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Patient satisfaction with nursing care services

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Abstract

In today's competitive healthcare landscape, patient satisfaction plays a crucial role. It influences the retention of both new and existing patients, impacting the long-term sustainability of hospitals. Client or patient's satisfaction with health care is important for various reasons. The main objective of the study was. To assess the level of patient satisfaction with nursing care. To identify the relationship of level of patient satisfaction with nursing care with selected demographic variables. In the present study, Descriptive research approach is used to assess the patient level of satisfaction with hospital services in Guwahati Medical College Hospital, Assam. The study was conducted in Guwahati medical College Hospital of Assam. (Surgical ward, Medical ward, Maternity Ward and Orthopedics ward) In this study, population was consisted of all the patients with admitted in selected hospital of Assam. Sample size was 520. The convenient sampling technique was adopted for the present study. Patient Satisfaction with Nursing Care Level 26% were highly satisfied, 52% were moderately satisfied and 22% were uncertain. The level of Nursing Care Patient satisfaction Moop0iean and SD is 139.02±14.10. Patient satisfaction with nursing care Level was significantly associated with Age, $\chi^2(8, 520)=24.18, P=.002$, Gender, $\chi^2(2,520)=18.82, p<.001$, Marital status, $\chi^2(6, 520)=29.05, p<.001$, Religion $\chi^2(6,520)=22.02, P=.001$, Occupation, $\chi^2(8, 520)=26.85, P=.001$, Type of family, $\chi^2(4,520)=22.63, p<.001$, Family income per month, $\chi^2(8,520)=28.48, p<.001$, Name of ward, $\chi^2(6,520)=233.49, p<.001$, Duration of Hospital stay, $\chi^2(4, 520)=94.88, p<.001$. However, Patient satisfaction with nursing care Level was insignificantly associated with Residence, $\chi^2(2,520)=4.17, P=.124$, Educational status, $\chi^2(10,520)=14.35, P=.158$, Mode of hospitalization, $\chi^2(4,520)=3.74, P=.442$.

Keywords: Nursing care, patient satisfaction, health care

Introduction

In today's competitive healthcare landscape, patient satisfaction stands as a central element within the health care industry. It influences both the retention of existing patients and the attraction of new ones, thereby impacting the long-term sustainability of any hospital. Utilizing patient satisfaction surveys proves invaluable in comprehending user needs and their perceptions of received services^[4]. It serves as a crucial gauge of service quality within a healthcare organization. Beyond medical care, satisfaction and experience encompass personal interactions, pain management, health education, and the hospital environment. Patient feedback holds significant weight, as dissatisfaction highlights opportunities for enhancing healthcare services within the hospital^[1].

Nursing care stands as a cornerstone of healthcare services, playing a pivotal role in the patient healing journey. Even with skilled physicians on staff, a healthcare institution would be incomplete without adequate nursing care. Nurses maintain continuous contact with patients around the clock, positioning them as frontline caregivers. Patients naturally hold high expectations of nurses, who must meet these expectations with both competence and compassion. When patients do not receive appropriate care, it undeniably hampers the healing process. Hence, assessing patient satisfaction with nursing care is imperative to pinpoint areas of dissatisfaction and enhance the quality of nursing services simultaneously^[1]. A nurse, as a healthcare professional working collaboratively with other team members, is tasked with providing interventions aimed at promoting health, preventing disease, and offering both curative and rehabilitative care to individuals who are sick or injured. This responsibility spans across various healthcare settings^[4]. Nursing is often regarded as both the oldest art and the youngest profession. While physicians focus on planning treatments and executing diagnostic and therapeutic procedures, nurses play a crucial role in providing continuous care and addressing all aspects of a patient's needs during their hospitalization.

Their dedicated attention and ongoing support significantly contribute to positive patient outcomes^[4].

Satisfaction can be defined as the extent of an individual's experience compared to his or her expectations^[5]. Patient satisfaction is defined as an extent to which patient's expected health care needs are met in a hospital, which is one of the most important outcome criteria for a health care organization (Hinshaw & Atwood). Patients' satisfaction is related to the extent to which general health care needs and condition-specific needs are met^[5].

Patients' satisfaction is commonly used to measure how well health care providers are meeting the needs of their patients. Donebedian states that, satisfying patient is one important indicator of quality care, because it demonstrates the ability of the providers to meet expectations and values of the patient^[4]. Hospital industry report on managed care organizations include patients' satisfaction as one of the measure of service quality. However, the science of measuring patients' satisfaction is yet in its infancy^[4].

