



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 5.2
IJAR 2018; 4(3): 243-245
www.allresearchjournal.com
Received: 05-01-2018
Accepted: 06-02-2018

N Subhashini

Assistant Professor, Shree Narayana Nursing College, Nellore, Andhra Pradesh, India

V Tejaswi

Assistant Professor, Shree Narayana Nursing College, Nellore, Andhra Pradesh, India

B Kavitha

Asst. Professor, Narayana College of Nursing, Nellore, Andhra Pradesh, India

K Padma

Asst. Professor, Narayana College of Nursing, Nellore, Andhra Pradesh, India

Dr. Indira S

Principal, Narayana College of Nursing, Nellore, Andhra Pradesh, India

Assess the clients satisfaction with quality of nursing care in tertiary care hospital, Nellore

N Subhashini, V Tejaswi, B Kavitha, K Padma and Dr. Indira S

Abstract

The study aims are to assess the client's satisfaction with quality of nursing care in tertiary care hospital and to associate the level of satisfaction with selected socio demographic variables of patients admitted to hospital. The quantitative research approach and descriptive design was adopted for the study. The study was conducted at Narayana Medical college Hospital, Nellore. 30 patients were admitted to general wards were selected by using simple random sampling technique. Standard check list was used for collecting the information from samples. Data analysis done by using descriptive and inferential statistics. The study findings Revealed that out of 30 clients 26 (86.6%) clients are very much satisfied, 4(13.3%) clients are satisfied with quality of nursing care.

Keywords: Assess, clients satisfaction, quality of nursing care, tertiary care hospital

Introduction

Nursing is aware of its responsibility for the quality of its care provision to the patients, the institution, ethics, law and professional, standards, as well as of how its performance contribute to the valuation of care and the patient satisfaction. A client satisfaction is one of the important goal of any health care system. It is difficult to measure the satisfaction and get responsiveness of health system is not only the clinical but also the non clinical comes under care may influence the clients satisfaction. The client satisfaction is a important component of the health care industry in the competitive modern era. It leads to drift in the both new and old clients, which binders the sustain ability of any hospital in long run when the client selects of other advice to select the hospital.

The dissatisfaction of the client can due to type of illness, hospital facilities, dietary services etc. any dissatisfaction demands carefully analysis of the root cause of the problem. A client satisfaction is an indispensable aspect of quality nursing care in any health setup to day care assessed to the high quality according to clinical economic or other provider defines. If the client falls dissatisfied there is a rational and criteria are not ideal to make the organization and delivery of health care more responsive to consumer or client opinion.

Objectives

To assess the client satisfaction regarding Quality of nursing care

To find out the association between the client satisfaction regarding nursing care with selected socio demographic variables of clients.

Materials and Methods

This cross sectional descriptive study was carried out to assess the client's satisfaction with quality of nursing care. This study was conducted in care in tertiary care hospital, Nellore. After obtaining ethical clearance 30 patients were selected by using simple random sampling technique. Informed Consent Was Obtained From Participants. The data was collected from sample by using standard checklist and responses were documented. Statistical analysis was performed by using descriptive and inferential statistics.

Criteria for Sample Selection

Inclusion criteria:

- The patient who are available at the time of data collection
- The client who knows Telugu

Correspondence

N Subhashini

Assistant Professor, Shree Narayana Nursing College, Nellore, Andhra Pradesh, India

Exclusion criteria

- Who are not willing to participate
- Who are discharging within 2 days of admission.

Description of the Tool: The tool was developed with the help of related literature from various text books, journals, website, discussion and guidance from experts.

Part I: Consists of socio demographic variables like age, gender, education, occupation, religion, marital status, Place of residence, area of admission, history of hospitalization.

S. No.	Data analysis	Method	Remarks
1.	Descriptive statistics	Frequency, percentage distribution Mean and standard deviation	Distribution of socio demographic variables
			To assess the level of client satisfaction with quality of nursing care.
2.	Inferential statistics	Chi square test	To find out the association between level of client satisfaction with quality of nursing care with their selected socio demographic variables

Results: The data were organized and presented under the following Headings.

Section I: Frequency and percentage distribution of Socio demographic variables of Clients.

Section II: Frequency and percentage distribution of client satisfaction with quality of nursing care.

Section III: Mean and standard deviation of client satisfaction regarding quality of Nursing Care.

Section IV: Association between the client satisfaction with quality of nursing care with their selected socio-demographic variables.

Section I: Frequency and percentage distribution of socio demographic variables of clients

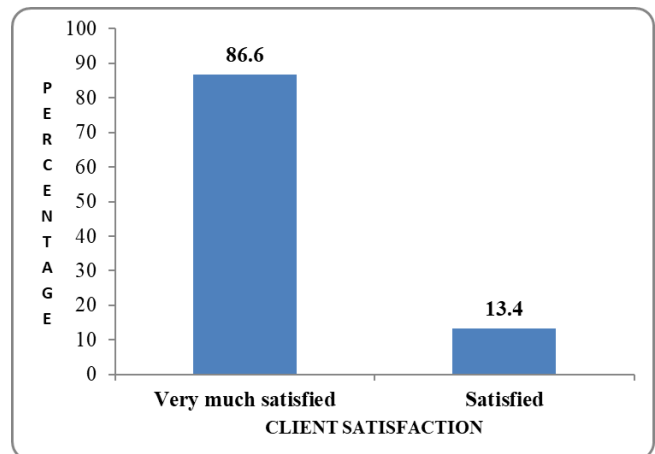
Majority of patients with respect to 10(33.3%) are between the age group of 21-30 years and with regard gender 17(56.6%) clients were males In view to educational qualification 7(23.4%) were intermediate. In context to occupation 8(26.6%) clients were home maker With regard to religion 25(83.4%) are Hindu In association to marital status 18(60%) were married In context to income 17(56.6%) were Rs. <5000/- In view to place of residence 18(60%) were from rural area, With regard to type of family 18(60%) were belongs to nuclear, In reference to admission 6(20%) were admitted in medical ward, 6 (20%) were in surgical ward, 6(20%) were in orthopedic ward, 6(20%) were in neurology ward and remaining 6(20%) were in neurosurgery ward. In association to duration of hospital

