



Quality of Nursing Care in Saudi Arabia :Patients' Perspective

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ABSTRACT

Objectives: The purpose of this study measured patients' perception levels of the quality of Nursing care provided at Teaching Hospital in Saudi Arabia.

Method and Material: A convenient sample of 448 patients, admitted to hospital were surveyed using a questionnaire comprises 42 items assessing six dimensions of Patient Perception with Nursing care, during their hospitalization.

Descriptive statistical analysis was used to identify frequencies of means of patients' perception score for each aspects of care.

The results: The threshold level established for the 42 items of questionnaire was a mean perception of (3, agree). The grand mean of all items was 3.07. Patients scored the lowest means to dimensions of information (2.59), environment (2.87), and nurse competency and technical care (2.95). The aspects of nursing care that showed the highest mean score were, the way the nurse respect patients' believes, values, and his/her own culture (3.65), neat-appearing of the nurses (3.57), and the way the nurses respected and welcoming patient (3.49). While the lowest mean of perception were given to the information from the nurses about how the patient could do to help himself (2.81), the information about the results of lab investigations (2.76) and the way the nurse sharing the patient feeling (2.72). A high strong correlation between overall perception level and the variables of gender ($P=0.01$), and the types of department (0.000).

Conclusion: The findings of this study provided a framework for nurse managers and a unit nurses to be considered seriously in planning for nursing care be patient centered that will improve the quality of nursing care provided, patient satisfaction, and reputation of the hospital.

KEYWORDS : Quality improvement, Nursing care, patients' perspective

INTRODUCTION

As Nursing service represents a constant presence in the experience of hospitalized patients, it seems logical that satisfaction with nursing care has a primary influence on patients' overall satisfaction with their experience.(1,2)

Although nursing care that emphasized sharing patients with health care plan has been increasingly stressed in Saudi Arabia over the past 10 years, but a few studies have been conducted to explore views of quality care from patients perspectives in Saudi Arabia like other developing countries which facing a challenge to make nursing services more patient-centered.

LITERATURE REVIEW

A thorough literature review on patients perception and satisfaction toward quality of nursing care provided in hospital was undertaken. Numerous researchers have examined patients' satisfaction with nursing care in general terms as well as patients' perceptions of the quality of nursing care, as two major multidimensional concepts that are used several times interchangeably.(5) These reviewed studies have been reported over recent years using different methodologies, according to the purpose and scope of the study. However, these studies usually measured the health care in general terms and included only a few items relating directly to nursing care, and there is a specialty of studies examining nursing care exclusively.

There are general agreements between researchers that revealed in literatures; the first knowing what the customer perceive when they use health care service is ultimately the way to create good service quality. (6, 7, 8). The second: understanding patients' perspectives on the nursing care they receive must precede attempts at measuring their satisfaction with that care (9, 10,11). The third: As nursing represents a constant presence in the experience of hospitalized patients, so their satisfaction with nursing care is the crucial factor in patients' overall satisfaction or dissatisfaction with their hospital experience(6,12, 13). The fourth : Failure of nurses and other health providers to take into account factors observed and reported by patients as important to their nursing care is inconsistent with the notion of patient-centered care and patient empowerment.(5, 10, 13)

The Patients' described nurses who were friendly, caring, compassionate, kind, and good listeners as nurses who were very skilled. Some interpersonal skills qualities such as cheerful ,smiling , happy, and displayed confidence as a skilled nurse able to give a high quality care(2).

RESEARCH QUESTIONS

1. What are the general dimensions of nursing care that represent the patients' needs?
2. What are the patients' level of perception toward the quality of nursing care received?
3. What are the lowest means of aspects of nursing care provided as perceived by patients.
4. Are there a difference in level of perception concerning the quality of nursing care received based in demographical data?

METHODOLOGY

Study Design

This study was a descriptive/ correlational survey conducted at a teaching hospital, Riyadh, Saudi Arabia.

Study Setting

The study was conducted in a 800 bed teaching hospital in Suadia Arabia. The hospital staffed with approximately(1400) registered and aid nurses. It offered medical and surgical services for adults and children of Saudi citizens from Northern Riyadh area in addition to staff of King Saud University (KSU)

Study Population

The convenient sample of the present study consisted of (448) patients who were adults (18 years or older) hospitalized at least 3 days on adult surgical and medical wards. Sample selection criteria were; ability to speak and understand Arabic, not suffering from severe mental or cognitive disorders, communicable and conscious, willing to complete questionnaire, and were well enough to be reasonably expected to complete the tool.