Recognizing and fulfilling patient needs while prioritizing their satisfaction are fundamental in healthcare. Through evaluating satisfaction levels and attending to patient requirements, healthcare services can be customized to effectively meet the unique needs of each individual^[1].

From a managerial standpoint, the satisfaction of patients with healthcare services holds significant importance. Patients who are satisfied are more inclined to establish enduring relationships with particular healthcare providers. By pinpointing the sources of patient dissatisfaction, an organization can effectively tackle weaknesses within its systems^[1].

Enhancing its risk management practices is the initial step. Satisfied patients demonstrate a greater propensity to adhere to specific medical regimens and treatment plans. The assessment of patient satisfaction provides valuable insights into system performance, thereby enriching the organization's overall quality management approach^[5]. When patients are dissatisfied, they are less likely to return to the hospital, resulting in loss of income from patients and wastage of government resources. Patient satisfaction surveys serve as a tool for monitoring the quality of care provided by hospitals relative to cost and service^[4]. Measures of patient satisfaction can evaluate communication during consultations, including information exchange, patient involvement in decision-making, and reassurance^[5].

Providing quality healthcare to a large patient population from Assam and neighboring states is paramount at Guwahati Medical College Hospital. The hospital not only serves a high volume of local patients but also receives referrals from neighboring states. Hence, ensuring top-notch service to this diverse and substantial patient base is of utmost importance.

Objectives of the study

To assess the level of patient satisfaction with nursing care

To identify the relationship of level of patient satisfaction with nursing care with selected demographic variables.

Methodology

Research Approach

In order to achieve the study objectives, Qualitative research approach was adopted to assess the patient level of satisfaction with hospital services in Guwahati Medical College Hospital, Assam.

Hypothesis

H₁: There is significant relationship between levels of satisfaction of nursing care and the demographic variables.

Research Design

In the present study, Descriptive research approach is used to assess the patient level of satisfaction with nursing care in Guwahati Medical College Hospital, Assam.

Study Setting: The study was conducted in Guwahati medical College Hospital of Assam. (Surgical ward, Medical ward, Maternity Ward and Orthopaedics ward)

Population: In this study, population was consisted of all the patients with admitted in selected hospital of Assam.

Sample Size: Sample size was 520.

Sampling design: The convenient sampling technique was adopted for the present study.

Criteria for Sample selection

Inclusion criteria

1. Patient who can understand and read Assamese I English
2. Patient who are willing to participate.
3. Patient who have age above 18 years.
4. Patient who are fully awake.

Exclusion Criteria

1. Patient who are not willing are excluded from the study.
2. Doctor and paramedical staff assessment will not be done except nursing personal.
3. Patient who are not fully conscious are excluded from the study.
4. Patient who are history of mental illness.

Variables: In the present study.

Research variables: level of patient satisfaction with nursing care

Demographic variables: Age, Gender, religion, education, occupation, employment, type of family etc. The patient admitted in the medicine, surgery, maternity and orthopedics ward.

Ethical consideration

Ethical approval was obtained from the SSUHS ethical committee, Assam.

Informed consent was taken from the participants before the participants before collecting data.

Confidentiality maintained during the data collection procedure.

Procedure for the data Collection

- After getting permission from the concerned authorities, researcher introduce herself and purpose of the study was explained to the patient
- Patient who fulfilled the inclusion criteria was selected randomly selected the patient.
- A written consent was taken from the patient.
- The interview method adopted. It took place for the 10-15 minutes.
- Any suggestion for the hospital and the feedback were noted.

Results

Analysis and interpretation is the most important phase of the research process, the finding of the studies are discussed in the following section.

Section I: Distribution of sample according to selected socio demographic variables.

Section II: Assessment of level of patient satisfaction with nursing care.

Section III: The relationship of level of patient satisfaction of nursing care with selected demographic variables.

