

Evaluation of Patients' Satisfaction with Nursing Care Quality in a Tertiary Care Hospital: A Cross-Sectional Study

Nursing Care
Quality in
Tertiary Care
Hospital

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ABSTRACT

Objective: Patients' satisfaction is highly affected by the quality of nursing care in a hospital. The aim of the study was to assess the level of patients' satisfaction with nursing care quality and the various factors which influence this satisfaction level in tertiary care hospitals of our population.

Study Design: Cross-sectional Observational study

Place and Duration of Study: This study was conducted at the across various Medical and Surgical Inpatient Wards at the M. Islam Teaching Hospital Gujranwala from January 2024 to May 2024.

Methods: A total of 138 patients of both genders, aged 18 years or older, conscious with 2 to 5 days of hospital stay and willing to participate were included in the study. Data was collected using PSNCQ Questionnaire with a 5-point Likert scale with responses recorded as Excellent=5, Very Good=4, Good=3, Fair=2, Poor=1. A comparison was made between the social and demographic characteristics and mean PSNCQ score. Data analysis was conducted using SPSS version 25, with quantitative variables presented as Mean±SD and qualitative variables as frequencies and percentages.

Results: The overall patient satisfaction with nursing care was moderate (M=3.12±0.29). When analyzing items individually, the patients scored the "information provided" the lowest (2.14±0.84) and "Restful Atmosphere Provided by Nurses" was graded the highest (4.13±1.08). This study revealed significant difference between patient's age and gender and level of satisfaction with quality care provided by nurses (p>0.05).

Conclusion: This study helps healthcare organizations understand patient opinions on nursing care and make targeted improvements by addressing areas of concern. It was concluded that the age and gender affect the patients' satisfaction with nursing care quality.

Key Words: Patients' care, Nursing care, Health care, Tertiary care hospital.

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INTRODUCTION

The landscape of healthcare has been significantly transformed by several dynamic factors in recent years. Technological advancements have revolutionized medical practices and patient care, while the proliferation of online health information has empowered individuals to take a more active role in their healthcare decisions.

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Additionally, the evolving expectations and involvement of patients and their families in the decision-making process have placed a greater emphasis on the quality and service provided by healthcare institutions. These elements collectively serve as critical indicators of patient satisfaction, influence competition among healthcare facilities, and impact the overall cost of healthcare services.¹

Patient satisfaction is the comparison between the care received and the care anticipated. There is a strong focus on delivering patient services in a structured manner to understand, assess, and fulfill the needs of patients.² Patient satisfaction is a multifaceted concept shaped by numerous elements. Among the key factors that intricately weave into the fabric of patient contentment are age, socioeconomic status, gender, marital status, communication, nursing care and hospital environment. Each of these aspects uniquely influences how patients perceive and experience healthcare, underscoring the complexity and individuality of their satisfaction.³ Moreover, the nurse/patient ratio is also a crucial factor in assessing patient satisfaction, which reflects the patient's positive

and emotional response to their experiences and established criteria.⁴

Reviewed literature reveals that patient satisfaction level with nursing care and its influencing factors vary globally. This evidence presents a complex and diverse picture, emphasizing the importance of considering patient experiences within specific healthcare environments.⁵

In Pakistan's tertiary care hospitals, patient satisfaction with nursing care stands as a vital yet often neglected concern. This research set out with a pressing mission: to expose the precise areas where patient satisfaction is severely lacking, unveiling these critical shortcomings aims to drive impactful policy changes, address key issues, and ultimately revolutionize patient satisfaction with nursing care.¹

METHODS

Research Framework, Location, and Participants:

We used a cross-sectional, descriptive approach to evaluate patients' satisfaction with the quality of nursing care in the Punjab Province of Pakistan. This study was conducted across various medical and surgical inpatient wards and units at the M. Islam Teaching Hospital, Gujranwala after taking ethical approval from the Ethical Review Committee. This study was conducted between January 2024 to May 2024. A total of 138 patients were included in this research, the inclusion criteria being: age 18 years or older, consciousness, hospital stay of at least 2 to 5 days, and willingness to participate. The co-operation rate was 100% and a written consent was taken from each participant.

Data collection and Questionnaire: The questionnaire, adapted from the modified version of Laschinger Research Tool for Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ),⁶ was translated into Urdu to facilitate patient comprehension. An interviewer-led approach was utilized to minimize bias and ensure accurate interpretation of the questions. The questionnaire employed a 5-point Likert scale: Poor=1, Fair=2, Good=3, Very Good=4, Excellent=5.

Data Analysis: We categorized the PSNCQQ scores based on the average item score out of five: a score below 2.5 represented low satisfaction, scores between 2.5 and 3.75 indicated moderate satisfaction, and scores above 3.75 reflected high satisfaction. This scoring approach aligns with previous studies utilizing the PSNCQQ.⁷ Data analysis was done using SPSS version 25, with quantitative variables expressed as mean \pm standard deviation (SD) and qualitative variables reported as frequencies and percentages.