The Instrument and Data Collection

After extensive review of literature from both industry and health care, the characteristics that represent quality from the point of view

of Saudi patient were determined through a focus group discussion with 15 male and 15 female separately done to get an insight into issues that are important to patients and to assist in item generation . The discussion, led by a facilitator, was directed at eliciting the patients' reactions to various components of care. The emphasize was on responses to questions developed from the list of common themes which represented the most significant areas that determined the patients' perception in adults wards of KKHU.

The questionnaire divided into 2 parts, with one collecting demographic data and the other concerning patient perception with nursing care. The instrument comprised 42 items assessing six dimensions of patient perception with nursing care. Data were collected with a total of 448 patients were willing to participate in the study.

The patients rated their perception on a 4-point likert scale consisting of the following ratings: highly agree, agree, disagree, and highly disagree. These responses were scored as 4,3,2, and 1 respectively and the perception level was calculated.

DATA ANALYSIS

The data was coded, entered and analyzed. Descriptive analysis with frequency and percentage, were generated to describe the patient demographic profile and their perception level. Inferential statistics tests were used to determine the relationship between patients perception level scores and their demographic attributes.

RESULTS

A total of 448 patients were participated in the study as to their perception levels with nursing care. The mean age of the sample was 39.2, with a range from 18 to 73 years. The sample included 250 males (55.8%) and 198 females (44.2%) having been admitted to the hospital.

The majority of the responded patients were married (n=332, 74.1%), and had school level education (n=294,65.7%). The illiterate were not eligible.

The average length of stay was 3-7 days and most of them (n=202, 45.1%) had stayed from 7-10 days.As for department been admitted , most of the sample (n=194,43.3%) had admitted to surgical departments.

DISCUSSION AND CONCLUSION

Insight into patients ' perceptions of nursing care will help nurses to understand better how to address these patients needs and expectations more appropriately. Although we found most patients were generally scored their perception above little between the established threshold (3.07) as reported in table, there was rooms for improvements. The dimensions of care their mean scored less than the predetermined threshold were: "information", "environmental needs", and" nurse competency and technical care". These low means of perception indicates that the patients are knowledgeable about themselves and their needs, so they feel very strongly about these dimensions and appear to take them into account when evaluating the quality nursing care they have received.

The items with the highest mean of perception were as follows:

"The way the nurses respect patient's believes, values, and his/her own culture"; "neat-appearing of the nurses" ; "the way the nurses respected and welcoming patient"; "the patience-appearing of the nurses"; "the proficiency of the nurses at the technical aspects e.g. inserting IV needle"; the privacy provided to patients "; "the way the nurse respond promptly to patient request or needs "; "the safety measures provided to patients"; "the effectiveness of nursing care the patient receive after each nurse visit "; and "the happy and friendly atmosphere that made in the unit by nurses".

All of the above are general principles for patient-centered care and the failure to take into account these and other factors identified by patients as important to their care is inconsistent with notion of patient-centered care and patient empowerment . so the nurse should always continue to address these principles effectively.

The items with the lowest mean of perception were as follows: "the

information from the nurses about how the patient could do to help himself "; "The information about the results of lab. Investigations, x-ray, and other examinations "; "the way the nurses sharing the patients feelings"; "the way the nurses allowing patient to express his feeling "; "the way the nurses understanding the patient needs by his/her own language"; "the way the nurses sharing information with patient's family"; "the suggestions from nurses on how the patient to cope with stress"; "the way the nurses involving the patients in making a decision related to care provided to him/her disease, and it's prognosis"; "the orientation done to patient about the unit facilities and staff at time of admission".

Most of these items are related to the information dimension. This finding confirmed by the results of many reviewed studies (16, 29, 33, 36), which revealed the importance of information as a crucial indicator of quality of nursing care in patient satisfaction. However, the provision of information should be tailored to patient preferences.(12)

Other aspects of nursing care that ranked from the lowest mean of perception ,"the way the nurses sharing the patients feelings; the way the nurses allowing patient to express his feeling; the way the nurses understanding the patients' needs by his/her own language are related to caring dimension.Treating patients with respect and caring is a hallmark of the nursing profession, and always ranks very high on patients' lists of items related to satisfaction with health care. Moreover, there is evidence that caring relationships with health care providers contribute to better patient outcomes(30).

