



A STUDY TO ASSESS THE SATISFACTION REGARDING NURSING DUTIES AND THEIR IMPACT ON PATIENT CARE AMONGST PATIENTS OF SELECTED NABH ACCREDITED AND NON NABH ACCREDITED HOSPITALS OF INDORE CITY

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ABSTRACT

Objectives:

1. To assess satisfaction of patients with nursing care admitted in NABH accredited hospital and non NABH accredited hospitals.
2. To compare satisfaction of patients regarding nursing care admitted in selected NABH accredited and non NABH accredited hospital.
3. To find out association of satisfaction of patients with selected demographic variables.

BACKGROUND OF THE STUDY

NABH is a hospital accreditation process which is not an easy task, to adopted and achieve the highest standards of healthcare it is essential to practice it forever. This process requires continuous hard work and full determination health care worker. Manpower is the most important and the most valuable asset of any organization and success or failure of every organization strongly depends on the performance of manpower. Nurses are back bone of any hospital care provided to patients create good or bad reputation about the hospitals, patient satisfaction is a key factor which attract the health care seekers and uphold the standard of nursing services that play an important role in improvement of health status of society. **Sindhu Joseph (2018) conducted a comparative study on** "The Effect of Accreditation on Patient Satisfaction in Public Healthcare Delivery: To make accreditation a useful regulatory instrument, there is a need to assess quality based on patient outcome indicators at regular intervals.

Research Approach

A quantitative research approach is used

Research Design

Descriptive research design is used

Settings Of The Study

NABH accredited and non NABH accredited hospitals patients, data is collected through self reporting check list which has cover 20 points about satisfaction of patients with nursing care.

Conclusion: Statistical analysis of the independent t-test there was highly significant difference between with satisfaction of patients regarding nursing care admitted in selected NABH and NON-NABH accredited hospital. Scores shows there is significant difference between both groups. The study confirmed that the effect of the score of patients satisfaction in group NABH is more effective rather than group Non-NABH group.

Result: Statistical analysis of the data revealed that, according to independent t-test there was highly significant difference between with nature of work in NABH and Non-NABH accredited hospitals groups.

Conclusions: There is consistent evidence that shows that accreditation programs improve the process of care and satisfaction among patients.

KEYWORDS :

OBJECTIVES:

1. To assess satisfaction of patients with nursing care admitted in NABH accredited hospital and non NABH accredited hospitals.
2. To compare satisfaction of patients regarding nursing care admitted in selected NABH accredited and non NABH accredited hospital.
3. To find out association of satisfaction of patients with selected demographic variables.

BACKGROUND OF THE STUDY

NABH is a hospital accreditation process which is not an easy task ,if hospital is accredited it means it has full filled all the parameters set by quality council based on its standards , to adopted and achieve the highest standards of healthcare it is essential to practice it forever. This process requires continuous hard work and full determination health care worker. Manpower is the most important and the most valuable asset of any organization and success or failure of every organization strongly depends on the performance of manpower. Nurses are back bone of any hospital care provided to patients create good or bad reputation of the hospitals, patient satisfaction is a key factor which attract the health care seekers and uphold the standard of nursing services that play an important role in improvement o health of people in society, Having various medical personnel including nurses, different technicians, and administrative and logistics personnel, every hospital provides services for patients; among the personnel mentioned above, nurses are of great importance as the biggest hospital employees. Patients are the most important and the most valuable asset of the hospital and recovery from the disease or sufferings is a life time experience of the person . It is very important

part of nursing services to know about patients experience and opinion regarding nursing care and hospitalization.

LITERATURE REVIEW

Abdullah Alkhenizan and Charles Shawb (2016) has conducted a systemic review on "Impact of Accreditation on the Quality of Healthcare Services" a Systematic Review of the Literature was conducted by King Faisal Specialist Hospital and Research Center, Riyadh, Saudi Arabia. Accreditation is usually a voluntary program in which trained external peer reviewers evaluate a healthcare organization's compliance and compare it with pre-established performance standards. The aim of this study was to evaluate the impact of accreditation programs on the quality of healthcare services . Several databases were systematically searched, including Medline, Embase, Healthstar, and Cinhal. Result shown twenty-six studies evaluating the impact of accreditation were identified. The majority of the studies showed general accreditation for acute myocardial infarction (AMI), trauma, ambulatory surgical care, infection control and pain management; and subspecialty accreditation programs to significantly improve the process of care provided by healthcare services by improving the structure and organization of healthcare facilities. Several studies showed that general accreditation programs significantly improve clinical outcomes and the quality of care of these clinical conditions and showed a significant positive impact of subspecialty accreditation programs in improving clinical outcomes in different subspecialties, including sleep medicine, chest pain management and trauma management. There is consistent evidence that shows that accreditation programs improve the process of care

provided by healthcare services.

