c) Rs. 10,001/- to 20,000 per month	4	4.9
	d) Rs.>20,000/- per month		
8)	Occupation		
	a) Unemployed	6	7.3
	b) Self- employed	27	32.9
	c) Private employee	46	56.1
	d) Government employee	3	3.7
9)	Area of residence		
	a) Rural	50	61.0
	b) Urban	16	19.5
	c) Semi urban	16	19.5

Table 1 revealed that approx hefty of the participants (52.4 %) pertained to the age group of 18-40 years, (32.9%) respondents were pertained to the age group of 41-60 years, and rests of the respondents were pertained to age 61 to 80 years.

The model respondents (54.9%) were males.”

Equal halves (50%) of the respondents belongs to Hindu religion and Muslim.

Hefty (80.5%) participants those were married, (13.3%) unmarried and (1.2%) participants belonged divorced/separate and rest of the participants (4.9%) belonged to widow/widower.

Almost half participants (47.6%) were belonged to primary school, about one third (32.9%) participants from secondary school, graduation and above (11%) higher secondary (6.1%) and rest participants (2.4%) were belongs to no formal education.

Halves participants (50%) were belonged to nuclear family and approx (46.3%) belonged to joint and rest participant (1.2%) from extended family.”

Most of the participants (46.3%) had the family income of Rs. 10,001-20,000 per month, (32.9%) hade Rs.

5,000-10,000 per month, (15.9%) had the family income Rs. Less than 5,000 per month and rest of the participants (4.9%) had the family income of Rs.> 20,000 per month.

More than half of the participants (56.1%) were belonged to private employee and approximately ¼ participants (32.9%) were belonged to self employed, (7.3%) belonged to unemployed and rest of the participants (3.7%) were belonged to government employee.

Majority of participants (61%) were belong to rural area and) participants 19.5% belonged to residence of urban area, rest (19.5%) participants belonged to residence of semi urban area.

Table 2 Frequency and percentage of clinical Performa.

n=82

	Demographic characteristics	f	%
1)	Ward of hospitalization		
	a) Medical ward	41	50
	b) Surgical ward	41	50
2)	Medical diagnosis		
	a) Hematological disorder	25	30.5
	b) Endocrine disorder	8	9.8
	c) Digestive disorder	28	34.1
	d) Neurological disorder	9	11.0
	e) Respiratory disorder	5	6.1
	f) Cardiovascular disorder	3	3.7
g) Integumentary disorder	4	4.9	
3)	Duration of hospitalization		
	a) 1-10 days	57	69.5
	b) 11-20 days	19	23.2
	c) Above 20 days	6	7.3
4)	Any surgery performed		
	a) Yes	19	23.2
	b) No	63	76.8

Table 2 revealed that equally halves (50%) of the participants were belonged to medical ward and (50%) participants were belonged to surgical wards.

Most of the participants (34.1%) were belonged to digestive disorder; almost one third (30.5%) were belonged to hematological disorder, (11.0%) participants belonged to neurological disorder, (9.8%) were belonged to endocrine and (6.1%) from respiratory disorder and (4.9%) participants were belonged Integumentary disorder rest participants were (3.7%) those were belonged to cardiovascular disorder.

Majority of the participants (69.5%) were belonged to category 1-10 days and (23.2%) participants belonged to 11-20 days and rest participants (7.3%) belonged to category of those were admitted above 20 days.

Hefty of participants (76.8%) had not any history of surgery procedure and 23% participants were belonged to postoperative patients, they were having history of surgery during hospitalization.

Section B: Assessment of patient's satisfaction regarding nursing care among the discharge patients.

This section dealt with the assessment of patients' satisfaction regarding to nursing care.

Table-3.1 Range, median, mean and standard deviation of satisfaction to nursing care.

n =82

Variable	Range	Median	Mean	Standard deviation
Satisfaction to Nursing Care	150 – 90 = 60	124.00	125.10	13.94

Table 3.1 revealed that the range, median, mean standard deviation of level of satisfaction score were 60, 124.00, 125.10, and 13.94 respectively.

