

ASSESS PATIENT'S SATISFACTION REGARDING QUALITY OF NURSING CARE IN SHEIKH ZAYED HOSPITAL, LAHORE PAKISTAN

¹*Adila Rahman, ¹Muhammad Afzal, ¹Hajra Sarwar, ²Mr. Ali Waqas, ³Syed Amir Gillani,

¹ Lahore School of Nursing, the University of Lahore, Pakistan

²Biostatistician Lahore School of Nursing, the University of Lahore, Pakistan

³Faculty of Allied Health Sciences, the University of Lahore, Pakistan

*Corresponding author; adilarehman23@gmail.com

ABSTRACT: This study was conducted to describe patient satisfaction towards quality of nursing care in Sheikh Zayed Hospital Lahore Pakistan. The study Population was over 18 years, sample size was 150, and data was collected by self-administered questionnaire from 14th to 20th April 2017. The main factors were age, sex, marital status, education, hospital stay and patient satisfaction. Chi-square test applied to analyze the association (P -Value < 0.05.) The total satisfaction was 56%, scored by using Likert's scaling as 5= Excellent, 4= v.good, 3= Good, 2= Fair, 1= Poor. Patients were moderately satisfied toward nursing care. Majority of respondents were female 54 %, 46% were male respondents. The age of respondents from 18-78 with a mean age of 44.7, standard deviation 16.88, majority of respondents were from age group 18-25 and only 10% were from age group >50. Statistically no momentous association between age group and patient satisfaction regarding quality of nursing care ($P=0.588$). Statistically no significant association between sex and patient satisfaction ($P=0.580$) Association of patient satisfaction regarding education was significant. Based on the results of study an improvement in quality of nursing care is needed. Periodical assessment of the level of patient satisfaction should be adopted as a permanent feature.

Key Words: Satisfaction, Patient, Quality, Nursing, Care

INTRODUCTION

Fulfillment of patient is an essential piece of the nature of care in medicinal services and also a very important factor to measure the quality nursing care.[1] Satisfaction is a fundamental concept that depends upon various factors such as patients past experience about the nursing care, their future expectation from nurses and social, ethical and moral values of the individuals.2 In fact satisfaction is the cognitive situation that results from confirmation or disconfirmation of some one's beliefs or assumptions with the reality [3]. Patient satisfaction can be defined as "it is the patient's perception about the nursing care that they expect and compared to the actual care they received from the nurses" [4]

Nursing care is the "promotion of health, development, support, education and counseling of the patients. Nurses play eight vital roles simultaneously while providing nursing care to the patients which are care giver, counselor, communicator, teacher and manager of care and decision maker.

The level of the patient satisfaction should assess for the improvement in the health care industry and the nursing care employees. According to the Khan *et al.* [5], hospital may be well organized, beautifully constructed and disciplined but if the nursing care of the patients is been compromising it will be considered as a low quality hospital. Patient satisfaction has continually been founded correlated to the nursing care.2 Patients' satisfaction varies from person to person depending on their past experience, educational background and their perceptions about the nursing care [6]. says primarily patients judge the quality with how the services were provided to them, behavior of the staff, their caring attitudes or whether the health care providers are worthy of trust or not.

Wagner & Bear [6], studied utilizing a nursing model to assess the fulfilment of patient by the attention delivered by nurses. This study was an analysis about the satisfaction of patient. For the uniqueness of patient, their demographics, environmental resources, cognitive responses and past experiences were included. This study told about satisfaction

level make a greater market shares for the health care industry.

Another study was conducted by Findik, Unsar, & Sut; [7], the purpose was to evaluate the fulfillment of patient by quality nursing care in Turkey. Study was organized in the different departments of the hospital to generalize the study findings. A Newcastle satisfaction scale was used which have 2 portions: "Experience of Nursing Care Scale (ENSC)" the other one is "Satisfaction with Nursing Care Scale (SNCS)". 221 clients gave data, mean age of the respondents was 51 among them 63% were males and 59% have primary level of education. 69% of clients stayed at hospital for 1 to 10 days. ENSC and SNCS scores were 81.6% and 81.5% respectively which showed clients were highly satisfied by care given by nurses during their stay in hospital.

Laschinger *et al.* [8], also conducted a research to analyze the satisfaction of patient with the quality of nursing care questionnaire. This study evaluated a new patient focused satisfaction model and data was collected from fourteen hospitals. Complete result of the study showed that patient satisfaction strongly correlate with the nursing care provided during hospital stay.

