

Evaluating Patient Satisfaction with the Quality Nursing Care in a Selected Hospital

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DOI: <https://doi.org/10.36348/sjnhc.2024.v07i12.010>

| Received: 01.11.2024 | Accepted: 09.12.2024 | Published: 26.12.2024

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Abstract

Quality nursing care is subjective and influenced by individual expectations and needs. Evaluating it is complex due to varying client standards, although client satisfaction remains a key measure of nursing quality. This study explores patient satisfaction with nursing care during hospital stays, examining factors affecting quality and demographic variables related to satisfaction. Continuous evaluation helps healthcare managers identify areas for improvement. Nurses play a crucial role in overall patient satisfaction by providing emotional and psychological support. This descriptive study, conducted with 100 patients at a private hospital in Bangalore, used the "Patient Satisfaction with Quality of Nursing Care" scale to assess satisfaction levels.

Keywords: Quality nursing care, Patient satisfaction, Healthcare evaluation, Service improvement, Patient care standards.

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1. INTRODUCTION

Patient satisfaction is a key measure of healthcare quality, particularly in nursing services, which play a central role in hospital care. It reflects patients' perceptions of care and varies over time. Satisfied patients are more likely to recommend the hospital. Satisfaction stems from the alignment between patient expectations and actual care experiences, especially in interpersonal interactions with nursing staff. Defined by cognitive and emotional responses, satisfaction is influenced by the quality of nursing care. High patient satisfaction benefits both individuals and healthcare providers, contributing to overall improvements in healthcare organizations and enhancing care quality.

1.1 Need for Study and Objectives:

Patient satisfaction is a key healthcare quality measure, especially in nursing services. It reflects patients' evaluations of care versus their expectations, with high satisfaction indicating effective interpersonal care. Satisfied patients are more likely to recommend the hospital, benefiting their well-being, nursing staff, and the overall healthcare organization.

1.2 Problem Statement: "A study to assess patient's satisfaction with quality of nursing care in a selected hospital"

1.3 Objectives of the study:

- To identify the keep performance indicators determining quality nursing care.
- To assess the patient satisfaction with regard to quality nursing care.
- To provide recommendations to improve quality of nursing care.

1.4 Review of Literature:

Patient satisfaction reflects the perception of care in relation to the expected level of care. Within the hospital setting, patient satisfaction encompasses the delicate balance between patient perceptions and their expectations of care (Kasa and Gedamu, 2019, Alharbi *et al.*, 2023). Organized patient services play a crucial role in understanding, measuring, and fulfilling customer desires. Patient satisfaction is influenced by various social, technical, and professional factors involving both caregivers and patients (Aiken *et al.*, 2018). Patient satisfaction is considered a vital component of assessing healthcare quality. Over the years, multiple systems for measuring patient satisfaction have been developed, with their structure and complexity depending on the aspects monitored and evaluated in relation to patient satisfaction. Some authors differentiate between two main forms of patient satisfaction: technical quality and functional quality (Aiken *et al.*, 2012).

Technical quality refers to the accuracy of diagnostic and therapeutic procedures, while functional quality pertains to how patients experience and perceive the execution of these procedures. As the demand for healthcare quality has risen, so has the need to monitor and assess patient satisfaction, leading to the development of guidelines for patient satisfaction monitoring (Gavurova *et al.*, 2021, Al-Qudimat *et al.*, 2023).