Table 3.2 Frequency and percentage distribution of level of patient’s satisfaction among discharged patients.

n=82

Level of satisfaction	f	%
Satisfied	77	93.9
Partial satisfied	5	6.1
Dissatisfied	0	0

Table 3.2 revealed that frequency and percentage distribution level of patient’s satisfaction regarding nursing care among discharged patients.

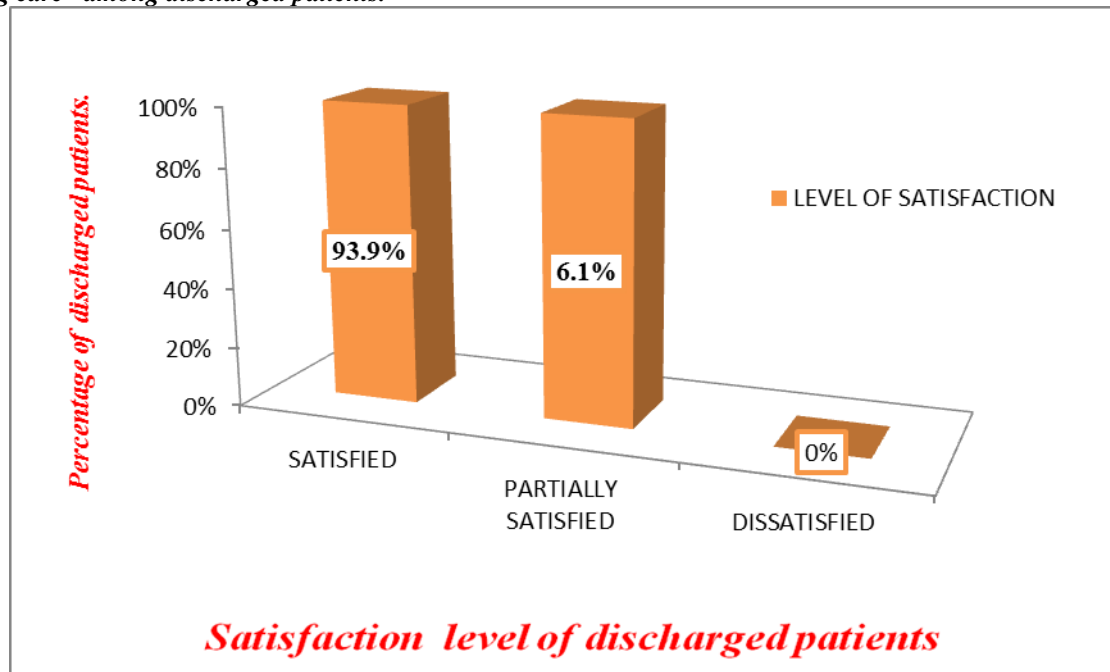


Figure 3.2 Satisfaction level for discharged patients.

Figure showed that hefty (93.9%) patients were satisfied to nursing care and a few participants (6.1%) were partially satisfied.

Table 3.3 Frequency and percentage distribution of level of patient satisfaction according to domains.

n=82

Sl. no	Domains	Total Items	Scoring criteria	Level of satisfaction					
				Satisfied		Partial satisfied		Dissatisfied	
				f	%	f	%	f	%
1.	Physical care	4	Satisfied (14-20) Partial satisfied (7-13) Dissatisfied (<7)	74	90.2	7	8.6	1	1.2
2.	Psychological care	3	Satisfied (11-15) Partial satisfied (5-10) Dissatisfied (<5)	75	91.5	6	7.3	1	1.2
3.	Mental care	4	Satisfied (14-20)						

			Partial satisfied(7-13) Dissatisfied (<7)	79	96.3	3	3.7	0	0
4.	Spiritual care	2	Satisfied (8-10) Partial satisfied (4-8) Dissatisfied (<4)	67	81.7	15	18.3	0	0
5.	Communication/information	5	Satisfied (18-25) Partial satisfied (9-17) Dissatisfied (<9)	80	97.6	2	2.4	0	0
6.	Education	2	Satisfied (8-10) Partial satisfied (4-7) Dissatisfied (<4)	71	86.6	11	13.4	0	0
7.	Patients value	10	Satisfied (34-50) Partial satisfied (17-33) Dissatisfied (<17)	79	96.34	3	3.66	0	0

Table 3.3 depicted that Frequency and percentage distribution of level of patient satisfaction according to domains in that level of patients satisfaction (90.2%) were satisfied to physical care, (8.6%) participants were partially satisfied and rest participants (1.2%) dissatisfied to physical care.