RESULTS

Sample description: In this study 138 admitted patients of M. Islam Teaching Hospital were included. Among study participants 85 (61.6%) were male and 53 (38.4%) were female. Mean age of study participants was 39.52 \pm 13.76 years. Age of study participants ranges between 18-76 years. Marital status of participants showed that 25 (18.1%) participants were single and 113 (81.9%) were married. Mean length of hospital stay of study participants was 4.92 \pm 1.53 days. Hospital stay of participants ranges between 2 to 5 days.

Table No.1: Questionnaire with regard to patients satisfaction

Sr. No.	Questions	Excellent		Very Good		Good		Fair		Poor		Mean \pm SD	Min-Max
		n	%	n	%	n	%	n	%	n	%		
1	Information You Were Given	20	14.49%	70	50.72%	32	23.19%	5	3.62%	2	1.45%	2.14 \pm 0.84	1-5
2	Instructions	25	18.12%	71	51.45%	34	24.64%	4	2.90%	4	2.90%	2.21 \pm 0.88	1-5
3	Ease of Getting Information	16	11.59%	53	38.41%	19	13.77%	49	35.51%	1	0.72%	2.75 \pm 1.09	1-5
4	Information Given by Nurses	18	13.04%	59	42.75%	22	15.94%	38	27.54%	1	0.72%	2.60 \pm 1.05	1-5
5	Involving Family or Friends	10	7.25%	38	27.54%	50	36.23%	37	26.81%	3	2.17%	2.89 \pm 0.96	1-5
6	Involving Family/ Friends in Your Care	20	14.49%	25	18.12%	32	23.19%	53	38.41%	8	5.80%	3.03 \pm 1.18	1-5
7	Concern and Caring by Nurses	31	22.46%	23	16.67%	38	27.54%	27	19.57%	19	13.77%	2.86 \pm 1.34	1-5
8	Attention of Nurses to Your Condition	25	18.12%	19	13.77%	8	5.80%	40	28.99%	46	33.33%	3.46 \pm 1.51	1-5
9	Recognition of Your Opinions	21	15.22%	7	5.07%	21	15.22%	73	52.90%	16	11.59%	3.41 \pm 1.22	1-5
10	Consideration of Your Needs	4	2.90%	76	55.07%	0	0.00%	49	35.51%	9	6.52%	2.88 \pm 1.13	1-5
11	The Daily Routine of the Nurses	14	10.14%	45	32.61%	19	13.77%	42	30.43%	18	13.04%	3.04 \pm 1.25	1-5
12	Helpfulness	0	0.00%	30	21.74%	3	2.17%	69	50.00%	36	26.09%	3.80 \pm 1.06	2-5
13	Nursing Staff Response to Your Calls	20	14.49%	21	15.22%	13	9.42%	42	30.43%	42	30.43%	3.47 \pm 1.43	1-5
14	Skill and Competence of Nurses	15	10.87%	11	7.97%	16	11.59%	68	49.28%	28	20.29%	3.60 \pm 1.21	1-5
15	Coordination of Care	4	2.90%	58	42.03%	17	12.32%	40	28.99%	19	13.77%	3.09 \pm 1.17	1-5
16	Restful Atmosphere Provided by Nurses	0	0.00%	24	17.39%	0	0.00%	48	34.78%	66	47.83%	4.13 \pm 1.08	2-5
17	Privacy	38	27.54%	30	21.74%	30	21.74%	36	26.09%	14	10.14%	2.84 \pm 1.3	1-5

18	Discharge Instructions	0	0.00%	23	16.67%	0	0.00%	69	50.00%	46	33.33%	4.00±1	2-5
19	Coordination of Care After Discharge	9	6.52%	26	18.84%	57	41.30%	27	19.57%	19	13.77%	3.15±.09	1-5
		Total PSNCQQ Score										3.12±0.29	2.53-3.84

Table No.2: Comparison of PSNCQQ Score in relation to patients characteristics

		PSNCQQ Score				p-value
		Mean	SD	Min	Max	
Age (Years)	12-24	3.16	0.26	2.68	3.68	0.032*, (a)
	25-36	3.12	0.30	2.53	3.74	
	37-48	3.02	0.29	2.58	3.63	
	49-60	3.16	0.28	2.63	3.63	
	>60	3.32	0.29	2.84	3.84	
Hospital Stay (Days)	2-3	3.16	0.32	2.58	3.84	0.161 ^(a)
	4-5	3.07	0.28	2.53	3.68	
	>5	3.17	0.29	2.63	3.74	
Gender	Male	3.17	0.30	2.63	3.84	0.018*, (b)
	Female	3.05	0.26	2.53	3.68	
Marital Status	Single	3.06	0.29	2.58	3.63	0.227 ^(b)
	Married	3.14	0.29	2.53	3.84	

