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Assess the level of satisfaction towards nursing care services among patients admitted in ICUS at Narayana Medical College Hospital, Nellore

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Abstract

Background: Patient satisfaction has become increasingly popular as a critical components in the measurements of quality of care. Satisfaction is one of the cares out come for health care. Satisfaction with health care is with a long history in the social science. Nursing services is one of the most important components of hospital services. Understanding how things are looking through the patients eye should be central part of quality improvement.

Objectives: To assess the level of satisfaction towards nursing care services among patients in ICUs. To associate the level of satisfaction with nursing care services with their socio demographic variables of the patients admitted in ICUs.

Material and method: The present study was conducted by using quantitative research approach and descriptive design was adopted. The Samples were selected by using non -probability convenience sampling technique.

Result and discussion: Of level of patient satisfaction regarding discharge and follow up care 1(3.3%) were very much satisfied, 19(63.4%) were satisfied, 9(30%) were moderately satisfied, 1(3.3%) were dissatisfied. Regarding Nurses educate regarding follow up care, 7(23.3%) were very much satisfied, 11 (36.7%) were satisfied, 11(36.7%) were moderately satisfied, 1(3.3%) were dissatisfied. Regarding Provide health education regarding nutritional diet, exercise and prevention of complication, 5(16.6%) were very much satisfied, 14 (46.7%) were satisfied, 9(30%) were moderately satisfied, 2(6.7%) were dissatisfied.

Conclusion: The findings reveal that majority of patients were satisfied with the nursing care services. This indicates the needs for improving the quality of nursing in all areas.

Keywords: Nursing care services, patients admitted, ICUS

Introduction

Patient satisfaction has become increasingly popular as a critical components in the measurements of quality of care. Satisfaction is one of the cares out come for health care. Satisfaction with health care is with a long history in the social science. Nursing services is one of the most important components of hospital services. Understanding how things are looking through the patients eye should be central part of quality improvement. The level of patient satisfaction with nursing care is an important indicator of quality of care provided in hospitals. Patient satisfaction is a term that can be interpreted differently by patients and it meaning can also differ for one patient at different items. Patients satisfaction some treated as an outcome measure of health care providers satisfied patient is more willing to recommend. The hospital Provide his or her care to others.

Maslow Theory Of Hierarch Of Needs In Famous Theory: The goals of many organization is creation of satisfaction among the customers of needs in famous theory which says, man is waiting animal and his motives go on changing. The fulfilled motive no longer remains a motive once one need is fulfilled the other take the place. The modern treatment based on advanced technology is not only costly but is full of complexities.

Wallace (1999): A conducted to study about health care services and patient Satisfaction, it depends up on many factors such as quality of clinical services provided, availability of medicine, behaviors of doctors and health staff. Cost Services, hospital infrastructure, physical comfort, emotional support and respect for patient perform.

Johnson (2002): A conducted to study how to increase patient Satisfaction with Multidimensional nursing approaches. They gathered data by employing two scales consisting of patient satisfaction and nursing approach the finding of the study showed that multifaceted staff interventions improved patient satisfaction with nursing care.

Need For the Study

Patient satisfaction is an important component of the health Care industry in this competitive Modern era. During a hospitalization patients satisfaction represents a balance between patient's perception and expectations of their nursing care. Patient's satisfaction is important patient-centered out come to measure, is accepted as standard measure of quality of care and it is steadily gaining in popularity.

The dissatisfaction of in patient can be due to type of illness hospital facility, dietary services, etc.....any satisfaction demand carefully analysis of the root cause of the problem.

Hence it was felt that there is need to know the level of patient satisfaction and also get the feedback about the services provided in the departments. There are very few studies in India that measures patient satisfaction with the nursing care provided by health care organization. Patient satisfaction is an indispensable aspects of quality of nursing care in any health setup to day care access to the high quality nursing care based on the organization. Moderate levels of satisfaction were recorded regarding the general attitude of nurses and ward servants 37% of patient felt the treatment facilities would be better.

Nursing care is recognized as an area subjected to competition, where the patient is seen both as a Client and consumer of health care. To improve quality of nursing care, nurses need to know what factor Influence patient satisfaction. Nursing care plays the key role in Providing satisfaction in their arena.