Almost participants (91.5%) satisfied to psychological care and (7.3%) were partially satisfied and rest participants (1.2%) were dissatisfied to psychological care.

More than one third of the participants (96.3%) were satisfied and rest (3.7%) participants partially satisfied to mental care.

The modal participants (81.7%) were satisfied to spiritual care.

Hefty of the participants (97.6%) were satisfied to communication and information by the nurse and rest of the participants (2.4%) were partially satisfied.

Approx 1/3 of the participants (86.6%) were satisfied to educations that given by nurses. and remains participants (13.4%) were partially satisfied to communication.

Majority of the participants (96.34%) were satisfied to patient values that have given by nurses and rest of the participants (3.66%) partial satisfied to patient value.

Section C: Association of level of patient’s satisfaction to nursing care with their selected demographic and clinical variables

This section dealt with association of level of patient’s satisfaction to nursing care and selected demographic variables (age, gender, religion, marital status, educational status, types of family, family income/month, occupation, area of residence ,ward of hospitalization, medical diagnosis, duration of Hospitalization and any surgery performed.”

To determine the association of level of satisfaction with demographic variables & clinical variables chi-square (χ^2) test statistic was computed and following null hypothesis stated.”

H₀₁ - There is no significant association of level of satisfaction regarding nursing care with their selected demographic and clinical variables.

H₁ - There is significant association of level of satisfaction regarding nursing care with their selected demographic and clinical variables.

Table 4: Chi square (χ^2) displaying the association of level of satisfaction to nursing with their selected demographic variables.

n=82

Sl. n.	Socio demographic variables	Level of satisfaction			df, χ^2 , p value	Table value	(Inference)
		Satisfied	Partial satisfied	Dissatisfied			
1.	Age in years	f	f	f	2, 4.15, .125	5.991	NS*
	18-40	40	3	0			
	41-60	27	0	0			
	61-80	10	2	0			
2.	Gender				1, .056, .812	3.841	NS*
	Male	42	3	0			
	Female	35	2	0			
3.	Religion				1, 1.917,	3.841	NS*
	Hindu	40	1	0			

	Muslim	37	4	0	.166		
	Christian	0	0	0			
	Others (specify)	0	0	0			
4	Marital status						
	Married	62	4	0	3, .497 .920	7.815	NS*
	Unmarried	10	1	0			
	Divorced/ separate	1	0	0			
	Widow/widower	4	0	0			
5	Educational status						
	No formal education	2	0	0	4, 4.87, .300	9.488	NS*
	Primary school	37	2	0			
	Secondary school (10 th)	26	1	0			
	Higher secondary school (12 th)	5	0	0			
	Graduate and above	7	2	0			
6	Types of family						
	Nuclear	40	3	0	2, .169, .919	5.991	NS*
	Joint	36	2	0			
	Extended	0	1	0			
7	Family income per month						
	Rs.<5,000/- per month	11	2	0	3,7 .003, .072	7.815	NS*
	Rs.5,000-10,000/- per month	25	2	0			
	Rs.10,001-20,000/- per month	38	0	0			
	Rs.>20,000/- per month	3	1	4			
8	Occupation						
	Unemployed	5	1	0	3, 1.692, .639	7.815	NS*
	Self- employed	25	2	0			
	Private employee	44	2	0			
	Government employee	3	0	0			
9	Area of residence						
	Rural	47	3	0	2, 2.185, .335	5.991	NS*
	Urban	16	0	0			
	Semi urban	14	2	0			

Table 4 revealed that the calculated χ^2 values of demographic were less than the table value at 0.05 level of significant, hence H_{01} failed to reject and inferred that

there was no significant association between level of satisfaction with their selected demographic variable ($P > 0.05$).