Note: As the PSNCQQ score fulfill the assumption of normality so parametric tests were applied

- (a): One Way ANOVA
- (b): Independent sample t-test
- (*): p-value <0.05

Patients' Satisfaction: Generally, patients reported a moderate level of satisfaction with the care they received from nurses with the mean of 3.12±0.29 as shown in Table-1. When analyzing items individually, the patients scored the “information provided” the lowest, mean being 2.14±0.84. On the other hand, “Restful Atmosphere Provided by Nurses” was graded the highest with the mean of 4.13±1.08.

Patient satisfaction and influencing factors: A statistically significant variation in mean PSNCQQ scores was detected across different age categories with p=0.032. The older adults (60+ years) reported higher levels of satisfaction with nursing care quality with mean of 3.32±0.29. Gender was found to be a significant factor affecting participant satisfaction with males being more satisfied as compared to females showing statistically significant p value of 0.018. PSNCQQ score showed no significant difference for marital status and hospital stay of patients.

DISCUSSION

We evaluated patient satisfaction regarding nursing care in a private teaching hospital in Gujranwala, Pakistan. The survey targeted hospitalized patients across various departments. Our research aimed to explore the critical factors influencing patient satisfaction with nursing care, as identified by the PSNCQQ. The primary focus was on patients' satisfaction with nursing care, while the secondary focus was on identifying factors that influenced this satisfaction. The results of this study agree with some previous findings, but also show some differences.

Our primary findings align with a study by Elayan⁷ that assessed the satisfaction of patients or caregivers with nursing care reported moderate satisfaction levels. In contrast, research conducted in Ethiopia⁸ reported that less than half of the patients were satisfied with the nursing care. Our findings may be attributed to the nurses' readiness to manage patient care, which is likely influenced by the nurses' educational background and practical experience. This results in boosted confidence and improved rapport with patients and colleagues alike.⁹

Our study found that sociodemographic variables affected patients' satisfaction levels, with older patients generally being more satisfied than their younger counterparts. This pattern is in line with findings from a recent study of COVID-19 patients in Saudi Arabia⁹ and another study conducted in India.¹⁰ However, this finding contrasts with another study which found no significant age-related differences in patient satisfaction.⁹ Similarly, research from Turkey painted a different picture, revealing that older patients were less happy with the nursing care they received.¹¹ This discrepancy highlights the complexity of patient satisfaction and suggests that regional and environmental factors may play a significant part. In general, age seems to play a role in shaping patients' satisfaction, with older individuals often reporting higher satisfaction levels.^{12,13} One reason for this trend could be that older adults tend to be more social and accepting compared to their younger counterparts. This broader social acceptance may contribute to their more positive experiences and higher satisfaction with care. Our study found that male patients reported higher satisfaction levels compared to female patients, aligning with findings from research conducted in Saudi Arabia¹⁴ and India.¹⁰ However, studies from Saudi Arabia,¹⁵ Oman,¹⁶ Jordan,⁷ and Turkey,¹¹ showed different trends. These variations underscore the complexity of satisfaction patterns and suggest that gender-related factors may affect patient satisfaction in diverse ways across different regions.

This study echoes the findings of and Alhowaymel,⁹ where no significant difference in satisfaction was linked to patients' marital status. However, this narrative contrasts with research from Turkey,¹¹ and in Ethiopia,² showed that patients who were unmarried were less likely to express satisfaction with their care. This divergence in results highlights how marital status may impact patient satisfaction differently across various contexts.

A study conducted in Pakistan at Civil hospital Karachi⁴ revealed that patients were highly satisfied in the adequate workload areas of nurses and moderately satisfied in the units where the nurses had more

workload. However, gender and patient age did not affect the patient satisfaction and the p-value as not significant. Another study conducted in Multan¹ showed no difference in satisfaction between age groups and genders, but patients in Obs / Gynae wards were more satisfied than those in other wards.

This study's limitations include a small sample size and lack of inter-ward comparisons. Future research should consider a multi-center approach, encompassing both private and public hospitals, to enhance generalizability. Additionally, assessing patient satisfaction post-discharge may yield different results, as patients may respond more candidly when not concerned about impacting their care.

CONCLUSION

This study helps healthcare organizations understand patient opinions on nursing care. By analyzing patient feedback, such organizations can make targeted improvements, enhancing care quality and addressing areas of concern. This not only boosts patient satisfaction but also strengthens the organization's reputation and trustworthiness in the healthcare community.

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Author's Contribution:

Concept & Design of Study: Aniba Zahid, Saman Ali
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