



## A STUDY OF BEHAVIORAL ASPECTS OF THE PHYSICIANS AND NURSING STAFF TOWARDS PATIENTS

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**ABSTRACT** **AIM:** To study the behavioral aspects of the physicians and nursing staff towards patients.  
**OBJECTIVES OF THE STUDY**

1. To study differences in patient satisfaction with physicians and nursing staff.
2. To examine concurrently the attitudes of patients of three types of providers.
3. To examine effectiveness of communication of physicians and nursing staff with patient.
4. To know how these behavioral patterns effect the patient services.

**METHODOLOGY**

The study was conducted in Nizams Institute of Medical Sciences, Hyderabad a tertiary care teaching hospital for a period 2 months. Behavioral aspects of employees in a general ward is studied by randomly selecting the patients from time to time and observing how they react to the situation from the time of admission, treatment provided and discharge, from the ward by random collection of the details, by conducting the interviews and questionnaire .

**RESULTS AND CONCLUSION.**

The overall satisfaction level of patient towards physician's attitude during treatment in general ward the response given was of 43 out of 95 and the percentage is of 44.2%. The response for behavioral aspect of physicians towards patients is 44.2%.

The overall satisfaction level of patient towards nurse's attitude during treatment in a general ward. The response given was of 29 out of 95 and the percentage is of 30.5%. The response for behavioral aspects of nurses towards patients is 30.5%.

In conclusion, the behavior of doctors and nurses is similar because they work in the same field and with same priority of patient care. However, they also have different responsibilities which affect the types of information they seek as well as the ways in which they seek that information patient satisfaction with interpersonal care appears to depend on communication and style and not on type of provider.

**KEYWORDS :** Human Behavior, Patient Satisfaction, Communication.

**INTRODUCTION**

In the human studies the most difficult element is to understand about the behavior of any human being because there are many variations in the behavior of every human being in accordance to his or her cultural and emotional backgrounds and of course according to his nature, one cannot mix nature and nature cannot be changed but one may able to change the behavior of any human being.

The information behavior of physicians and nurses is similar in many respects but there also several key differences. Both physicians and nurses are medical professionals, whose first responsibility is patient care, and to that extent they have much the same problem - solving orientation, however they have overlapping but different responsibilities.

Modern organizations require a lot of coordination between employees or departments. As a result the use of lateral relations and mutual adjustment are supposed to be more efficient than direct supervision and standardization of work process (Lawrence & lorsche , 1967;Thompson ,1967;mintzberg,1980; victor & Blackburn,1987).

Employees that report high levels of job satisfaction report higher levels of change readiness, than levels of job satisfaction.

The satisfaction surveys developed by the picker institute focus on "experience of care "and take a problem –oriented approach, asking questions about what did or did not happen during the hospitalization with regard to various aspects of care .

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The survey was conducted in area of General wards like

1. Ward 1 Cardiology
2. Ward 3, 4 Orthopedics
3. Ward 12 Neurosurgery

The survey was carried out during June and July months

The survey asked the respondents about

1. How satisfied patients were with the treatment or advice given,
2. The type of service available to them and
3. The manner of doctors and nurses involved in their treatment.

The survey is a 10 item questionnaire given to patients who saw providers in wards of three departments (cardiology, orthopedics and neurosurgeon) were randomly given to patients to know the satisfaction level of patients. The data collected Questionnaires, analyzed and the suggestions and recommendations were reported and interpreted.

**OBSERVATIONAL ANALYSIS**

How courteous and respectful was the physician & understand your problem?

Level satisfaction	Response	Percentage
Very good	23.5	24.7

Good	32.5	34.15
Satisfactory	32.5	34.15
Bad	5	5.25
Very bad	1.5	3.15

2. How well did the physician explain to you what he or she was doing and listen to your concerns and questions?

Level of satisfaction	Response	Percentage
Very good	18.5	19.45
Good	28.5	29.95
Satisfactory	40	42.05
Bad	4.5	4.7
Very bad	3.5	3.675

3. Were the words used by the physician easy for you to understand?

Satisfaction level	Response	Percentage
Yes	72	75.78
No	23	24.2

4. Did the physician spend enough time with you?

Satisfaction level	Response	Percentage
Yes	53	55.78
No	42	44.2

5. How much confidence do you have in the physician's ability or competence & Satisfied are you with service that you received from the physician?