Section I:

Table 1: Distribution of sample according to frequency and percentage of demographic variables (n=520)

Sample characteristics	Frequency	Percentage	
Age	< 20 Yrs	31	6.0%
	21-30 Yrs	156	30.0%
	31-40 Yrs	168	32.3%
	41-50 Yrs	111	21.3%
	> 50 Yrs	54	10.4%
Gender	Male	212	40.8%
	Female	308	59.2%
Marital status	Unmarried	120	23.1%
	Married	386	74.2%
	Divorced	4	0.8%
	Widow	10	1.9%
Residence	Rural	332	63.8%
	Urban	188	36.2%
Religion	Hindu	311	59.8%
	Muslim	192	36.9%
	Christian	13	2.5%
	Others	4	0.8%
Educational status	Illiterate	53	10.2%
	Primary	177	34.0%
	Middle School	208	40.0%
	High School	58	11.2%
	Higher Secondary	19	3.7%
Occupation	Graduate & Above	5	1.0%
	unemployed	64	12.3%
	Clerical, Shop owner, Farmer	145	27.9%
	Professional	89	17.1%
	Business	123	23.7%
Type of family	Housewife	99	19.0%
	Nuclear	259	49.8%
	Joint	243	46.7%
	Extended	18	3.5%
Total		520	100.0%

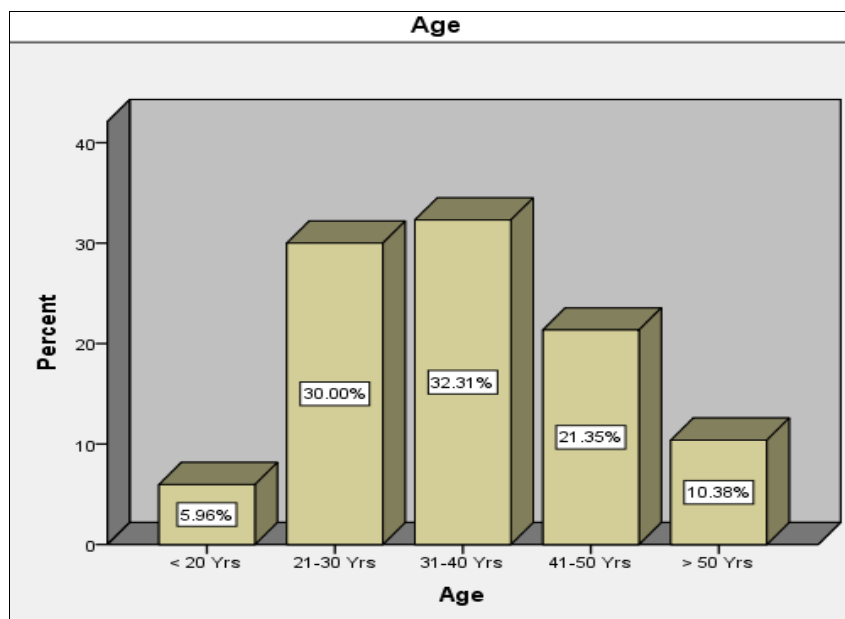


Fig 1: Bar diagram showing percentage of subject according to their age. It shows that 5.98% age less than two years, 30% of subjects are age under the 20-30 years. 32.31% of subjects are age group of 31-40 years, 10.38% of subjects are age under the 41-50 years and 10.38% age groups are more than 50 years.

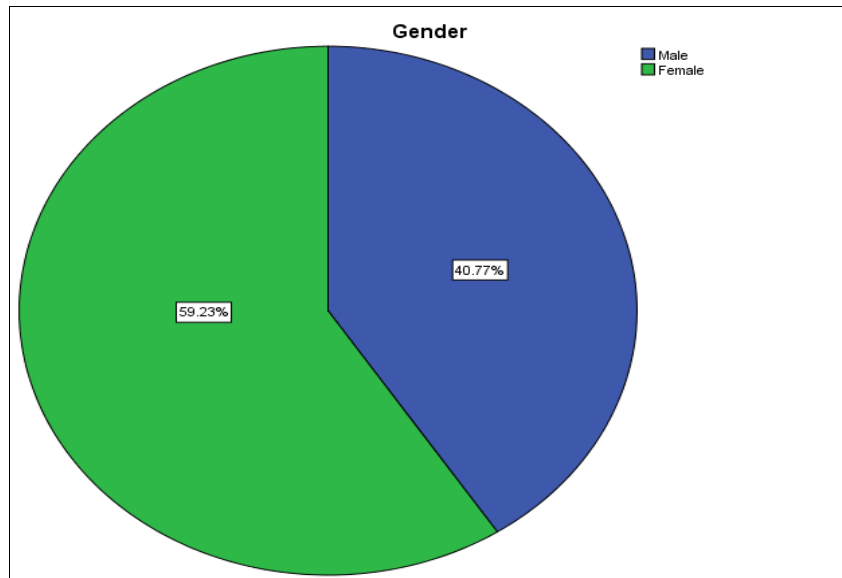


Fig 2: Pie diagram showing percentage of subjects according to their Gender. It shows that the majority i.e. 59.23% of the sample were Female and 40.77% were male.