Lindgren & Andersson [3], studied in a Swedish Hospital that Karren instrument are valid and useful in assessing the quality of nursing care. Karren instruments are fundamentally built on Donabedian's Structure_Process_Outcome triad (S_P_O triad) and include both the patients and the personnel. 95 patients and 110 personnel of whom 49% were females were included in this study. This study evaluated that quality of nursing care can be measured through Karren instruments model.

It is observed that patient in the hospital didn't satisfy with care provided by the nurses. Patients admitted in hospitals totally depend on the nurses. Any health care organization cannot fascinate patients if patients are not satisfied with their quality of nursing care. On the other hand, it is also dangerous for patients because low level satisfaction of patient hinder the health of the patients, therefore, this is very

important to evaluate the patient satisfaction with the nature of nursing consideration.² Studies on “satisfaction of the patient with quality of nursing care” had not been conducted in Pakistan. Likewise, no formal protocols are available in hospitals for the provision of quality nursing care with respect to the patient satisfaction. The knowledge attain from patient survey can give a way for quality enhancement.¹⁰

Research question was: Are the patients satisfied regarding quality of nursing care?

The aim of this study was to assess the satisfaction of patient regarding quality of nursing care and the association of patient satisfaction regarding demographic variables.

METHODOLOGY

Survey focused approach was used to complete this study. The survey was convenient, in which the questionnaire was float in the target population. Research Design was Cross Sectional survey. Setting of the research was Surgical and Medical Wards of Shaikh Zayed Hospital Lahore. Rationale for selecting this setting was that the researcher was familiar to this hospital. Shaikh Zayed Hospital is a tertiary care institute of international fame and it has separate units for medical and surgical patients. The target population for data collection was the patients admitted in the surgical and medical ward of Shaikh Zayed Hospital in Lahore. Both the male and female patients were participant in the study.

Total sample size was 150 according to single population proportional formula. Only those patients may be eligible to participate in this study, which have a stay of more than 2 to 3 days in the hospital and willing to participate. Also the participant must has an age of more than 18 years. Participant can read and write. Patients with a stay of less than 2-3 days and the patients under the age of eighteen was excluded. Also unconscious patients were not the part of the study the participants according to the inclusion criteria were selected through convenient sample technique the data was collected through a self-administered questionnaire.

This questionnaire was a five-point Likert scale questionnaire adopted from the study of Rajeswari[11], which was originally created by Dr. Laschingers. Questionnaire was translated to Urdu language in the supervision of the faculty of Lahore School of Nursing. It was finalized after experts' opinion. The study was conducted from Feb to April.

All information was pass in statistical package for social sciences (SPSS) v23.0. Qualitative data like gender was determined by using frequency and percentages and quantitative data like Age and Satisfaction score was determined by using standard deviation and mean. Variables

which were categorical was checked using the *Chi-square* test. A p-value ≤ 0.05 was taken as significant. All the information regarding to the study was provided to the participant in to order to full consent. All the information regarding purpose of research, participant confidentiality as well as benefits of research was provided through letter of consent which was attached with every questionnaire. Furthermore, the permission to conduct this research was taken from the review committee of the University of Lahore and from research setting in a written form.

RESULTS

Patient satisfaction is the balance between the expected care and received care from the nurses. The study was conducted in sample of 150 patients. 56% patients showed patient satisfaction with quality nursing care. There was statistically irrelevant association between age, gender, stay at hospital and marital status with satisfaction of patient. There was noteworthy relative association of patient's satisfaction and education.

Table-1 represents distribution of respondents by age. The age of respondents from 18-78 with a mean age of 44.7, standard deviation 16.88, majority of respondents were from age group 18-25 and only 10% were from age group >50.

Table-2 represent spread of respondents regarding to sex. Strength of respondents were female (54%), (46%) were male respondents. Table-3 represent the spread of respondents by marital status, Majority of respondents were married 78(52%) were married and 72(48%) were Un-married.

Table-4 represent that, mostly respondents had school education (82%), and 38% percent had intermediate education. Table-5 represent that majority of respondents 69(46%) stay 4-5 days, only 9(6%) were more than 7 days. Table-6 represent that patient's satisfaction about quality of nursing care 56% respondents were satisfied. 44% respondents were not satisfied. Table-7 shows that statistically no momentous relation between age group and patient satisfaction with quality of nursing care ($p < 0.580$). Table-8 represent statistically no significant association between sex and patient satisfaction ($p < 0.588$). Table-9 represent statistically no significant association between marital status and patient satisfaction ($p < 0.823$). Table-10 shows statistically significant relation between education and patient satisfaction ($p < 0.343$). Table-11 shows no significant Relation with length of stay and patient satisfaction ($p < 0.790$).Table).