Quality of nursing care is vital to patient outcomes and safety. Patient satisfaction with nursing care is strongly associated with patient overall satisfaction with hospital experience. To ensure services improvement initiative of appropriate levels in hospital is a prerequisite to understand factor which influence patient satisfaction with nursing care. The measurements of patient satisfaction with nursing care is important to determine and meet patients needs in terms of care and to evaluate quality of care provided.

Statement of the Problem

A study to assess the level of satisfaction towards nursing care services among patients admitted in ICUs at Narayana Medical College Hospital, Nellore.

Objectives of the Study

1. To assess the level of satisfaction towards nursing care services among patients in ICUs.
2. To associate the level of satisfaction with nursing care services with their socio demographic variables of the patients admitted in ICUs.

Assumptions

The patients in ICUs have some satisfaction about the nursing care services.

Delimitations

The study is delimited to

1. Patients admitted in Narayana Medical College Hospital, Nellore.
2. Sample size of 30 patients only.
3. Duration of 1 week data collection only.

Methodology

Research Approach: Quantitative research approach

Research Design: Descriptive design

Setting: The study was conducted in ICUs in Narayana Medical College Hospital, Nellore.

Target Population: Patients admitted in ICUs in NMCH, Nellore.

Sample: Samples of the study are patients admitted in ICUs in Narayana Medical College, Nellore and who are full filled the inclusion criteria.

Sample Size: The sample size of the study was 30 patients.

Sample Technique

Non probability Convenience sampling technique was used to select the subjects.

Criteria of the Study

Inclusion criteria: Patient admitted in ICUs,

- Both males and females
- The patient who can understand and read English and Telugu
- Patients above 19 years of age

Exclusion criteria: The participants were excluded are the patients,

- Who are not willing to participants
- Patients who are on ventilator, who do not respond, disoriented altered mental status

Variables of the Study

Variables of the study are research variables and socio demographic variables.

Research variables: Level of patient satisfaction towards nursing care services.

Socio-demographic variables: The socio demographic variables such as age, gender, educational status, occupation, income, type of family, place of residence, duration of hospital stay, previous history of hospitalization, type of illness

Description of Tools

The tool was developed with the help of extensive review form various text book, journal and internet. The tool was developed to assess the level of patient satisfaction towards nursing care services those patient admitted in ICUs in NMCH Nellore.

Part-I: It deals with the socio demographic variables such as age, gender, educational status, occupation, income, type of family, place of residence, duration of hospital stay, previous history of hospitalization, type of illness.

Part-II: It includes Rating scale to determine the level of patient satisfaction regarding nursing care those patient admitted in ICUs in NMCH, Nellore.

Scoring Key

- 4-very much satisfied
- 3-satisfied
- 2-moderately satisfied
- 1-dissatisfied

Score Interpretation

Level of patient satisfaction	Score
Unsatisfied	0-28
Moderately satisfied	29-56
Satisfied	57-84
Very much satisfied	85-112

Plan for Data Analysis

s.no.	Data analysis	Remarks
1	Descriptive statistics	Frequency, percentage, mean, and standard deviation
2	Inferential statistics	Chi-square test to find the association between the level of patient satisfaction regarding nursing care services with their socio demographic variables

Data Analysis and Interpretation

Section-I: Frequency and percentage distribution of demographic variables.

Section-II: I Frequency and percentage distribution based on level of patient satisfaction regarding nursing care.
 II Mean and standard deviation of patient satisfaction regarding nursing care

Section-III: Association between the level of patient satisfaction regarding nursing care services with their selected socio demographic variables.

Section- II: i



Percentage distribution of patients based on Level of satisfaction towards the nursing care services.