A. Brazinov, E. Jansk, R. Jurkovi1 share the experience of promoting patients' rights in the Slovak Republic. To evaluate the public understanding of patients' rights issues, a questionnaire survey was deployed in both initial and final phases of the project with a time difference of one year. Initial survey showed that less than 60% of population was aware that the rights of patients are encoded in legislation, and more than 80% thought that these rights were not observed. The identical survey after one year revealed that public awareness on the issue increased in several areas.

A.M. Kanerva, T. Suominen and H. Leino-Kilpi2 studied patient rights in the context of short-stay surgery which was based on a definition according to which informed consent consists of five elements: consent, voluntariness, disclosure of information, understanding and competence. The results indicated some problems in the realization of informed consent. There were also certain problems with information. The respondents were least well informed about the drawbacks of anaesthesia and about alternative forms of treatment.

Sindhu Joseph (2018) conducted a comparative study on "The Effect of Accreditation on Patient Satisfaction in Public Healthcare Delivery: A Comparative Study of Accredited and Non-accredited Hospitals in Kerala" This study examined patient satisfaction of accredited hospitals in Kerala in comparison to non-accredited hospitals by focusing on exploring the impact of accreditation on hospital service quality using patient satisfaction as an indicator. The study showed that there was no significant impact of accreditation on patient satisfaction and both accredited and non-accredited hospitals give identical scores for the variables of satisfaction.

Miranda B Lam Jose F et al5 (2018) "Association between patient outcomes and accreditation in US hospitals: observational study" To understand patient experience, hospital sample was constructed by use of publicly reported data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey asks discharged patients 27 questions about their recent hospital stay, and questions are grouped and reported in the following 11 publicly reported measures: composite measures of clinical domain (responsiveness of hospital staff, pain management, discharge information, and care transition), communication measures (with physicians, with nurses, and about treatments), items related to hospital environment (cleanliness and quietness), and global measures (overall hospital rating and likelihood to recommend). The CMS summary star rating scores hospitals on a one to five star scale, based on the 11 domains in the HCAHPS survey. Response rates for the three groups were 29% for The Joint Commission, 30% for other accrediting organizations, and 34% for state survey.

Zuber Mujeeb Shaikh (2017) The Impact of Hospital Accreditation on the Patients Satisfaction of Haemodialysis Department Service The quality of hospita Haemodialysis Department Service is one of the most relevant items of health care quality perceived by patient and by their families. Patient satisfaction is considered a way of measuring the quality of services provided. Objectives: To study the impact of National Accreditation Board for Hospitals & Healthcare Providers (NABH) Accreditation, India on Haemo dialysis Department Service patient satisfaction. Methods: It is a quantitative, descriptive and inferential research based case study in which sample of a population was studied by structured satisfaction survey questionnaires (before and after the accreditation) in a private tertiary care hospital at Secunderabad, Telangana State, India to determine its characteristics, and it is then inferred that the population has the same or different characteristics. Significance of Research: It was observed initially before the accreditation that there was a lower patient satisfaction rate of the hospital Haemodialysis Department Services, .

Yousuf R M, Fauzi A R M, How S H, Akter S F U, A. Shah12 (2016) conducted a cross-sectional survey on "The Impact of Hospital Accreditation on the Ambulance Services Satisfaction" to know the awareness level of the hospitalized patients about their rights. They found that 90% of the patients were aware of their rights, and 85 % had enough information regarding their illness and modality of treatment. However, treatment options were discussed with 45 % of cases only, and 65% of patients were informed of their duration of treatment. Almost all patients (99%) said that their religious beliefs were respected by the staff and they had no problems in accessing them in

times of need.

