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# Patient satisfaction towards nursing care in general wards of tertiary care hospital of Eastern India

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## Abstract

Patient satisfaction is one of the elements of determining the care provided as a desirable outcome of clinical care in the hospital. A patient's expression of the care received is considered an important indicator regarding the quality of hospital care in all of its aspects. Indian nurses need to be aware of the importance of patient satisfaction and their role in providing need-based care. **Objective:** To identify patient satisfaction towards nursing care. **Methods:** A descriptive study design with a stratified sampling technique was used. The data was collected from 350 patients aged between 18-65 years at general wards of tertiary care hospital after obtaining administrative approval from the concerned authorities. Patient Satisfaction Rating Scale (PSRS) was used for data collection. **Result:** Most of the patients (92.12%) were having a high level of satisfaction, whereas few patients (4.86%) were moderately and (3.02%) were not satisfied. **Conclusion:** The study showed that the majority of the patients were very much satisfied with the nursing care provided in a tertiary care hospital.

**Keywords:** General wards, nursing care, patient satisfaction, tertiary care hospital

## Introduction

Satisfaction is a belief and an expression of attitude about a service process (Sharew, Bizuneh, Assefa, & Habtewold, 2018). Patient satisfaction is a tool to analyse the quality of a healthcare system and has become an established outcome indicator. The result of the satisfaction gives input to develop strategies for accessible, sustainable, affordable and acceptable patient care (Penchansky & Thomas, 1981). Patient satisfaction is defined as the patient's subjective evaluation of his/

her cognitive and emotional reaction as a result of the interaction between expectations and perception of actual care (Ozsoy, Ozgür, & Akyol, 2007).

This study used the definition given by the American Nurses Association on patient satisfaction with nursing as a basis for developing the design. Expectation, hospital physical environment, communication and information, participation and involvement, interpersonal relations, and competence are the components of patient satisfaction with nursing care. Nurses have a great role in determining overall patient satisfaction as they spend more time giving care to patients. The literature reports that nurses provide up to 80% of primary healthcare (Hughes, 2006). Thus, satisfaction with nursing care is to be emphasised. One of the reasons for poor healthcare quality and failure to achievement the standard is the quality of nursing care received by the patients.

A cross-sectional study among the 100 randomly selected patients in tertiary care hospital, Jabalpur, Madhya Pradesh showed patient satisfaction with availability of services, professional care, waiting time,

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the behaviour of consultant, nurses, paramedical staff and other staff. The overall satisfaction level was 73% and 94% of respondents expressed recommending the hospital to friends and family. A total of 68% of respondents were unsatisfied with the toilet facility and 56% with the drinking water facility (Sharma, Kasar, & Sharma, 2014).

Indian nurses need to be more aware of the importance of patient satisfaction and its role in the outcome assessment of hospital services. Many hospitals need to design strategies to provide satisfactory services. This study aimed at assessing the patient's satisfaction regarding nursing care provided by Nursing Officers in hospitals.

### Materials and methods

A descriptive survey design was adopted for the study to identify the patient satisfaction towards nursing care in general wards of selected tertiary care hospital of Eastern India.

This study was conducted among 350 patients aged between 18-65 years from seven general wards such as Obstetrics and Gynaecology, General Medicine, General surgery, physical and medical rehabilitation, Multispecialty, Orthopaedics and ENT ward and general wards of tertiary care hospital. The wards were chosen by the stratified random sampling method. Subjects, who were willing to participate and present at the time of the study, those who can respond to the patient Satisfaction Rating Scale (PSRS) were included in this study. Subjects who were admitted for less than 24-hour, unconscious, uncooperative, sensory impairment, disoriented, and with psychiatric illness were excluded from the study.

### Tools and technique

The study started after getting clearance from the institutional ethics committee. After obtaining informed consent, a PSRS was administered to 350 patients aged between 18-65 years from seven general wards such as Obstetrics and Gynaecology ward, General Medicine ward, General surgery, physical and medical rehabilitation, Multispecialty ward, Orthopaedics ward, and ENT ward general wards of tertiary care hospital. The study used the following tools: -

#### Tool 1: Demographic proforma

Questions related to demographic data containing 13 variables namely age, gender, marital status, educational background, occupation, income, socio-economic status, area of living, duration of illness, number of days of hospitalization, number of times hospitalized in AIIMS Bhubaneswar wards, and health insurance.

#### Tool 2: Patients Satisfaction Rating Scale (PSRS)

A three-point rating scale (0, 1 and 2) was developed to determine patient satisfaction. The total number of items in the tool was 33. It was broadly categorized under dimensions, which include orientation, cleanliness and environment, communication, interpersonal relationship, attentiveness and clinical skills and attitude and emotional support.

The tools were given to seven experts in the field of community and family medicine, hospital administration, mental health nursing, child health nursing, obstetrics and gynaecology, medical and surgical nursing and one senior nursing officer. The experts were requested to give their opinion and suggestion on relevancy, adequacy, accuracy appropriateness and completeness of the content of the instrument. To establish reliability, a validated tool was administered to 20 patients in general wards of AIIMS, Bhubaneswar and data were decoded and analyzed. The reliability coefficient of internal consistency was obtained by Chronbach's Alpha method ( $\alpha = 0.92$ ). Hence, PSRS was found to be reliable.