The patients of this study were lacked the language skills in their perception. this result is not surprised because the vast majority of nurses working in the hospital were non Arabic speakers . Difficulty in communication due to language skills raises questions about possible patient care, caring, and safety issues.(2).

One other important aspects of care scored from making mean of perception is "involving the patients in making a decision related to care provided to him/her". This finding gives us a big hint that the sample patients felt that they were involved in decision making and care inappropriately. Studies related to patient-centered care acknowledged the importance of patients' participation and involvement in health care which is considered essential to nursing practice.

The findings of this study revealed no significant relationship between the variables of age, marital status, and length of stay . However a significant relationships were found between overall satisfaction and the variables , gender, and the type of department.

Regarding the gender the females perceived the nursing care provided to them than males. This finding gives impression that male patients are more sensitive to the nursing care received than females, this may be because the males are armed with higher of expectations than that of female at time of admission, which to the extent possible related to their higher level of education than females, may be because some of the male participants were hospital employees and faculty members affiliated to the hospital .

In regard to type department, the patients of other departments had a higher mean score than whom admitted to medical or surgical department. The probable explanation for this findings was those admitted to medical/surgical departments mostly admitted with more serious conditions, worse prognosis, and highly exposed to stressful and anxious situation.

Table 1: The Patients' Perception Means by Dimensions

The Item	Mean scores
Caring	3.22
Informational needs	2.59
Availability and Continuity of care	3.52
Nurse characteristics	3.27
Competency and Technical care	2.95
Environmental needs	2.87
Total	3.07

Table2: The Aspects of Care with Highest Perception Mean

Aspects of care	Mean score
Respect patients' believes, values, and his/her own culture	3.65
Neat-appearing of the nurse	3.57
Welcoming and respected the patient	3.49
The patience-appearing of the nurse	3.48
The proficiency of the nurse at the technical aspects	3.40
The privacy provided to patient	3.37
Responding promptly to patient request	3.32
The safety measures provided to patient	3.31
The effectiveness of nursing care provided	3.29
The happy and friendly atmosphere that made in the unit	3.29

Table 3: The Aspects of Care with Lowest Perception Mean

Aspects of care	Mean score
Information to patient to help himself	2.81
The information about the results of investigations	2.76
Sharing the patient's feeling	2.72
Encouraging patient to express his/her feeling	2.69
Understanding the patient's needs by his/her own language	2.68
Sharing information with patient's family	2.68
Suggestion to patient to cope with stress	2.61
Involving the patient in making decision related to his/her care	2.60
Discussing to patient about his/her disease, and it's prognosis	2.59
Orientation about the unit facilities and staff at time of admission	2.33

Table 5: Relationship between Demographic Variable and Scores of Perception Level

The Variable	Frequency	Per-cent	Mean	Stand-ard Devia-tion	Signifi-cance
Gender Male Female	250 198	55.8 44.2	2.88 3.31	0.48 0.67	t= - 5.6 df = 444 p = 0.01*
Age (year) ≤ 20 21-40 41-60 61+	66 198 110 74	14.7 44.2 24.6 16.5	3.17 3.09 3.09 2.89	0.54 0.58 0.69 0.60	t = 1.49 df = 4,442 P = 0.29
Marital Status Married Single	332 116	74.1 25.9	3.07 3.06	0.63 0.53	t = - 0.06 df = 444 p = 0.9
Educational Level School High School Education	294 154	65.7 34.3	3.13 2.93	0.56 0.67	t = 2.32 df = 444 p = -0.02*
Length of Stay 3-6 7-10 10+	154 194 100	34.4 43.3 22.3	3.01 3.11 3.06	0.67 0.68 0.60	f = 0.65 df = 4,442 p = 0.5
The Depart-ment Medical Surgical Others	154 194 100	34.4 43.3 22.3	2.93 3.01 3.38	0.61 0.56 0.57	f = 9.48 df = 4, 442 p = 0.00*

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