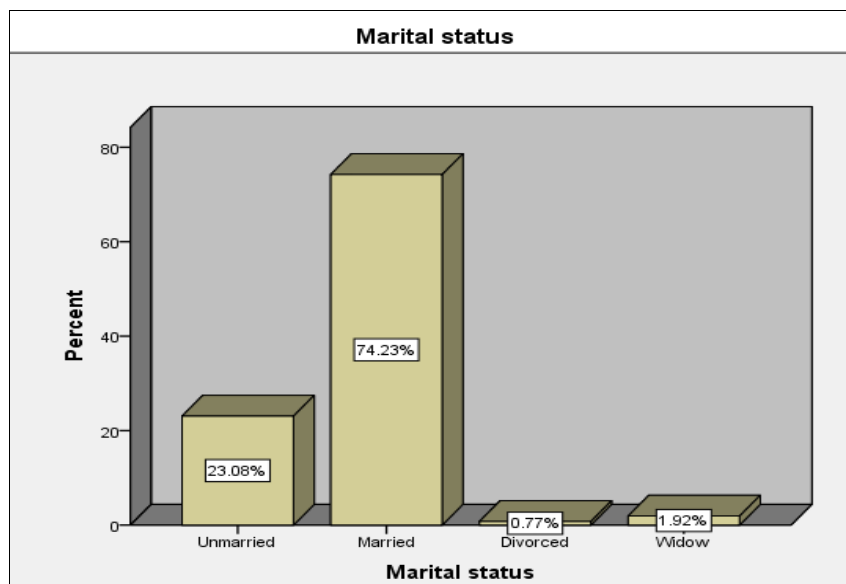


Fig 3: Bar diagram showing percentage of subjects according to their Marital Status. It shows that 23.08% were unmarried, 74.23% of subjects were married, 0.77% of subjects were divorced and 1.92% subjects were widow

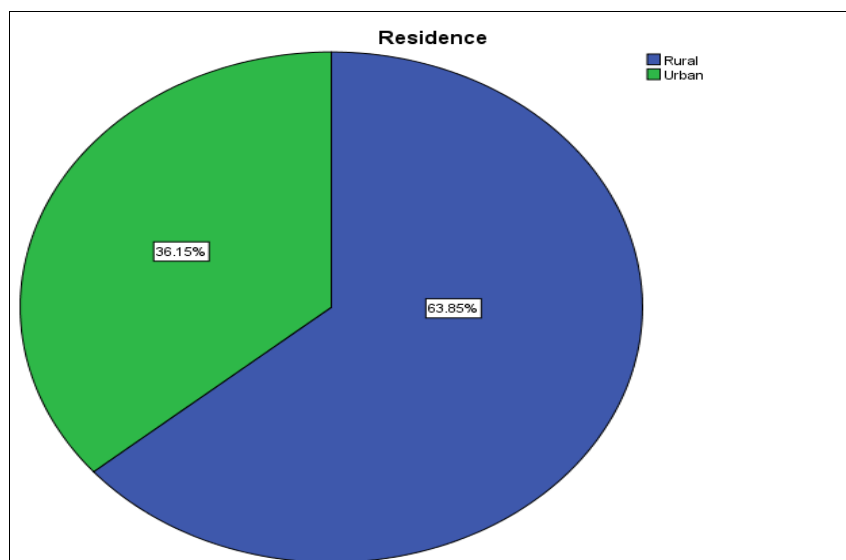


Fig 4: Pie diagram showing percentage of subjects according to their residence. It shows that the majority i.e. 63.85% of the sample were from rural and 36.15% were from urban.