*Statistical analysis:* Inferential and descriptive statistics were used to analyse the data.

### Result

Demographic characteristics of patients

Table1:

*Frequency and Percentage of Distribution of Demographic Characteristics*

(N=350)		
Demographic data	Frequency (f)	Percentage (%)
Age in years		
18-30	91	26.0
31-40	98	28.0
41-50	87	24.9
51-60	43	12.3
61-65	31	08.9

Demographic data	Frequency (f)	Percentage (%)
Gender		
Male	157	44.9
Female	193	55.1
Marital status		
Married	273	78.0
Single	67	19.1
Separate/Divorced/ Widow/Widower	06 04	1.7 1.1
Education		
Non-formal education Elementary/Middle school	27 95	7.7 27.1
Secondary	77	22.0
Higher secondary Diploma	97 54	27.7 15.4
Occupation		
Farmer	45	12.9
Teacher	17	4.9
Business	40	11.4
Homemaker	152	43.4
Student	28	8.0
Others	68	19.4
Income		
<10,000	74	21.1
10,000-20,000	43	12.3
>20,000	63	18.0
Nil	170	48.6
Socio-economic status		
APL	153	43.7
BPL	197	56.3
Residence		
Urban	77	22.0
Rural	273	78.0
Duration of illness		
<6 months	192	54.9
>6 months	158	45.1
Hospitalization		
1-5 days	149	42.6
>5 days	201	57.4
Hospitalized		
One	252	72.0
More than one	98	28.0
Ward		
OBG	94	26.9
General surgery	37	10.6
General medicine	54	15.4
Multispecialty	30	8.6
PMR	26	7.4
Orthopaedics	57	16.3
ENT	52	14.9
Insurance		
Yes	112	32.0
No	238	68.0

Out of 350 subjects, the majority 98 (28%) belonged to 31 to 40 years of age and the majority were females 193 (55.1%). Concerning marital status, 273 (78%) were married and 97 (27.7%) of the subjects had education up to higher secondary school. The majority of patients 152 (43.4%) were homemakers by occupation. The majority of patients 170 (48.6%) were having no income seen in Table No-1. The majority 197 (56.3%) belonged to BPL (Below Poverty Line) and about 273 (78%) belonged to rural areas. Data further shows that 201 (57.4%) patients were hospitalized for more than five days and 252 (72%) were hospitalized for the first time in the hospital.

A maximum number of patients 94 (26.9%) who participated were from the OBG ward and 238 (68%) of patients were having no health insurance.

Table 2:

Overall Patient Satisfaction on Domain Wise Nursing Care Rating

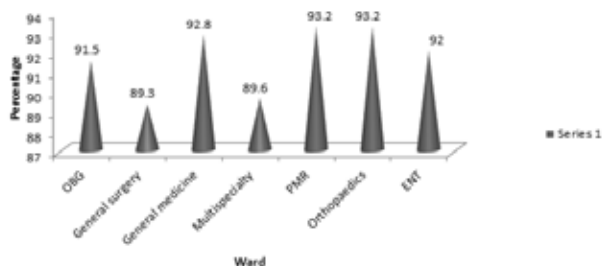
N=350

Areas	Minimum	Maximum	Mean	SD (σ)	Mean (%)
Orientation	0.00	10.00	9.2	1.95	92.7
Cleanliness	4.00	12.00	10.9	1.62	91.4
Communication	2.00	12.00	11.2	1.8	92.2
IPR	0.00	8.00	6.7	1.6	83.6
Skills	5.00	14.00	13.2	1.62	94.7
Attitude	4.00	10.00	9.6	1.17	96.4
Overall satisfaction	15.00	66.00	60.8	9.76	92.12

Overall patient satisfaction with nursing care: Overall patient satisfaction score with nursing care in hospital is given in Table 2. It was found that the mean percentage of patient satisfaction score was 92.12% of the total score. This shows that majority of the patients in this tertiary care hospital were highly satisfied.

Ward (Specialty) wise patient satisfaction with nursing care: The ward wise patient satisfaction score with nursing care is presented in Figure 1. This shows that out of 350 samples, highest (93.2) were satisfied with Nursing Care from PMR and Orthopedic ward and about least (89.3%) were satisfied in General Surgery ward. Where as 91.5% from OBG ward, 92.8% General

Medicine ward, 89.6% from Multispecialty wards and 92% were satisfied with nursing care from ENT ward.



**Figure 1:** Patient distribution as per the overall ward wise patient satisfaction in percentage

Table 3:  
Association between Patient Satisfaction and Demographic Variables.

