



PERCEPTION OF PATIENTS ABOUT THE QUALITY OF NURSING SERVICE PROVIDED TO ADULT IN-PATIENTS AT TERTIARY CARE HOSPITAL

Ms. Lima Mathews M.Sc(N), PGDHHM, Assistant Nursing Superintendent, Rajagiri Hospital, Aluva

ABSTRACT A Non experimental Cross-sectional study by using structured 5 point rating scale to assess the perception of patients about the quality of nursing service provided to 62 adult in-patients at a tertiary care centre in Kerala revealed the following: 66.1% of patient rated the nurse's communication and promptness in attending call bell as excellent. 71% rated compassion and kindness exhibited, privacy provided as excellent, where as 72.6% rated timely administration of medication as excellent, where as 74.2% rated willingness of nurses to help and courtesy of nurses as excellent. 61.3% of the sample rated nurse's team work as excellent and 64.5% rated response to queries and needs as excellent. It is concluded that the quality of nursing care provided in the selected tertiary care centre, found to be excellent.

KEYWORDS : perception, quality, nursing care

Back ground

Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of the care outcome for health-care. Thus, capturing patient feedback is very important aspect in a health care sector from where the satisfaction of patient can be elicited. The dedicated evaluation of the nursing service rendered can bring about improvement in nursing care and the same could be reflected in health -care as a whole.

Statement of the problem

Cross-sectional study to assess the perception of patients about the quality of nursing service provided to adult in-patients at a selected tertiary care centre.

Objective of the study

To assess the perception of patients about the quality of nursing service provided to adult in -patients at a selected tertiary care centre.

Research Approach: Survey approach

Research Design: Non experimental, Cross-sectional survey

Variables:

1. Study variables: perception of patients about quality of nursing service

2. Attribute variables: -Characteristics which include age, gender, educational status, occupation, monthly family income, length of stay in hospital, previous history of hospitalization, ICU stay during this admission, Any relatives/friends working in the centre, and previous admission in the concerned centre

Setting of the study: In-Patient areas of a selected tertiary care centre

Population: Adult In-Patients of 3rd, 4th, 5th and 6th floor of a selected tertiary care centre.

Sample and sampling technique

Since the study population was not large. All patients who meet the inclusion and exclusion criteria were included in the sampling frame and studied.

Sample Size: 62 inpatients

Selection criteria

Inclusion criteria:

- Patients who were hospitalized for 48 hours or more at a stretch.
- Patients who can comprehend English /Malayalam
- Patients who had attained 18 years of age or more as on 20th Oct of the year

Exclusion criteria:

- Patients who were admitted in ICU's
- Patients who were incapable of making meaningful communication by reason of immaturity or illness.
- Patients who were in protective isolation areas.

Duration of study: 6 days of data collection

Tools used:

Section A: General information or demographic data which includes age, gender, highest educational qualification, occupation, monthly family income, date and time of admission, previous history of hospitalization, any ICU stay during this admission, any friends/relatives working in the concerned centre, previous admission in the concerned centres.

Section B: Structured 5-point rating scale

- Consist of 10 statements which are scored in a 5 point Likert Scale
- Scoring
- Excellent :5
- Good :4
- Satisfactory:3
- Need improvement:2
- Poor:1

Data collection procedure

Formal permission was obtained from the concerned authority and ethical clearance obtained. The purpose of the study was explained. Participant information was provided and Informed consent was obtained from the participants. The 5-point rating scale was administered to the subjects meeting inclusion and exclusion criteria and was taken back on the same day. About 15 min was spent by each subject to answer the rating scale.

Results

Frequency and percentage distribution was used to describe socio demographic data and perception of patients about the quality of nursing service. The findings have been organized and presented as follows:

Section a: socio-demographic data of inpatients

35.5 % of the subjects belong to the age group of 60-79 years of age, while 33.9% belongs to 20-39 years of age and 30.6% belongs to 40-59 years of age. In gender, 67.7% of samples were male and 32.3% were female. With regards to the educational status, 38.7% of the subjects were having higher secondary education, 35.4% and 12.9% were graduates and post graduates respectively and 13% were having only secondary education. In relation to the Occupation, 30.6 % of the samples were self-employed, while 25.8% were private employees, 19.4% were government employees and 24.2% were unemployed. With regards to the monthly income of the family, 67.7 % had income between 11,000-50,000, while 30.6 % were having income >10,000 and 1.7% of the subject had an income between 51,000-90,000. With regard to length of hospital stay, 69.4% stayed in the hospital for 4-12 days, where as 22.6% had a length of hospital stay <3 days, 4.8% stayed in the hospital for >21 days and 3.2 % for 13-20 days. In relation to ICU stay, 59.7% of samples were not having ICU stay during current admission where as 40.3% had an ICU stay. 95.2% of subjects were not having any relatives or friends working at Tertiary care hospital. While 4.8% of subjects were having their relatives/friends working at Tertiary care hospital. 87.1% of subjects were admitted for the first time in Tertiary care hospital. 12.9% had previous admission at Tertiary care hospital.