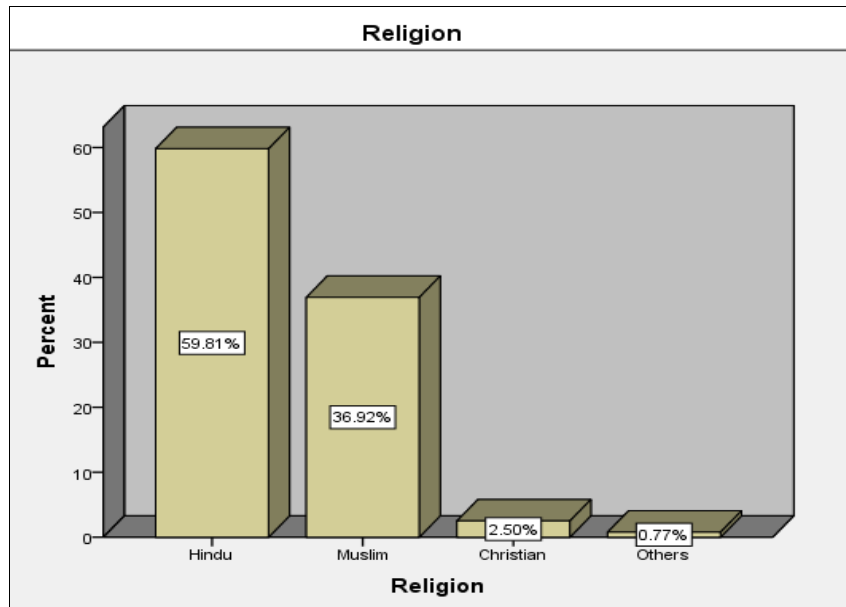


Fig 5: Bar diagram showing percentage of subjects according to their religion

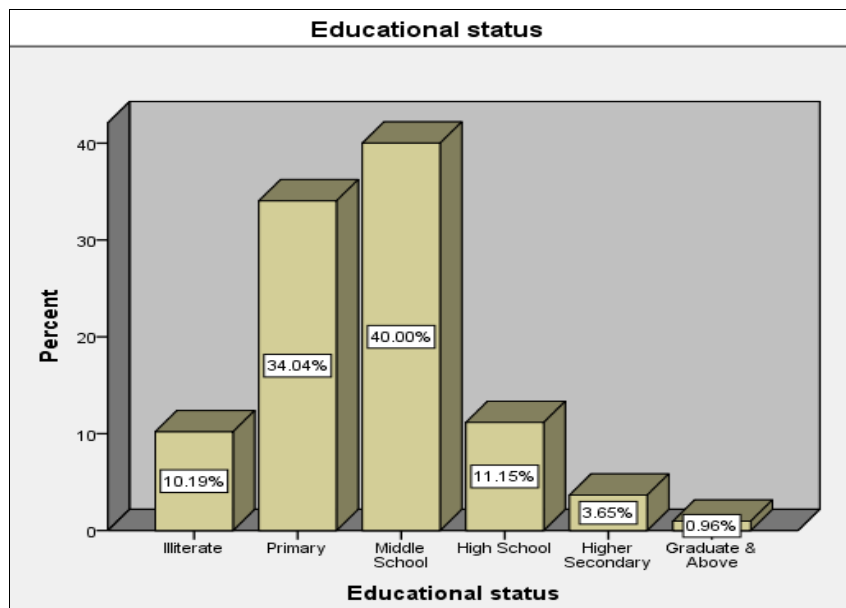


Fig 6: Bar diagram showing percentage of subjects according to their Educational status