Patient satisfaction serves as an outcome measure for evaluating service quality, and it is recognized by the Portuguese Association of Nursing Professionals as an important and legitimate indicator of care quality (Aiken *et al.*, 2018). Analyzing satisfaction is a crucial tool for addressing patient needs in care planning and organization (Papastavrou *et al.*, 2014, Mansoori *et al.*, 2019). Patient satisfaction is understood as the degree to which nursing meets patient expectations in terms of nursing expertise, technical quality, physical environment, availability, continuity, and effectiveness/outcomes (Nunes and Gaspar, 2016, Musumadi *et al.*, 2023). Patient dissatisfaction with nursing services is a prevalent issue in both developed and developing countries. Surveys conducted in Europe and the United States involving thousands of patients showed low rates of quality-of-care services, ranging from 11 % (Ireland) to 47 % (Greece) (Wardah *et al.*, 2020). In a study conducted in Saudi Arabia by Atallah, language (56 % dissatisfaction), discharge information (56 % dissatisfaction), and availability (20 % dissatisfaction) were identified as areas with the lowest patient satisfaction (Atallah *et al.*, 2013). Nurses play a vital role in the healthcare system, as they spend significant time with patients and provide approximately 80 % of primary care in hospitals (Mulugeta *et al.*, 2019). Therefore, patient satisfaction with care is crucial in assessing overall satisfaction with hospital services and determining whether patient needs, and expectations are being met (Akhtari-Zavare *et al.*, 2010). The aim of this study is to investigate patients' satisfaction with the quality of nursing care provided.

1.5 Proposed Approach

This study uses a cross-sectional survey of recently discharged patients to assess satisfaction with nursing care quality, analyzing factors like communication, empathy, and technical skills. Quantitative and thematic analyses will identify strengths and areas for improvement, with ethical guidelines followed. Findings aim to enhance care quality and satisfaction.

1.6 Value of the Research

The research on evaluating patient satisfaction with nursing care quality in a selected hospital provides essential insights for healthcare providers and administrators. It helps identify areas where nursing care meets patient expectations and areas needing improvement, guiding targeted interventions. Understanding patient perspectives enhances patient-

centered care, fosters trust, and can lead to better health outcomes. Additionally, high patient satisfaction can improve hospital reputation, reduce patient complaints, and increase adherence to care plans. This research ultimately supports the continuous improvement of healthcare quality and contributes to a culture of excellence in nursing care.

2. MATERIAL AND METHODS

This descriptive cross-sectional study was done at a hospital of Bangalore after taking approval from the ethical committee of the institute

2.1 Participants

100 patients from various wards were selected for the study by randomization method. Critical patients, patients in isolation wards/intensive care unit, and patients with mental illness were excluded from the study.

2.2 Design

A descriptive study design was employed to address the research question. This design serves as a framework for data collection, utilizing a survey strategy that efficiently gathers large amounts of data from sizable populations. Surveys are widely trusted and easy to understand, making them effective for collecting quantitative data. They enable descriptive and inferential statistical analysis, helping to explore relationships between variables and model them. This approach offers greater control over sampling, ensuring that findings are representative of the overall population while minimizing costs. Overall, the survey strategy is a valuable tool for comprehensive and economical data collection.

2.3 Procedure

All participants were apprised of the study carried out on them and their informed consent was taken. The data were collected from the participants through validated structured questionnaire to assess the patient's satisfaction with quality of nursing care. The data were collected and analysed statistically.

2.4 Instruments: Data will be collected through structured questionnaires followed by interview.

2.5 Analysis Strategies

Descriptive analysis of all the explanatory and outcome parameters will be done using frequency and proportions for categorical variables, whereas in Mean & SD for continuous variables.

2.6 Inferential Statistics:

Statistical weights of score scale was: '4' Excellent, '3' Good, '2' Fair, '1' Poor & '4' Always, '3' Sometimes, '2' Often, '1' Never Responses.

Domain wise sum scores and Total scores were derived to facilitate the comparison between different groups.

Student’s t-test & one-way ANOVA test followed by Tukey’s post hoc Test was used to compare the mean Domain wise sum scores and Total scores between different groups. The level of significance was set at $p < 0.05$.

Table 1.1: Demographic Values for the participants

Comparison of mean sum total response scores based on subjects' age group using One-way ANOVA Test						
Age	N	Mean	SD	Min	Max	P-value
18-30 years	16	127.00	3.88	120	132	0.67
30-40 years	13	127.38	3.80	123	136	
40-60 years	29	129.07	8.91	120	170	
Above 60 years	42	128.55	4.68	118	139	

Table 1.2: Comparison of mean sum total response scores based on gender of the study subjects Using Independent Student Test