Table-1: Distribution of sample by age

Age	Frequency	Percent
18-25	60	40.0
26-35	54	36.0
36-50	21	14.0
>50	15	10.0
Total	150	100.0

Table-2: Distribution of sample by Gender

Gender	Frequency	Percent
Male	69	46.0
Female	81	54.0
Total	150	100.0

Table-3: Distribution of sample by marital status

Marital Status	Frequency	Percent
Married	78	52.0
Un-Married	72	48.0
Total	150	100.0

Table-4: Distribution of Sample by Education

Education	Frequency	Percent
Primary	21	14.0
Middle	6	4.0
Matric	39	26.0
Intermediate	57	38.0
Other	27	18.0
Total	150	100.0

Table-5: Distribution of Sample by at Hospital Stay

Stay at Hospital	Frequency	Percent
2-3 days	45	30.0
4-5 days	69	46.0
5-7 days	27	18.0
>7 days	9	6.0
Total	150	100.0

Table-6: Distribution of sample by Patients' satisfaction

Satisfaction	Frequency	Percent
Yes	84	56.0
No	66	44.0
Total	150	100.0

Table-7: Association of sample based patient's satisfaction regarding nursing care according to Age

Age	Satisfaction		Total	P-value
	Yes	No		
18-25	36	24	60	
	60.0%	40.0%	100.0%	
26-35	30	24	54	
	55.6%	44.4%	100.0%	

36-50	12	9	21	
	57.1%	42.9%	100.0%	0.580
>50	6	9	15	
	40.0%	60.0%	100.0%	
Total	84	66	150	
	56.0%	44.0%	100.0%	

Table-8: Association of patient’s satisfaction regarding Quality of nursing care according to Gender.

Gender	Satisfaction		Total	P-value
	Yes	No		
Male	37	32	69	0.588
	53.6%	46.4%	100.0%	
Female	47	34	81	
	58.0%	42.0%	100.0%	
Total	84	66	150	
	56.0%	44.0%	100.0%	

Table-9: Association of patient’s satisfaction regarding Quality of nursing care according to Marital Status

Status	Marital	Satisfaction		Total	P-value
		Yes	No		
Married		43	35	78	0.823
		55.1%	44.9%	100.0%	
Un-Married		41	31	72	
		56.9%	43.1%	100.0%	
Total		84	66	150	

Table-10: Association of patient’s satisfaction regarding quality of nursing care according to Education

Education	Satisfaction		Total	P-value
	Yes	No		
Primary	9	12	21	0.343
	42.9%	57.1%	100.0%	
Middle	3	3	6	
	50.0%	50.0%	100.0%	
Matric	26	13	39	
	66.7%	33.3%	100.0%	
Intermediate	29	28	57	
	50.9%	49.1%	100.0%	
Other	17	10	27	
	63.0%	37.0%	100.0%	
Total	84	66	150	
	56.0%	44.0%	100.0%	

Table-11: Association of patient’s satisfaction regarding quality of nursing care according to Stay at Hospital

Hospital	Stay at	Satisfaction		Total	P-value
		Yes	No		
2-3 days		25	20	45	0.790
		55.6%	44.4%	100.0%	
4-5 days		38	31	69	
		55.1%	44.9%	100.0%	
5-7 days		17	10	27	
		63.0%	37.0%	100.0%	
>7 days		4	5	9	
		44.4%	55.6%	100.0%	
Total		84	66	150	
		56.0%	44.0%	100.0%	

DISCUSSION

The present cross-sectional review searched out the score of patient's satisfaction included 150 patients including male and female aging between 18-60 years. Patients' satisfaction reviews are utilized as apparatuses through which patients furnish human services suppliers with their view of nature of care provided in any case, different reviews announced that patients assessed nature of care as genuinely great and that there are regions needing change.

Furthermore, patients revealed that medical attendants did not demonstrate an enthusiasm for their life condition, and they didn't get helpful data on self-mind [9]. Another review upheld by an Anjum study in 2005 to evaluate the patient fulfillment on nursing care administrations among in-patients of chose Mahatma Gandhi Restorative School and Doctor's facility, Puduchery. Clear plan utilizing study approach was utilized. As per results, in regards to general patient satisfaction, around 58% of them were very much happy with the nursing care.

This review center to survey understanding satisfaction with nature of nursing care utilizing Dr. Laschingers PSNCQQ by utilizing incredible, v.good, great, reasonable and poor. In this review poll comprise particular things that impact on customer fulfillment including solace level of the patient with attendant. Six of the inquiries identified with patient's encounters with nursing care.