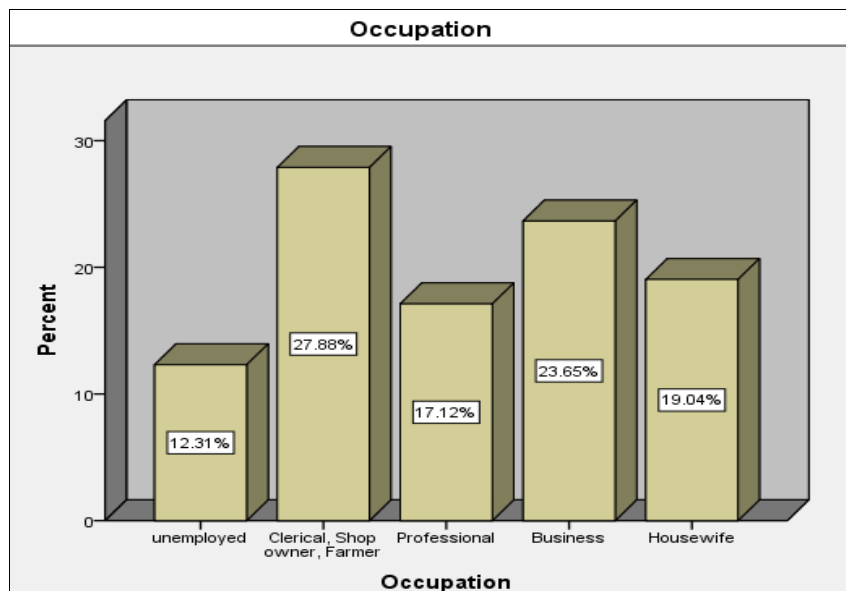


Fig 7: Bar diagram showing percentage of subjects according to their Occupation

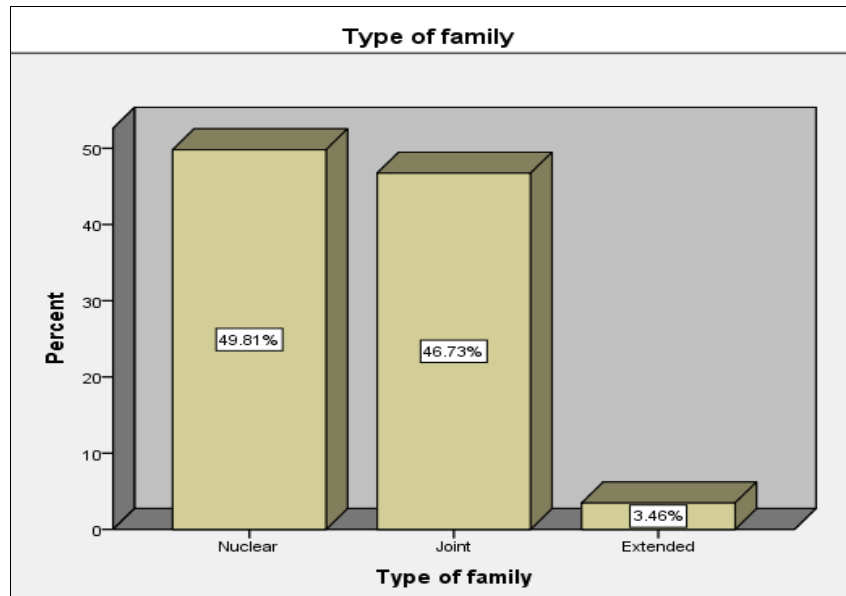


Fig 8: Pie diagram showing percentage of subjects according to their Type of family. It shows that majority of percentage i.e. 63.2% subjects were nuclear family and 37% subjects were belongs to joint family

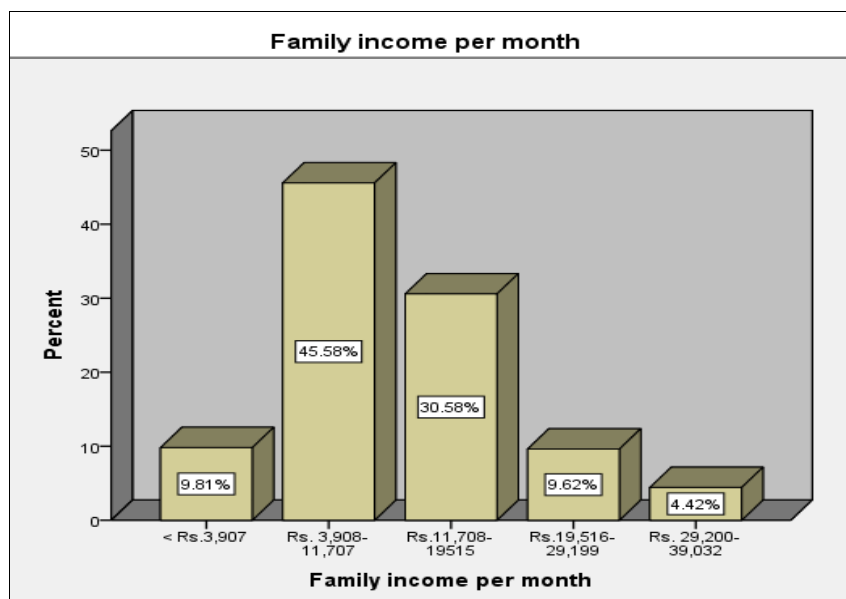


Fig 9: Bar diagram showing percentage of subjects according to their Family Income per month