Mohammad Kausar1 , Anoop Daga2 , Yangchen Dolma3 , Shakti Kumar Gupta4 (2016) conducted a cross sectional study on "Identifying Opportunities for Improvement Using Accreditation Standards in a Public Sector Ophthalmic hospital in India" A cross-sectional observational study was conducted in an apex public sector ophthalmic hospital in India during March and April 2016. Opportunities for improvement identified based on extent of compliance to accreditation standards as per criteria laid in NABH self-assessment toolkit. Reviews of hospital departments, services and functions were done through document review; visit to different patient care areas; staff and patient interviews were conducted. A sample of ten observations was taken for each objective element from same or different areas based on applicability and scored as full, partial or non-compliant (0, 5, 10 respectively). Gaps were identified based on score less than 50% of aggregate or individual standard with more than two zeros.

Bogh SB, Falstie-Jensen AM, Bartels P, Hollnagel E, Johnsen SP; (2015) A historical follow-up study was performed on Accreditation and Improvement in Process Quality of Care: A Nationwide Study using process of care data from all public Danish hospitals in order to examine the development over time in performance measures according to participation in accreditation programs. The overall opportunity-based composite score improved for both non-accredited and accredited hospitals (13.7% and 9.9%, respectively), but the improvements were significantly higher for non-accredited hospitals (absolute difference: 3.8%). No significant differences were found at disease level. The overall all-or-none score increased significantly for non-accredited hospitals, but not for accredited hospitals. The absolute difference between improvements in the all-or none score at non-accredited and accredited hospitals was not significant.

Vida Kardanmoghadam, et al6 (2015) has conducted a study to determining Patients' Satisfaction Level With Hospital Emergency Rooms in Iran: A Meta-Analysis The purpose of this study was to systematically review all available primary studies and their results and to evaluate patients' satisfaction level with emergency rooms of hospitals. In this study, previous documents were reviewed; to do this, national and international databases were searched electronically and related articles were extracted for meta-analysis. After meta-analysis, 24 articles were selected. Meta-analysis results of studies showed that general evaluation of patients' satisfaction level with emergency rooms of hospitals was 68.9% in Iran.

An explanatory cross-sectional study of six hospitals in Lebanon was conducted by **Wissam Haj-Ali1; Lama Bou Karroum; Nabil Natafqi and Kassem Kassak (2014)** on "Exploring the Relationship between Accreditation and Patient Satisfaction. This study aimed to explore the impact of the national accreditation system in Lebanon on patient satisfaction. The majority of patients (76.34%) were unsatisfied with the quality of services. There was no statistically significant association between accreditation classification and patient satisfaction. The findings reinforce the importance of weighing the patient perspective in the development and implementation of accreditation systems. As accreditation is not the only driver of patient satisfaction, hospitals are encouraged to adopt complementary means of promoting patient satisfaction.

Wissam Haj-Ali1; Lama Bou Karroum2; Nabil Natafqi3; Kassem Kassak (2014) has conducted an explanatory cross-sectional study "Exploring the Relationship between Accreditation and Patient Satisfaction – The Case of Selected Lebanese Hospitals" of six hospitals in Lebanon. Patient satisfaction was measured using the SERVQUAL tool assessing five dimensions of quality (reliability, assurance, tangibility, empathy, and responsiveness). Independent variables included hospital accreditation scores, size, location (rural/urban), and patient demographics. The majority of patients (76.34%) were unsatisfied with the quality of services. There was no statistically significant association between accreditation classification and patient satisfaction. However, the tangibility dimension – reflecting hospital structural aspects such as physical facility and equipment was found to be associated with patient satisfaction.

Dr Sumesh T Rao .Dr Purnima S Rao (2013) conducted A Study on Practices at a Tertiary Care Hospital with Respect to Patient Rights and

Education, as Compared to Nabh Accreditation Guidelines : The objective of the study was to assess the NABH preparedness of a busy hospital with respect to patient rights and education. MATERIAL AND METHOD : Research design applied was descriptive method with questionnaire based survey, personal interview and direct observation of the patients, their families, attendants and hospital employees and studying relevant records .The study revealed that oncrete steps in terms of initiating mechanism of action to ensure strict adherence to patients' right and up gradation of the existing practices is necessary to comply with the NABH standards.

MATERIALS AND METHODS

Study Design: quantitative comparative research design is used.

Study Area: Indore city

Study Period: time duration was be 6 months.

Inclusion Criteria:

- Patients admitted in NABH and non NABH accredited hospitals of Indore city.
- Patients who are willing to participate in the study

Exclusion Criteria:

- Patients who are not willing to participate in the study were not included.

