



## A LITERATURE REVIEW TO ASSESS PATIENT SATISFACTION WITH NURSING CARE

**Ms. Charmi N. Patel\***

M.Sc Nursing, Manikaka Topawala Institute of Nursing, Charusat, Gujarat, India.  
\*Corresponding Author

**Dr. Anil Sharma**

Associate Professor and HOD, Dept. of Medical Surgical Nursing, Manikaka Topawala Institute of Nursing, Charusat, Gujarat, India

**ABSTRACT** The objectives of this review to explore the research study available relating to assess the patient satisfaction with nursing care. To fulfil this objective researcher have searched form Pub Med, Google Scholar, Pro Quest, CINHALL (Cumulative index To Nursing & Allied Health Literature), MEDLINE (Medical Literature Analysis & Retrieval System Online), Science Direct for Review of literature searched. The literature review concluded that Patient satisfaction is one of the major factors with the quality of nursing care. Most of the patients are closely attached with the nurses. Nursing care is a key determinant of overall patient satisfaction during hospital admission.

**KEYWORDS :** Patient Satisfaction,nursing Care,assess

### i.What is already known about topic?

Patient satisfaction with nursing care is one of the important aspects of all the clients during their hospital stay. According to previous studies, Client's expectations and satisfaction among nursing care and other services which is provided by the hospital was good during their stay.

### ii.What new this paper will add?

This paper will add new thing about patient satisfaction with nursing care and compare the satisfaction level among medical, surgical, gynaecological and paediatric departments.

### FULLTEXT

#### I.Background

#### "Nurses are the heartbeat of health care." Usman Chohan

Nursing care is one of the major components of health care services and the nursing staffs comprises the vast majority of hospital personnel and have the greatest contact with patients. Nurses rather than physicians are seen as responsible for the day-to-day activities on a unit. Nurses provide the main connection with patients, act as patient advocate with other care providers, give physical care to patients, and offer emotional support to both patients and families. In their teaching capacity, they also play a key role in post hospital adjustment. The importance of the nursing role in quality health care is evidenced in a number of studies.<sup>1</sup>

Satisfaction remains one of the major parameter that provides substantial support to almost every industry in comparing the experience and expectations of the consumers. In the context of healthcare framework, patient satisfaction represents attitudes to care or aspects of care.<sup>1</sup>

#### ii.Methods

**a)Search Strategy:-** Review of literature search done from Pub Med, Google Scholar, Pro Quest, CINHALL (Cumulative index To Nursing & Allied Health Literature), MEDLINE (Medical Literature Analysis & Retrieval System Online), Science Direct.

#### b)Inclusion and exclusion criteria for article selection

**Inclusion criteria:-** Study's which are indicates the patient satisfaction among nursing care at different kinds of departments like medical, surgical, gynecological, emergency, pediatric. Another studies indicates that compare the satisfaction level with nursing care among all the units of hospitals.

**Exclusion criteria:** - Studies which are not including the patient satisfaction with nursing care and other services of hospital of

outpatient department.

**Result:** - Researcher found total 20 searched review to meet the inclusive criteria of the study. Among this 10 study suggested that 50% to 60% of patients are satisfied with nursing care and the behaviour, attitude, punctuality as well as environment hygiene. Another 5 studied find that patient's expressed their opinion that during their hospitalization in particular area, like in personal hygiene they complained regarding insufficient staff and insufficient articles. In terms of food facility they are not satisfied with food serving, fewer alternatives in food items and poor quality of food. Cleanliness should be given top priority and areas with drinking water facility should be specifically maintained properly. Out of 20 studies 1 study suggests that patient satisfaction with nursing care was high in all the dimensions of nursing care in private Hospitals as compared to government hospitals. Furthermore it was found that patient satisfaction with nursing care in medical, surgical, orthopaedic and maternity wards was not significantly different in selected public and private hospitals. Another 1 study suggests that most of the nurses are busy with the documented work and then they are not spending much time with patients and create a communication gap between nurse and patient.