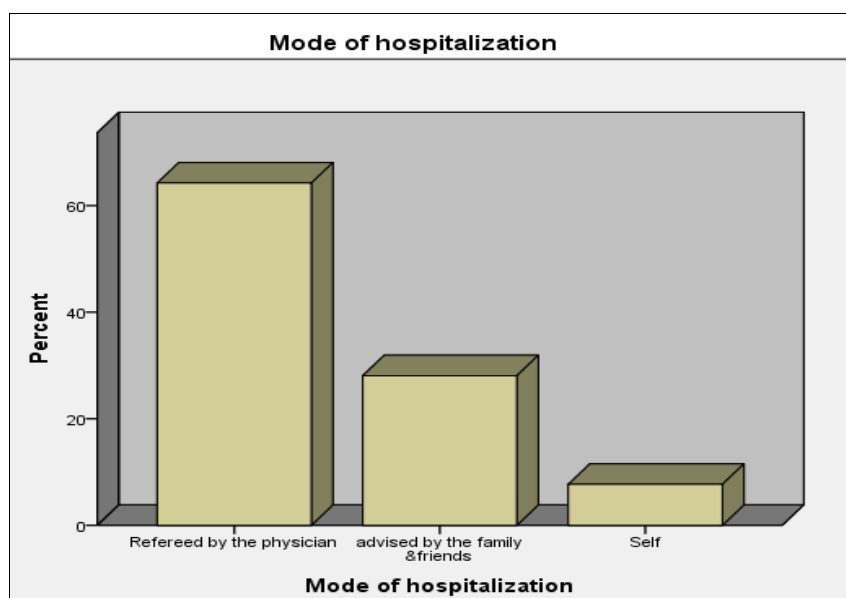


Fig 10: Bar diagram showing percentage of subjects according to their mode of hospitalization.

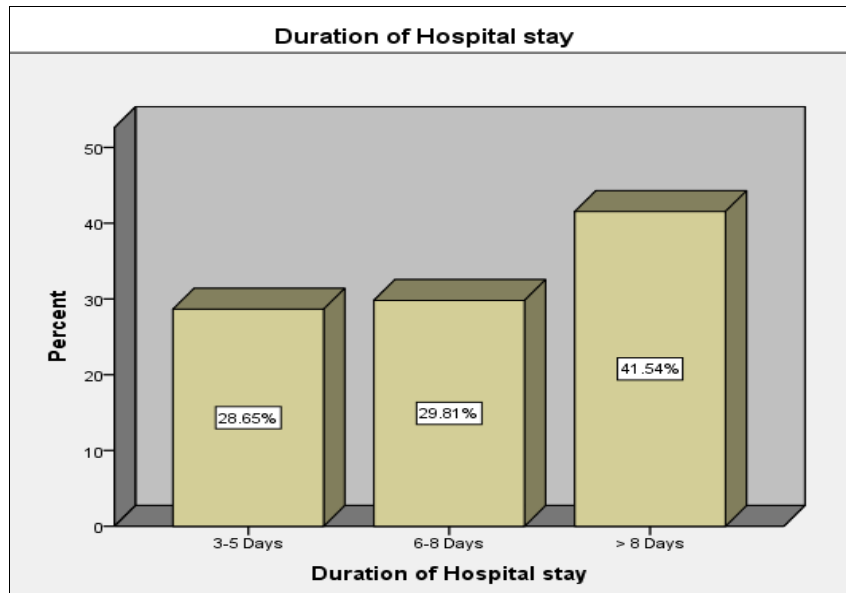


Fig 11: Bar diagram showing percentage of subjects according to their duration of hospital stay

Section II: Assessment of level of patient satisfaction with nursing care

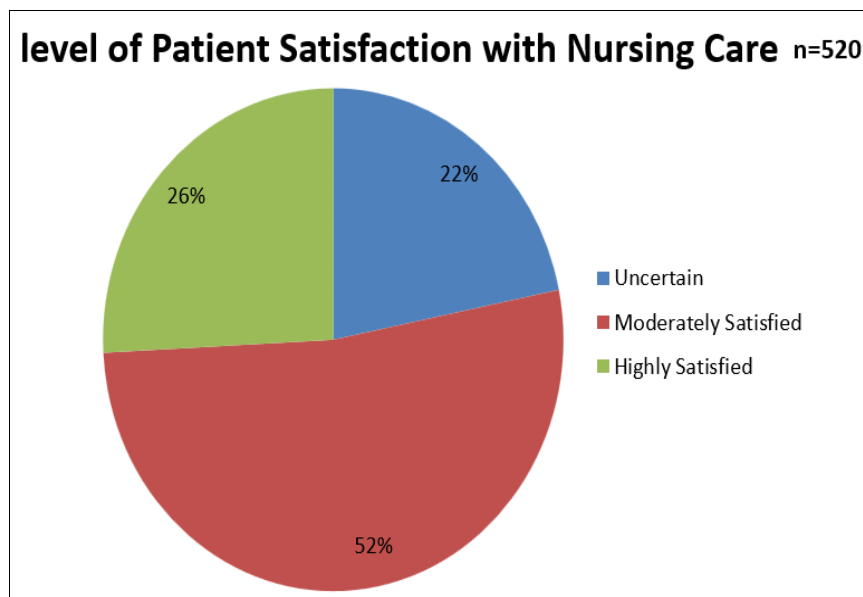


Fig 12: Pie diagram showing percentage of subjects according to their overall level of patient satisfaction with nursing care. it shows that majority of percentage i.e. 52% subjects were moderately satisfied and 26% subjects were highly satisfied and 22% were uncertain.