The general reaction rate was 59%. Mean score of satisfaction with the distinctive zones of nature of nursing consideration (all ages) the accompanying levels of importance; individual duty = 0.003, mindful conduct = 0.001, time to talk = 0.004, time to help = 0.000, nursing aptitudes = 0.006. The patients' encounters with the progression of care did not demonstrate noteworthy sexual orientation contrast (p = 0.117). No critical contrasts were found between the genders in mean age in any of the three gatherings.

After effects of the review was the Serbian version Patient Satisfaction Nursing Care Quality Questionnaire (PSNCQQ) demonstrated a one-consider structure, Cronbach’s α reliability coefficient was incredible 0.94 and was comparable crosswise over healing facility classifications. The correlation coefficient between 19 things and the aggregate scale was high, and extended from 0.56 to 0.76.

Patients' age, instructive level and past hospitalization period were essential variables that influenced their satisfaction with nursing care.

In current review, Cronbach’s alpha is 0.984, which demonstrates an abnormal state of inner consistency for our scale with particular specimen. This review indicated 56% patients’ detailed data given by medical attendants was palatable. Also, there is no significant association between satisfaction of patient with selected variables like age group, gender, marital status and stay at the hospital. There is a noteworthy association between patient's satisfaction and education. There is factual distinction in patient satisfaction and nature of nursing care. To approve discovering more specimens are required.

CONCLUSION

Nursing care is a key point of patient satisfaction during stay in hospital. Patient’s opinion has great importance in the evaluation of the health care delivery system. Patients opinion suggest that The present study has a number of strengths theses are as follows:

Deep and broad literature search strengthened the base on which this scholarly project and study were based. Patient satisfaction is an important indicator for analyze the quality of nursing care. This research has provided detailed information related to satisfaction and non-satisfaction areas of nursing care. The management could utilize this information to recognize the feeble strong aspects of nursing care and plan the helpful footsteps. In usual life the public hesitate to give information on vigorous problems including the problem associated to hospital. The Privacy and unidentified nature of research had motivated respondents to give true information.

LIMITATION

- The Sample size limited to 150.
- Convenient sampling
- Only fully trained, honest and skilled data collector can maintain data accuracy
- Limited time duration

REFERENCES

1. Ada N, Peace I, Akpati V. Helpless patient's satisfaction with quality of nursing care in Federal tertiary hospitals, Enugu, Southeast, Nigeria. *International journal of nursing and midwifery*. 2011; 3(1):6-13.
2. Aiken L, Sermeus W, Van den Heede K, Sloane DM, Busse R, McKee M, Bruyneel L, Rafferty A, Griffiths P, Tishelman C, Moreno-Casbas MT. Effect of the hospital care environment on patient safety, satisfaction, and quality of care in the US and Europe. *BMJ*. 2012; 44(1717):1717.
3. Lindgren M, Andersson IS. The Karen instruments for measuring quality of nursing care: construct validity and internal consistency. *International journal for quality in health care*. 2011; 23(3):292-301.
4. Hockenberry MJ, Wilson D. *Wong's nursing care of infants and children*. Elsevier Health Sciences; 2014.
5. Aiken LH, Sloane DM, Bruyneel L, Van den Heede K, Sermeus W, RN4CAST Consortium. Nurses' reports of working conditions and hospital quality of care in 12 countries in Europe. *International journal of nursing studies*. 2013; 50(2):143-53.
6. Khan MH, Hassan R, Anwar S, Babar TS, Babar KS, Khan DI. Patient satisfaction with nursing care. *Rawal Medical Journal*. 2007; 32(1):28-30.
7. Wagner D, Bear M. Patient satisfaction with nursing care: a concept analysis within a nursing framework. *Journal of advanced nursing*. 2009; 65(3):692-701.
8. Findik UY, Unsar S, Sut N. Patient satisfaction with nursing care and its relationship with patient characteristics. *Nursing & health sciences*. 2010; 12(2):162-9.
9. Laschinger H, Gilbert S, Smith L. Patient satisfaction as a nurse-sensitive outcome. *Nursing Outcomes. The State of the Science*. Toronto, ON, Canada. 2010:359-408.
10. Negash AK, Negussie WD, Demissie AF. Patients' Satisfaction and Associated Factors with Nursing Care Services in Selected Hospitals, Northwest Ethiopia. *American Journal of Nursing Science*. 2014; 3(3):34-42.