**iii.Discussion:** - On the whole, the findings of the searched review showed that the most highly rated aspects of care were greetings on arrival with prompt attention, informed about their plan of care, clear information regarding medication, and attended to everyday by a qualified and competent nurse. Most of the study found that patient expectation of care is influenced by his/her satisfaction with the perceived actual nursing care. Among the expectations some of the patients enumerated were that the nurses would explain all procedures to them, nurses would be patient with them, and nurses would listen to their concern and act appropriately.

– **Limitation:** Time duration, review literature related to patient satisfaction with nursing care, literature related to patient satisfaction with other services of hospitals.

– **Implication:** - This research can be useful in different kinds of specialized hospital during who patients are admitted in inpatient departments.

**iv.Conclusion:** - This study suggested that due to increasing the technical and professional capabilities of nurses, promotes awareness in terms of patient-nurse mutual rights and increased patient's trust on medical staff, improved satisfaction with health care. Nursing care is a key determinant of overall patient satisfaction during hospital admission. Quality can be in the form of patient safety, patient satisfaction and patient assurance.

v. Table of Literature search

Sl. NO	Study	Country	Samples	Research type & Methods	Main Finding
1	Assessment of patients' satisfaction in medical and surgical wards in a tertiary care hospital	Abbottabad, Pakistan	305 patients, 205 from surgical wards (144 males, 61 females) and 100 from Medical wards (52 males, 48 female)	A Cross – sectional Descriptive design	Satisfaction level was high among females than males. Most of the patients having low level of education and unemployed patients were satisfied. About 70% of the patients were satisfied with explanation regarding their disease. More than half (59%) were not aware of post-surgical complications, and 67% were not aware of the use and possible side-effects of medication. Overall satisfaction level was 68% in medical wards and 77% in surgical wards. <sup>4</sup>
2	Patient Satisfaction with Nursing Care in Public and Private Hospitals	Ludhiana, Punjab	1200 indoor patients admitted four types of general wards (medical, surgical, orthopaedics and maternity)	Comparative descriptive research design	The overall patient satisfaction with nursing care was high in selected public as well as private hospitals. However, patient satisfaction with nursing care was high in all the dimensions of nursing care in private Hospitals as compared to government hospitals. Furthermore it was found that patient satisfaction with nursing care in medical, surgical, orthopaedic and maternity wards was not significantly different in selected public and private hospitals. <sup>5</sup>
3	Patient's Satisfaction Related to Nursing Care among Hospitalized Patients	Dehradun, Uttarakhand	60 hospitalized patients	Non-experimental descriptive survey design	The data was analyzed through inferential statistics and it is found that the hospitalized patients were mostly satisfied in the area like nursing care and the behaviour, attitude, punctuality as well as environment hygiene, whereas patients were mostly unsatisfied with areas like personal hygiene, General nursing care and Nutrition. <sup>6</sup>
4	Satisfaction of patients with safety in nursing care	Brazil	80 preoperative and/or postoperative hospitalized patients	Cross sectional study	This study showed that the overall satisfaction index of patients with quality of care was considered low. Thus, it is evident the need for healthcare institutions to invest in the quality of care, ensuring patient satisfaction and safety. <sup>7</sup>
5	Assessment of Patient Satisfaction with Nursing Care at a Large Public Referral Hospital	Eldoret, Kenya	274 patients	Cross sectional study	Overall, 87% of patients felt satisfied with nursing care received. Most (81.8%) of the patients interviewed felt they had been promptly attended to, with a further 71.6% rating the nurses as competent and knowledgeable in their clinical care. The general rating of nursing care satisfaction among patients was quite high. The ward and the total number of days a patient spends in hospital were significantly associated with patients' satisfaction with care given. <sup>8</sup>
6	A Study to Assess the Level of Patient Satisfaction on Quality of Nursing Care Among Patients	Kattankulathur, Tamilnadu	100	Descriptive cross-sectional comparative design	The result shows that 66% of good satisfaction on level of nursing care. The study concludes that improvement of hospital work environments might be a relatively low cost strategy to improve and quality in hospital care and to increase patient satisfaction. <sup>9</sup>
7	Comparative Study of Patients' Satisfaction with Nursing Service in Major Units of Selected Training Hospitals	Tehran	336 patients	cross-sectional study	The results of this study showed that the paediatric unit recorded maximum patients' satisfaction with nursing care with a mean and SD of 3.78±0.68, while the surgery unit recorded minimum satisfaction with a mean and SD of 3.35±0.65. Also, a significant difference was observed between patients' satisfaction with nursing service in major units such as internal, surgery, obstetrics and paediatrics (P=0.015). The results of this study showed that although satisfaction with nursing care is at a relatively desirable level, it is still far from complete satisfaction. <sup>10</sup>
8	Evaluation of Patient Satisfaction with Nursing Care	Ostrava	507 patients	Descriptive correlation study	The study was carried out in collaboration with the management of the hospital in preparation for the accreditation and based on a desire to improve the quality of services provided. Overall patient satisfaction with nursing care was relatively high (average 3.58 out of 4, which means reaching the level of 89.5%). Between hospitals or between departments there were no statistically significant differences in the evaluation of patient satisfaction. <sup>11</sup>