Sampling Technique: a sample size of 100 patients have been selected by using non provability covenant sampling technique.

Statistical Analysis: the collected data will be analyzed by using suitable statistical test like t-test, chi square, Enova test and other non parametric tests to find the statistical significance to the related data.

METHODOLOGY

Research Approach

A quantitative research approach is used

Research Design

Descriptive research design is used

Variables

Research variable are measured in their natural settings and their association with Socio-demographic variables were measured.

Settings Of The Study

NABH accredited and non NABH accredited hospitals of Indore city.

Source Of Data

Patients admitted in NABH accredited and non NABH accredited hospitals of Indore city.

Duration of the Study: Six months

Method Of Data Collection

The data is collected through self reporting check list

Sample

Sample is patients admitted in NABH and non NABH accredited hospitals of Indore city.

Sample Size

A sample size will comprise of 100 patients who fulfill the required inclusion criteria.

Sampling Technique

A sample size of 100 patients are selected by using simple convenient sampling technique

Inclusion Criteria :

- Patients admitted in NABH and non NABH accredited hospitals of Indore city.
- Patients who are willing to participate in the study

Exclusion criteria:

- Patients who are not willing to participate in the study were not included.

TECHNIQUES

Data in the present study was collected with the help of 5 point rating

scale about opinion of patients about nursing care which has cover 20 points about satisfaction of patients with kind of nursing care they have got during their hospitalization in NABH accredited and non NABH accredited hospitals, all the parameters assessed in both the group and difference have been measure. Association of satisfaction of patients care with selected demographic variables is checked.

Tool : 5 point rating scale with self reporting 20 questionnaire is used.

Description Of Tool

The objective 5 point rating scale is use to assess the satisfaction of patients admitted in selected NABH accredited and non NABH accredited hospitals, tool consist of two parts.

I- Demographic data

II – 5 point Rating scale in which has 20 self reporting questionnaires.

Data Collection Process

Prior to data collection ethical clearance from the institution has been done. Permission from the higher authority of hospital and subjects were obtained .The researcher has selected the subjects who meet the inclusion criteria.

Data Analysis

The collected data is analyzed by using suitable statistical test like t-test by chi square ,Enova test and other non parametric tests to find the statistical significance.

ANALYSIS:

Table:1 Comparison Of Average Rating Scores And Std. Deviation Of Patients With Nursing Care Admitted In NABH Accredited Hospital And NON-NABH Accredited Hospitals.

| Descriptive Statistics | N | Minimum | Maximum | Mean | Std. Deviation |
|------------------------|----|---------|---------|------|----------------|
| NABH | 50 | 2 | 5 | 3.28 | .671 |
| NON-NABH | 50 | 2 | 4 | 2.98 | .377 |

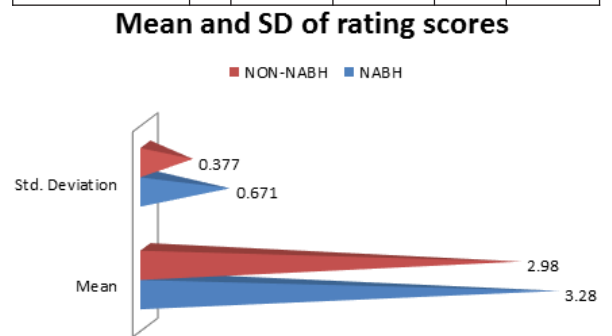


Fig.1 Mean and SD of rating score

Table:2 Descriptive Statistics To Compare Satisfaction Of Patients Total Scores Regarding Nursing Care Admitted In Selected NABH Accredited And NON- NABH Accredited Hospital

| Statistic | Total Score NABH | Total Score NON-NABH |
|----------------|------------------|----------------------|
| N | 50 | 50 |
| Mean | 73.74 | 63.84 |
| Median | 72.00 | 64.00 |
| Mode | 66 | 68 |
| Std. Deviation | 13.521 | 7.101 |
| Minimum | 48 | 52 |
| Maximum | 104 | 82 |

The descriptive table displays the mean, sample size, standard deviation, and maximum (104)and minimum scores(82) of our study satisfaction of patients scores regarding nursing care admitted in selected NABH accredited and NON- NABH accredited hospital.

Subjects clearly lies in the good and very good range on average scores ,mean and std. deviation of the all factors (qualitative) scores (73.74± 13.521) over the course of the study. Standard deviation was more variable on all the variables of NABHgroup.