Table 5: Chi square (χ^2) showed the association of level of satisfaction to nursing with their selected clinical variables.

n=82

Sr. n.	Clinical variables	Level of satisfaction			df, χ^2 , p value	Table value	Inference
		Satisfied	Partial satisfied	Dissatisfied			
1.	Ward of hospitalization	f	f	f	1, 1.97, .166	3.841	NS*
	Medical ward	37	4	0			
	Surgical ward	40	1	0			
2.	Medical diagnosis						
	Hematological disorder	24	1	0	6, 6.809, .339	14.449	NS*
	Endocrine disorder	8	0	0			
	Digestive disorder	25	3	0			
	Neurological disorder	9	0	0			
	Respiratory disorder	5	0	0			
	Cardio vascular disorder	2	1	0			
Integumentary disorder	4	0	0				

3.	Duration of hospitalization						
	1-10 days	54	3	0	2, 1.263, .532	5.991	NS*
	11-20 days	18	1	0			
Above 20 days	5	1	0				
4.	Any surgery						
	Yes	18	1	0	1, .030, .862	3.841	NS*
	No	59	4	0			

Significant association ($p < 0.05$)

Table 5 showed that the calculated values (χ^2) of clinical variables were less than the table value at 0.05 level of significant. Hence H_{01} failed to reject and inferred that there was no significant association between level of satisfaction with their selected clinical variables.

DISCUSSION

The present study is revealed that Majority participants (52.4%) were pertained to the age group of 18-40 years; Most of the participants 54.9% were male, Level of patients' satisfaction showed that hefty (93.9%) patients were satisfied to nursing care and a few participants (6.1%) were partially satisfied. This study finding are in the line with research done by **Dzomeku, V.M., et al. (2013)**, conducted descriptive study suggested that out of 100 samples were selected by convenience sampling from male, female and maternity wards. Study outcome showed that about 33% of respondents were fully satisfied with their nursing care. However regard gender, 38% respondents of the male in- patients were fully satisfied compared to 30% female respondents in-patients. The actual reason was unknown; nonetheless, it could be attributed to the fact that females were more aware of hygiene and poor practical skills comparison of men.

This study depicts that almost half participants (47.6%) were belonged to primary school, about one third (32.9%) participants from secondary school, graduation and above (11%) higher secondary (6.1%) and rest participants (2.4%) were belongs to no formal education finding of the study congruent with study conducted by **Tsironi M, Prezerakos P. et al (2011)**. As it concern their level of education 31.2% were only primary school graduates, 23.7% high school and only 20.4% of them had graduated from a University.

This study showed that Level of patients' satisfaction showed that hefty (93.9%) patients were satisfied to nursing care and a few participants (6.1%) were partially satisfied. Finding of the present study also congruent with conducted by **Baber S.K, Anwar S, et al (2007)** Convenient Sampling technique was used in this study used a questionnaire regarding satisfaction, sample size 153 and outcome of the study {45% } respondents were satisfied and rest 55% respondents were partially dissatisfied."

Recommendations

On the basis of the findings of the study following recommendations have been made: A replication of present study can be conducted on the larger population. A similar study conducted with a qualitative study may be conducted to explore satisfaction to nursing care. A similar study conducted with Experimental study can be conducted on patients' satisfaction regarding nursing care. A comparative study can be conducted regarding patient satisfaction to nursing care to compare of admitted in critical area & general ward of hospital.

CONCLUSION

Result of the study concluded that, hefty participants of (93.9%) belonged to satisfied category and least participant's partially satisfied regarding nursing care none was dissatisfied from the participants and according to domain hefty of the respondents (97.6%) were satisfied to communication and information by the nurse and rest of the participants (2.4%) were partially satisfied. Study indicates a modest tendency of with high satisfaction regarding nursing care. Almost equal satisfaction was founded in medical and surgical wards."

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