9	Patient Satisfaction: Evaluating Nursing Care for Patients Hospitalized with Cancer	Iran	384 cancer patients	cross- sectional study	This study found that most of the respondents were satisfied with the nursing care, though they suggested some improvements especially with respect to interpersonal relation. Further research is needed to study in-depth the socio-cultural and environment parameters relevant to patients' satisfaction of nursing care. <sup>12</sup>
10	Evaluation of Satisfaction with Nursing Care of Patients Hospitalized in Surgical Clinics of Different Hospitals	Turkey	972 patients	Descriptive	The satisfaction levels of the patients in the research group have differed according to their age, marital status, educational background, profession, the hospital in which the patients stay, previous hospital experience and whether or not they had companions with them. It became evident that patients were generally satisfied with nursing services; however the satisfaction levels of patients staying in private hospitals were more than those of patients staying in public hospitals. <sup>13</sup>
11	Determinants of Patient Satisfaction at Tertiary Care Centres	Lebanon	1300 patients	Cross-sectional study	Patient satisfaction was influenced by age, educational level, and medical insurance coverage class. Most respondents were pleased with overall nursing care (96.6%), and physician consultations (95.4%), $P = 0.001$ . Patient satisfaction with hospital care is significantly influenced by patient's provider interactions during the episodes of care. Furthermore, the surrounding physical environment also has an influence on patient satisfaction. Also, our results showed the acceptable level of satisfaction about the healthcare system delivered in Lebanon. This could be enhanced if appropriate management decisions will be implemented to overcome weakness and barriers. <sup>14</sup>
12	Surgical patient satisfaction: nursing care quality index	Greece	93 Patients	Exploratory-descriptive research study	The study has highlighted some problems and some areas needing improvement, the overall picture is very positive for the General Hospital of Sparta to the extent that the largest percentage of patients was satisfied with the provided services. Therefore, it doesn't cause great surprise that the patients would like to take care of them the same nursing staff if they will need nursing care in the future and on the other hand, that would constitute a department or clinic to others thinking of the nursing staff. <sup>15</sup>
13	Patient satisfaction with nursing care and related hospital services	Sri Lanka	380 patients	Cross-sectional descriptive study	This study revealed that the majority of patients were satisfied with the nurses' competency and the way nurses interacted personally with them and less satisfied with the comfort and environment, sanitation, and the general and personal instructions available to them. The quality can be improved by addressing specific issues such as providing adequate information regarding their illness, facilities available in the hospital and general instructions by the hospital management and healthcare staff while understanding the expectations of their patients. <sup>16</sup>
14	Patient satisfaction with nursing care in an emergency service	Brazil	250 Patients	Quantitative, descriptive, cross-sectional study	Results point to a good level of satisfaction of patients with the nursing care received, with the greatest mean found in the technical-professional care domain. Satisfaction was significantly associated with the room where the patient was and correlated to age, education and the length of stay in the service. It was concluded that patients have good level of satisfaction with the care provided by nurses in emergency service. <sup>17</sup>
15	Patient satisfaction with hospital care and nurses in England: an observational study	England	66 348 hospital patients and 2963 inpatient nurses.	Cross-sectional surveys	Patients express a high level of confidence and trust in nurses, and their satisfaction with hospital care is less favourable when they perceive there are not enough nurses available. The narrative that quality deficits in hospitals in England are due to 'uncaring' nurses is not supported by the evidence. On the contrary, our findings suggest that reducing missed nursing care by ensuring adequate numbers of RNs at the hospital bedside and improved hospital clinical care environments are promising strategies for enhancing patient satisfaction with care. <sup>18</sup>