Section B: Perception of patient about quality of nursing service
Table 1:- Percentage distribution of Perception of patient with regard to 'welcoming by nursing staff.'

n=62

Sl. No	Rating	Range	Frequency	Percentage (%)
Welcoming by nursing staff				
1.	Need improvement	2	1	1.6
2.	Satisfactory	3	4	6.5
3.	Good	4	14	22.6
4.	Excellent	5	43	69.3
Nurses communication.				
1	Need improvement	2.	1	1.6
2	Satisfactory	3.	5	8.1
3	Good	4.	15	24.2
4	Excellent	5.	41	66.1
Promptness in attending call bell.				
1	Poor	1	1	1.6
2	Need improvement	2	1	1.6
3	Satisfactory	3	4	6.5
4	Good	4	15	24.2
5.	Excellent	5	41	66.1
Compassion and kindness exhibited.				
1	Poor	1	1	1.6
2	Need improvement	2	1	1.6
3	Satisfactory	3	2	3.2
4	Good	4	14	22.6
6.	Excellent	5	44	71.0
Privacy provided				
1	Need improvement	2	2	3.2
2	Satisfactory	3	3	4.8
3	Good	4	13	21.0
4	Excellent	5	44	71.0
Timely administration of medication				
1	Need improvement	2	2	3.2
2	Satisfactory	3	4	6.5
3	Good	4	11	17.7
4	Excellent	5	45	72.6
Willingness of nurses to help.				
1	Need improvement	2	1	1.6
2	Satisfactory	3	2	3.2
3	Good	4	13	21.0
4	Excellent	5	46	74.2
Courtesy of nurses				
1	Poor	1	1	1.6
2	Need improvement	2	1	1.6
3	Satisfactory	3	2	3.2
4	Good	4	12	19.4
5	Excellent	5	46	74.2
Nurses teamwork				
1	Need improvement	2	1	1.6
2	Satisfactory	3	4	6.5
3	Good	4	19	30.6
4	Excellent	5	38	61.3
Response to queries and needs				
1	Need improvement	2	1	1.6
2	Satisfactory	3	3	4.8
3	Good	4	18	29.1
4	Excellent	5	40	64.5

Majority of the subjects (69.3%) rated the welcoming of staff as excellent, while 22.6% of them rated as good, 6.5 % rated as satisfactory and 1.6% rated as need improvement.

Majority of the subjects (66.1%) rated the nurses communication as excellent, while 24.2% of them rated as good, 8.1 % rated as satisfactory and 1.6% rated as need improvement.

Majority of the subjects (66.1%) rated promptness in attending call bell as excellent, while 24.2% of them rated as good, 6.5 % rated as satisfactory, 1.6% rated as need improvement and 1.6% rated as poor.

Majority of the subjects (71%) rated compassion and kindness exhibited as excellent, while 22.6% of them rated as good, 3.2% rated as satisfactory, 1.6% rated as need improvement and 1.6% rated as poor.

Majority of the subjects (71%) rated privacy provided as excellent, while 21% of them rated as good, 4.8% rated as satisfactory, 3.2% rated as need improvement.

Majority of the subjects (72.6%) rated timely administration of medication as excellent, while 17.7% of them rated as good, 6.5% rated as satisfactory, 3.2% rated as need improvement.

Majority of the subjects (74.2%) rated willingness of nurses to help as excellent, while 21% of them rated as good, 3.2% rated as satisfactory, 1.6% rated as need improvement.

Majority of the subjects (74.2%) rated courtesy of nurses as excellent, while 19.4% of them rated as good, 3.2% rated as satisfactory, 1.6% rated as need improvement and 1.6% rated as poor.

Majority of the subjects (61.3%) rated nurses team work as excellent, while 30.6% of them rated as good, 6.5% rated as satisfactory, 1.6% rated as need improvement.

Majority of the subjects (64.5%) rated response to queries and needs as excellent, while 29.1% of them rated as good, 4.8% rated as satisfactory, 1.6% rated as need improvement.

Conclusion

The study concluded that,

- majority (69.3%) of subjects rated welcoming of staff as excellent
- 66.1% rated the nurse's communication and promptness in attending call bell as excellent
- 71% rated compassion and kindness exhibited; privacy provided as excellent.
- 72.6% rated timely administration of medication as excellent.
- 74.2% rated willingness of nurses to help and courtesy of nurses as excellent
- 61.3% rated nurses team work as excellent
- 64.5% rated response to queries and needs as excellent

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