Table 3(a): comparison table of frequency and percentage average rating scores of satisfaction of patients regarding nursing care

admitted in selected NABH accredited and non NABH accredited hospital

| | NABH-Scores | NABH-Percentage | NON NABH-Scores | NON NABH-Percentage |
|-----------|-------------|-----------------|-----------------|---------------------|
| Fair | 4 | 8.0 | 4 | 8.0 |
| Good | 30 | 60.0 | 43 | 86 |
| Very Good | 14 | 28.0 | 3 | 6.0 |
| Excellent | 2 | 4.0 | - | - |

Comparison NABH and NON-NABH Patients scores

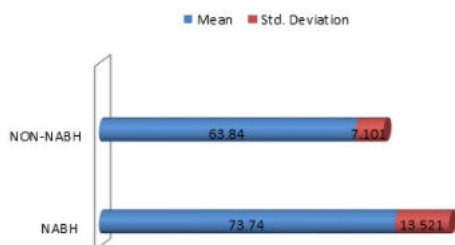


Fig. 2 Comparison NABH And NON NABH Patients Score

Table 3(b): Independent T- Samples Test Statistics Of Satisfaction Of Patients Regarding Nursing Care Admitted In Selected NABH Accredited And Non NABH Accredited Hospital

| | | Independent Samples Test | | | | | | | | |
|-------|-----------------------------|---|------|------------------------------|--------|-----------------|-----------------|-----------------------|---|--------|
| | | Levene's Test for Equality of Variances | | t-test for Equality of Means | | | | | | |
| | | F | Sig. | t | Df | Sig. (2-tailed) | Mean Difference | Std. Error Difference | 95% Confidence Interval of the Difference | |
| | | | | | | | | | Lower | Upper |
| Score | Equal variances assumed | 12.835 | .001 | 4.584 | 98 | .010 | 9.900 | 2.160 | 5.614 | 14.186 |
| | Equal variances not assumed | | | 4.584 | 74.120 | .010 | 9.900 | 2.160 | 5.597 | 14.203 |

RESULT

“There is significant difference according to satisfaction of patients regarding nursing care admitted in selected NABH hospital (Mean=73.74, SD=13.52) and Non-NABH group (M=63.84, SD=7.101) conditions; t (98) =4.584, p = 0.010.” These results suggest that the result of NABH is more effective rather than Non-NABH.

Statistical analysis of the data revealed that, according to independent sample t-test there is significant difference between satisfaction of patients regarding nursing care admitted in selected NABH accredited and non NABH accredited hospital. And Chi-Square test tells us that there is statistically significant association between association between age and satisfaction level of patients regarding nursing care admitted in selected NON-NABH accredited hospital. No association found in others variables like gender ward and admitted duration of patients in NABH and NON-NABH hospitals. We conclude that there is not enough evidence to suggest an association between other demographic variables except age in Non-NABH hospital.

CONCLUSIONS

There is consistent evidence that shows that accreditation programs improve the process of care provided by nurses and patients satisfaction. There is considerable evidence to show that accreditation programs improve clinical outcomes of clinical conditions. Accreditation programs should be supported as a tool to improve the quality of healthcare services.

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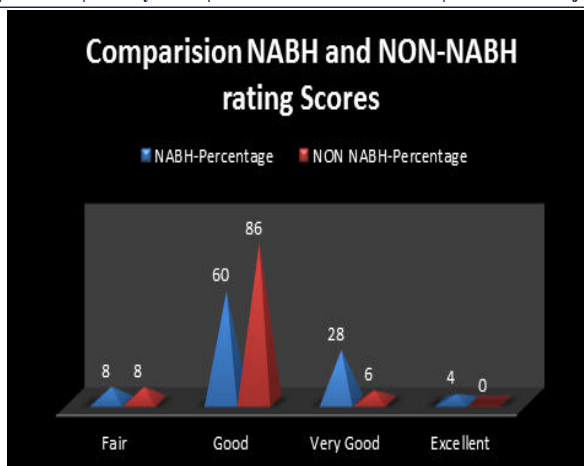


Fig.3 : Comparison Of Percentage Average Rating Scores Of Satisfaction Of Patients Regarding Nursing Care Admitted In Selected NABH Accredited And Non NABH Accredited Hospital

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