16	Differences between patients' expectations and satisfaction with nursing care in a private hospital	Jordan	250 patients	Descriptive co relational study	The results indicated that patients were more satisfied with technical and ethical aspects of nursing care whereas they were less satisfied with nursing care during the night shift as well as with professional information provided by the nurses. The difference between patients' expectations and satisfaction was statistically significant. <sup>19</sup>
17	Patient Satisfaction with Nursing Care: A Descriptive Study Using Interaction Model of Client Health Behaviour	Malaysia	100 patients	Descriptive research	The findings of this revealed that the patients rated their satisfaction of nursing care as being at moderate level of satisfaction. The majority of the patients were highly satisfied with the affective support showed by nurses which comprise of 'respect', 'smile' and 'caring'. However, the patients were least satisfied with the aspect on 'decisional control' given to them such as 'making own decision towards care' and 'family involvement with care'. <sup>20</sup>
18	Patients' experiences and satisfaction with health care: results of a questionnaire study of specific aspects of care	Scotland	300 inpatients	postal survey	Almost 90% of respondents indicated that they were satisfied with their period of inpatient care. Age and overall self-assessed health were only weakly associated with satisfaction. A multiple linear regression indicated that the major determinants of patient satisfaction were physical comfort, emotional support, and respect for patient preferences. However, many patients who reported their satisfaction with the care they received also indicated problems with their inpatient care as measured on the Picker Inpatient Survey; 55% of respondents who rated their inpatient episode as "excellent" indicated problems on 10% of the issues measured on the Picker questionnaire. <sup>21</sup>
19	An Assessment of Patients Satisfaction with Services Obtained From a Tertiary Care Hospital	India	450 patients	Cross –sectional study	Overall the study showed a moderate level of satisfaction of patients with services obtained from this tertiary care centre. We have discovered a number of potential barriers and facilitators that may influence in patient satisfaction in the northern India. Accessibility could be improved by running buses on paid basis. Cleanliness should be given top priority and areas with drinking water facility should be specifically maintained properly. Certain improvements are also needed in the waiting area by making it informative and comfortable Hospital administration should ensure that all the equipments are working properly and well maintained. <sup>22</sup>
20	Patient Satisfaction with Nursing Care in Medical and Surgical Wards	Ethiopia	450 patients	Cross –sectional study	The overall rating of satisfaction was 56.3%. The top aspects that patients scored highest for their satisfaction with nursing care were the amount of privacy nurses gave to patients, the amount of freedom given on the ward and nurses manner in going about their work. The aspects with which patients least scored were the amount of time nurses spent with patients', nurses awareness of patient needs the amount and type of information nurses gave to patients about their condition and treatment. Income and having other disease in addition to cause of admission were the significant predictors of patient satisfaction with nursing care (P<0.05). Implementation of individual nursing care plan and improving therapeutic nurse-patient communication were recommended. <sup>1</sup>

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