Level of satisfaction	Response	Percentage
Very good	22.5	23.65
Good	29.5	31
Satisfactory	39.5	41
Bad	2	2.1
Very bad	2	2.1

6. How courteous and respectful was the nursing staff & understand your problem?

Level of satisfaction	Response	Percentage
Very good	23.5	24.73
Good	28	29.45
satisfactory	35	36.8
Bad	5	5.5
Very bad	3.5	3.5

7. How well did the nurses explain to you what he or she was doing and listen to your concerns and questions?

Level of satisfaction	Response	Percentage
Very good	23	24.2
Good	27.5	28.9
satisfactory	32.5	34.15
Bad	6	6.3
Very bad	6	6.25

8. Were the words used by the nurses easy for you to understand?

Satisfaction level	Response	Percentage
Yes	77	81.05
No	18	18.9

9. Did the nurses spend enough time with you?

Satisfaction level	Response	Percentage
Yes	49	51.5
No	46	48.5

10. How much confidence do you have in the nurse's ability or competence & satisfied are you with the services that you received from the nursing staff?

Level of satisfaction	Response	Percentage
Very good	22.5	23.65
Good	29	30.5
Satisfactory	33.5	35.25
Bad	5	5.5
Very bad	5	5.2

## RESULTS

The survey was conducted by means of a questionnaire given to the patients to complete. From the table of data, the most significant items are as follows.

In the first table response from the physicians courteous and respect & understand the problem is 32.5 (34.15) Good & satisfactory.

In the 2<sup>nd</sup> table response for the physician explain to you what he or she was doing and listen to your concerns and questions is 40 (42.05) satisfactory.

In 3<sup>rd</sup> table response for the words used by the physician easy for you to understand is 72(75.78) yes.

In 4<sup>th</sup> table response for the physician spend enough time with you is 53(55.78%) yes.

In 5<sup>th</sup> table response for how much confidence do you have in the physicians ability or competence & satisfied are you with the service that you received from the physician is 39.5(41) satisfactory .

In 6<sup>th</sup> table response for courteous and respectful was the nursing staff & understand your problem is 35(36.8) satisfactory.

In 7<sup>th</sup> table response for nurses explain to you what he or she was doing & listen to your concerns and questions is 32.5 (34.15) satisfactory.

In 8<sup>th</sup> table response for the words used by the nurses easy for you to understand is 77 (81.05) yes.

In 9<sup>th</sup> table response for the nurses spend enough time with you is 49 (51.5) yes.

In 10<sup>th</sup> table response for confidence do you have in the nurses ability or competence & satisfied are you with the service that you received from the nursing staff is 33.5 (35.25) satisfactory.

Total observation analysis is satisfactory.

## CONCLUSION

The survey valuable information about the patient views was a useful method in obtaining information relating to the quality of the service provided to the patients.

The overall satisfaction level of patient towards physicians attitude during treatment in general ward the response given was of 43 out of 95 and the percentage is of 44.2%. The response for behavioral aspect of physicians towards patients is 44.2%.

The overall satisfaction level of patient towards nurse's attitude during treatment in a general ward. The response given was of 29 out of 95 and the percentage is of 30.5%. The response for behavioral aspects of nurses towards patients is 30.5%.

Satisfaction was reported by 30.5 to 44.2% of patients of nurses and physicians with regard to courteous, understanding of problem, ability to explain, use of understanding words, listening, time spent, and confidence in provider.

In conclusion, the behavior of doctors and nurses is similar because they work in the same field and with same priority of patient care.

However, they also have different responsibilities which affect the types of information they seek as well as the ways in which they seek that information patient satisfaction with interpersonal care appears to depend on communication and style and not on type of provider.

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