Frequency and percentage distribution of level of patient satisfaction regarding admission. (n=30)

Sl. No	Admission	Very much satisfied		Satisfied		Moderately satisfied		Unsatisfied	
		f	%	f	%	f	%	F	%
1.	Attitude of nurses at the time of admission	9	30	7	23.3	11	36.7	3	10
2.	Availability of nurses in the ward	6	20	14	46.7	9	30	1	3.3
3.	The nurses provide information clearly	3	10	11	36.7	12	40	4	13.3
4.	During the admission time staff maintain interpersonal relationship	5	16.7	10	33.3	11	36.7	4	13.3
5.	Nurses approaches with smile and clears the doubts	1	3.3	8	26.7	11	36.7	10	33.3
6.	Explain the admission procedure	4	13.3	13	43.4	10	33.3	3	10

Frequency and percentage distribution based on level of patient satisfaction regarding basic needs (n=30)

SL No	Basic needs	Very much satisfied		Satisfied		Moderately satisfied		Unsatisfied	
		f	%	f	%	f	%	F	%
1.	Assisting in activities of daily living	9	30	10	33.3	9	30	2	6.7
2.	Assisting in mobility	10	33.3	7	23.4	10	33.3	3	10
3.	Identify the problem and provide nursing care	4	13.3	11	36.7	10	33.3	5	16.7
4.	Assisting in bathing daily	5	16.7	10	33.3	10	33.37	5	16.7
5.	Educate the patient to wear clean cloths	6	20	12	40	9	30	3	10
6.	Nurses meet the needs of hygiene	9	30	10	33.3	47	23.4	4	13.3

Frequency and percentage distribution of level of patient satisfaction regarding administration of medication. (n=30)

No	Administration of medication	Very much satisfied		Satisfied		Moderately satisfied		Unsatisfied	
		f	%	f	%	f	%	F	%
1.	Administers prescribed medication in timely manner	9	30	6	20	13	43.3	2	6.7
2.	Explain about the action side effect of medication	4	13.3	7	23.3	14	46.7	5	16.7
3.	Nurses explain understandable language	5	16.7	8	26.7	10	33.3	7	23.3

Frequency and percentage distribution of level of patient satisfaction regarding nutritional needs. (n=30)

No	Nutritional needs	Very much satisfied		Satisfied		Moderately satisfied		Unsatisfied	
		f	%	f	%	f	%	F	%
1.	Feeding given in timely manner	6	20	14	46.8	5	16.6	5	16.6
2.	Provide health education regarding nutritional diet	5	16.6	9	30	13	43.4	3	10
3.	Nurses counsel regarding the nutritional requirements and diet	3	10	17	56.7	8	26.7	2	6.6

Frequency and percentage distribution of level of patient satisfaction regarding discharge and follow up care. n=(30)

No	Discharge and follow up care	Very much satisfied		Satisfied		Moderately satisfied		Unsatisfied	
		f	%	f	%	f	%	F	%
1.	Explain about the billing process	1	3.3	19	63.4	9	30	1	3.3
2.	Nurses educate regarding follow up care	7	23.3	11	36.7	11	36.7	1	3.3
3.	Provide health education regarding nutritional diet, exercise and prevention of complication	5	16.6	14	46.7	9	30	2	6.7

Section-II: ii

Mean and standard deviation of patient satisfaction regarding nursing care

	Mean	Standard deviation
Patient satisfaction towards nursing care	73.066	10.22

Section-III

Association between the level of satisfaction regarding nursing care with their selected socio demographic variables

There is a significant association between the level of patient satisfaction about educational status, occupation, income, and type of illness.

There is a non-significant association between the level of patient satisfaction about age, sex, type of family, place of residence, duration of hospital stay, and previous history of hospitalization.

Summary Conclusion, Implication and Recommendations

- Majority of patients ie, 8(26.6%) belong to 31-40 years of age.
- Majority of patients ie, 18(60%) were males.
- Majority of patients ie, 15(50%) studied secondary education.
- Majority of patients ie, 14 (46.6%) were unemployed.
- Majority of patients ie, 9 (30%) earn Rs 5000-7000/-.
- Majority of patients ie, 17 (56.6%) belong to nuclear family.
- Majority of patients ie, 16 (53.3%) live in rural area.
- Majority of patients ie, 16(53.3%) were hospitalized for one week.
- Majority of patients ie, 21 (70%) had the previous history of hospitalization.
- Majority of patients ie, 7 (23.3%) had the cardio vascular diseases

Recommendations

- A similar study can be conducted on a large sample in different setting.
- A study can be done to assess the quality of nursing care received among patients ICUs or ward.
- A study can be done to assess the level of satisfaction among patients attending OPD.

Conclusion

The findings reveal that majority of patients were satisfied with the nursing care services. This indicates the needs for improving the quality of nursing in all areas.

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