Comparison of mean sum total response scores based on gender of the study subjects using Independent Student Test					
Gender	N	Mean	SD	Mean Diff	p-value
Males	42	128.83	7.80	0.92	0.45
Females	58	127.91	4.32		

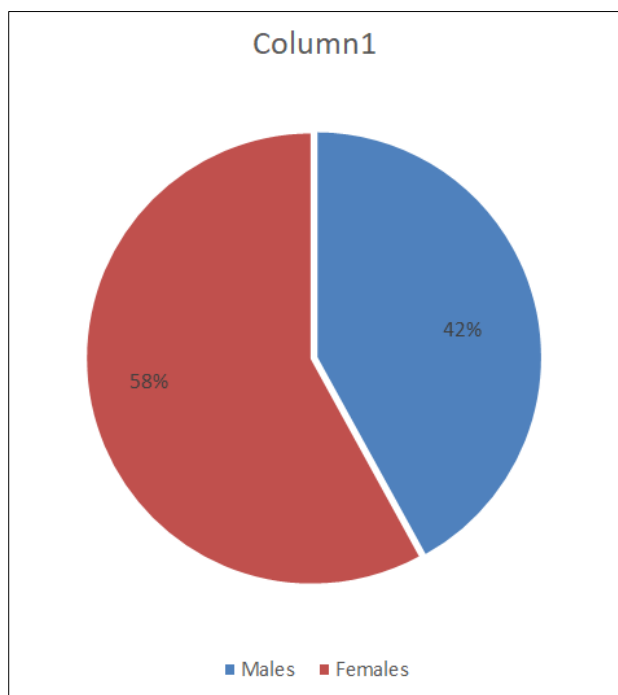


Figure 1. Distribution of genders among the participants

3. RESULTS AND DISCUSSION

The study reveals mixed levels of patient satisfaction with nursing care, highlighting both strengths and areas for improvement. Patients reported high satisfaction with nurses’ empathy, communication, and technical skills, appreciating prompt responses and compassionate interactions. However, areas such as waiting times for assistance and clearer explanations of care procedures were noted for improvement. These findings suggest that while patients’ value personalized care, optimizing responsiveness and communication could enhance overall satisfaction and care quality.

4. DISCUSSION

The study assessed patient satisfaction with nursing care quality, highlighting the importance of communication, individualized attention, and reassurance. Patients were most satisfied with nurses’ concern and caring, though less satisfied with the information provided about their condition. Effective communication and information sharing are critical for improving satisfaction. The study found that most respondents were women over 60, many hospitalized for over 10 days. Communication by nurses was generally effective, despite some language barriers. Patients expressed satisfaction with nursing care, particularly

regarding comfort, timely medication, hygiene standards, and coordination with doctors and other departments.

5. CONCLUSION

In conclusion, evaluating patient satisfaction with nursing care quality reveals valuable insights into the hospital's strengths and improvement areas. High satisfaction levels in empathy and technical skills demonstrate nursing care strengths, while feedback on communication and response time's points to opportunities for enhancing patient experiences. Addressing these areas can improve overall patient satisfaction, strengthen patient-nurse relationships, and promote a more patient-centered approach, ultimately contributing to better healthcare outcomes and hospital reputation.

Acknowledgements

I extend my sincere gratitude to the patients who shared their experiences, the nursing staff and hospital management for their cooperation, and my supervisor for their invaluable guidance. Special thanks to my colleagues, friends, and family for their support, and for providing necessary resources. Thank you all.

Declaration

I hereby declare that the research work titled "Evaluating patient satisfaction with the quality nursing care in a selected hospital," has been carried out by me in partial fulfilment of my academic requirement. This study aims to evaluate patient satisfaction with nursing care in a selected hospital. By examining patient feedback on communication, responsiveness, and care coordination, the research seeks to identify improvement areas, enhancing the overall quality of nursing services and patient experiences within the healthcare setting

Author Contribution

The author "Rijiya Sultana" along with her co-author "Deepti Rai" has contributed their time to study and assess patient satisfaction with nursing care during hospital stays, exploring factors affecting quality and demographic variables related to satisfaction levels.

Funding Statement: NA

Competing Interest: NA

Ethical Clearance: NA

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