N=350

Sample characteristics	Subjects (f)	Not satisfied (f)	Satisfied (f)	$\chi^2$	df	p-value
Age in years						
a) 18-30	91	1	90	5.33	4	.255 (NS)
b) 31-40	98	1	97			
c) 41-50	87	0	87			
d) 51-60	43	2	41			
e) 61-65	31	1	30			
Gender				0.048	1	.826 (NS)
a) Male	157	2	155			
b) Female	193	3	190			
Marital status				16.843	3	.001* (S)
a) Married						
b) Single	273	4	269			
c) Separate/ Divorced	67	0	67			
d) Widow/ Widower	6	0	6			
	4	1	3			
Education				6.606	4	.158 (NS)
a) Non-formal education						
b) Elementary /Middle school	27	1	26			
	95	1	94			
c) Secondary	77	3	74			
d) Higher secondary	97	0	97			
e) Diploma / Degree	54	0	54			
Occupation				5.445	5	.364 (NS)
a) Farmer	45	2	43			
b) Teacher	17	0	17			
c) Business	40	0	40			
d) Homemaker	152	3	149			
e) Student	28	0	28			
f) Others	68	0	68			

Sample characteristics	Subjects (f)	Not satisfied (f)	Satisfied (f)	$\chi^2$	df	p-value
Income				0.337	3	.953 (NS)
a) <10,000	74	1	73			
b) 10,000-20,000	43	1	42			
c) >20,000	63	1	62			
d) Nil	170	2	168			
Socio-economic status				0.547	1	.460 (NS)
a) APL	153	3	150			
b) BPL	197	2	195			
Residence				0.958	1	.328 (NS)
a) Urban	77	2	75			
b) Rural	273	3	270			
Duration of illness				0.054	1	.816 (NS)
a) <6 months	192	3	189			
b) >6 months	158	2	156			
Hospitalization				0.630	1	.427 (NS)
a) 1-5 days	149	3	146			
b) >5 days	201	2	199			
Hospitalized				0.179	1	.914 (NS)
a) one	252	4	248			
b) more than one	98	1	97			
Insurance				2.387	1	.122 (NS)
a) Yes	112	0	112			
b) No	238	5	233			

\*=p <.05,

Table 3 shows the results of the chi-square test of association of patient satisfaction and demographic variables (age, gender, marital status, education, occupation, income, socio-economic status, area of living, duration of illness, number of days of hospitalization, number of times hospitalized in tertiary care hospital of Bhubaneswar ward and health insurance).

The chi-square value of marital status ( $\chi^2 = 16.843$ ,  $p < .05$ ), which was significant at 0.05 level of significance. Marital status was significantly associated with patient's satisfaction.

Other demographic variables such as Age ( $\chi^2 = 5.33$ ,  $p < .05$ ), Gender ( $\chi^2 = 0.048$ ,  $p < .05$ ), Education

( $\chi^2=6.606$ ,  $p<.05$ ), Occupation ( $\chi^2=5.445$ ,  $p<.05$ ), Income( $\chi^2=0.337$ ,  $p<.05$ ), Socio-economic status ( $\chi^2=0.547$ ,  $p<.05$ ), Area of residence ( $\chi^2=0.958$ ,  $p<.05$ ), Duration of illness ( $\chi^2=0.054$ ,  $p<.05$ ), Number of days of hospitalization ( $\chi^2=0.630$ ,  $p<.05$ ), Number of times hospitalized ( $\chi^2=0.179$ ,  $p<.05$ ), and Health insurance ( $\chi^2=2.387$ ,  $p<.05$ ) were not significant at 0.05 level of significance.

## Discussion

The objective of the study was to find patient satisfaction regarding nursing care in general wards of a tertiary hospital in South Asia. The current study revealed a high level of patient satisfaction. A similar study conducted in Brazil (Freitas et al., 2014) revealed that the Quality of nursing care and satisfaction of patient attended at the teaching hospital was 92%, another study from India (Goyal, Singh, & Lukhmana, 2017) found patient satisfaction towards nursing care was 96.76%. All this may be because tertiary hospitals in South Asia, maintain a good standard of nursing care, which maybe is reflected in patient satisfaction.

The study concluded that overall 92.12% of patients were having a high level of satisfaction, 4.857% were moderately satisfied and 3.023% were not satisfied. This study reveals that the majority of patients were very much satisfied with the nursing care provided in AIIMS, Bhubaneswar. The majority i.e., 93.2% were satisfied with Nursing Care from PMR and Orthopedic ward and about (89.3%) were satisfied in General Surgery ward. Where as 91.5% from OBG ward, 92.8% General Medicine ward, 89.6% from Multispecialty wards and 92% were satisfied with nursing care from ENT ward. In this study one of the demographic variables i.e., marital status was found to be significantly associated with patient satisfaction. Results show that overall 92.12% (322) of patients were having a high level of satisfaction, 4.857% (17) were moderately satisfied and 3.023% were not satisfied. Discussion about other studies is missing.

## Conclusion

The outcome of the study would be helpful for the nursing officer to anticipate the needs and improvement of their practice skills by organizing workshops and induction programs. This study is an inspiration for

nursing student as well as nursing staffs to improve the educational level as well as making them aware of the importance of patient satisfaction in the nursing profession.

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