Part II: It Consist of standardized MC Clockey/Mueller Stisfaction Scale to determine level of client satisfaction with quality of nursing care

Plan for Data Analysis: The data was analyzed in terms of objectives of the study using descriptive and inferential statistics.

stay 20(66.6%) were 3-7 days in view to history of hospitalization 16 (53.3%) not had the any history of hospitalization.

Section II: Frequency and percentage distribution of client satisfaction with quality of nursing care



Section III: Mean and standard deviation of client satisfaction regarding quality of nursing care

Category	Mean	Standard deviation
Clients satisfaction	209.83	18.54

Section IV: Assessment of the client satisfaction with quality of nursing care

S. no	Meeting Basic needs	Very much satisfied		Satisfied		Moderately satisfied		Un satisfied	
		F	%	F	%	F	%	F	%
1	Assisting in activities of daily living	14	46.7	15	50	1	3.3	-	-
2	Assisting in mobilization	13	43.3	16	53.3	1	3.3	-	-
3	Prompt nursing care based on needs of the clients	11	23.7	19	63.3	-	-	-	-
4	Proper guidance regarding diet	14	46.7	16	53.3	-	-	-	-
5	Meeting the elimination needs of the patient	13	43.3	14	46.7	3	10	-	-
6	Explanation regarding procedure	10	33.4	18	60	2	6.6	-	-
7	Availability of nurses in the ward	18	60	12	40	-	-	-	-
8	Attitude & behavior of nurse while communicating with client.	18	60	11	36.7	1	3.3	-	-
9	Responsiveness of nurse towards client and family member queries	15	50	14	46.7	1	3.3	-	-
10	Administering prescribed medications in timely manner	17	56.7	12	40	1	3.3	-	-
11	Nurses explanation regarding uses and side effects of drugs in unclear stand able manner	16	53.4	13	43.3	1	3.3	-	-
12	Provide psychological support clients	13	43.3	16	53.4	1	3.3	-	-
13	Prompt health education based on client condition	11	36.7	18	60	1	3.3	-	-

Section V: Association between the client satisfaction and socio demographic variables of clients.

The Study finding reveals that there is an association between the level of client satisfaction with quality nursing care and socio demographic variables like gender, education, area of admission and history of hospitalization and remaining variables has shown non significant association.

Conclusion: The study concluded that most of the clients are very much satisfied with nursing care in Narayana super specialty Hospital. Nurses has to update their knowledge with emerging trends in delivery of care and implement innovative techniques to meets the needs of the clients.

References

1. Jenikson C. Health care services. *Journal of community medicine*. 2006; 31(4):220.
2. Johnson outpatient experiences in acute hospitals. *Journals of medical science*. 2010; 6(3):89.
3. Lebanon Chaaya. Client's satisfaction primary health care services. *Journal of Nightingale nursing times*. 2009; 7(7):4-9.
4. Gadaiah M. Quality in health care. *Journal of professional nursing*. 2011; 13(5):468.
5. Mohammad Nasser. Primary health care services. *Journal of community medicine*. 2011; 2(3):3.
6. Reheeder MS. Health care services, *Journal of nursing administration*, 2011; 21(8):447-454.
7. Vera Prasad M. Clinical practice. *Journal of professional nursing*. 2011; 13(2):371.
8. Carole J Huscots. *Professional Issues In Nursing Challenges and Opportunities*. 2nd edition. Philadelphia, Dawis Company Publications. 1999; 13(95).
9. Kotharis CR. *Research Methodology*. 2nd edition. Madrid. New Age International Publication. 2004; 2(3):37-39.
10. Diatie Huber. *Leadership and Nursing Care Management*. 1st edition. New Delhi. WB Saunders Company. 2007, 23-24
11. Subhashini N. Assess the knowledge regarding medico legal issues among staff nurses and nursing students in tertiary care hospital, Nellore. *International Journal of Applied Research*. 2016; 2(6):951-953
12. Merlin Golda V Nursing care of patient with mechanical ventilation, *Narayana Nursing Journal*. 2013, 1.
13. Vanaja Kumari Quality Assurance, *Narayana Nursing Journal*. 2013, 2.
14. Sooryamol Manikkuttan, Latha P, Subhashini N, Dr. Indira Arumugam Assess the knowledge and practices of staff nurses regarding aseptic precautions in care of neonates admitted in NICU at tertiary care hospital, Nellore *international Journal of Academic Research and Development*. 2(5):21-23.
15. Indira SA. study to assess the level of satisfaction towards patient care services among patient admitted in selected hospital Nellore, *Narayana Nursing Journal*, 2014, 4(4).
16. Subhashini N, Preenu Kurian, Latha A, Dr. Indira S. "Assess the job satisfaction of staff nurses working in tertiary care hospital at Nellore" *International Journal of Academic Research and Development*. 2(4):358-360.