Table 2: Level of Patient satisfaction with nursing care

Parameter	Statistics	Uncertain	Moderately satisfied	Highly satisfied	Total
Attentiveness of the nurses	Frequency	28	397	95	520
	Percent	5.4	76.3	18.3	100.0
Availability of the Nurses	Frequency	32	393	95	520
	Percent	6.2	75.6	18.3	100.0
Emotional support by the Nurses	Frequency	41	380	99	520
	Percent	7.9	73.1	19.0	100.0
Clinical skills of the Nurses	Frequency	61	330	129	520
	Percent	11.7	63.5	24.8	100.0
Interpersonal relationship of the nurses	Frequency	67	370	83	520
	Percent	12.9	71.2	16.0	100.0
Communication provided by the nurses	Frequency	23	393	104	520
	Percent	4.4	75.6	20.0	100.0
Professional knowledge of the nurses	Frequency	23	411	86	520
	Percent	4.4	79.0	16.5	100.0
Professionalism among nurses	Frequency	65	354	101	520
	Percent	12.5	68.1	19.4	100.0
Patient satisfaction with nursing care Level	Frequency	124	272	124	520
	Percent	23.8	52.3	23.8	100.0

Table 3: Association between the patient level satisfactions with nursing care and selected demographic variables.

	Demographic variables	Patient satisfaction with nursing care Level			Total	Chi Sq	DF	P-Value
		Not Satisfied/uncertain	Moderately Satisfied	Highly Satisfied				
Age	< 20 Yrs	12(9.7%)	17(6.3%)	2(1.6%)	31(6%)	24.17	8	.002**
	21-30 Yrs	31(25%)	90(33.1%)	35(28.2%)	156(30%)			
	31-40 Yrs	52(41.9%)	81(29.8%)	35(28.2%)	168(32.3%)			
	41-50 Yrs	21(16.9%)	51(18.8%)	39(31.5%)	111(21.3%)			
	> 50 Yrs	8(6.5%)	33(12.1%)	13(10.5%)	54(10.4%)			
Gender	Male	41(33.1%)	100(36.8%)	71(57.3%)	212(40.8%)	18.82	2	<.001***
	Female	83(66.9%)	172(63.2%)	53(42.7%)	308(59.2%)			
Marital status	Unmarried	47(37.9%)	59(21.7%)	14(11.3%)	120(23.1%)	29.05	6	<.001***
	Married	72(58.1%)	206(75.7%)	108(87.1%)	386(74.2%)			
	Divorced	2(1.6%)	2(0.7%)	0(0%)	4(0.8%)			
	Widow	3(2.4%)	5(1.8%)	2(1.6%)	10(1.9%)			
Residence	Rural	73(58.9%)	171(62.9%)	88(71%)	332(63.8%)	4.17	2	.124 ^{NS}
	Urban	51(41.1%)	101(37.1%)	36(29%)	188(36.2%)			
Religion	Hindu	58(46.8%)	161(59.2%)	92(74.2%)	311(59.8%)	22.02	6	.001**
	Muslim	59(47.6%)	102(37.5%)	31(25%)	192(36.9%)			
	Christian	6(4.8%)	6(2.2%)	1(0.8%)	13(2.5%)			
	Others	1(0.8%)	3(1.1%)	0(0%)	4(0.8%)			
		Illiterate	13(10.5%)	36(13.2%)	4(3.2%)	53(10.2%)	14.35	10
Educational status	Primary	37(29.8%)	94(34.6%)	46(37.1%)	177(34%)			
	Middle School	50(40.3%)	107(39.3%)	51(41.1%)	208(40%)			
	High School	19(15.3%)	23(8.5%)	16(12.9%)	58(11.2%)			
	Higher Secondary	4(3.2%)	10(3.7%)	5(4%)	19(3.7%)			
	Graduate & Above	1(0.8%)	2(0.7%)	2(1.6%)	5(1%)			
Occupation	unemployed	16(12.9%)	36(13.2%)	12(9.7%)	64(12.3%)	26.85	8	.001**
	Clerical, Shop owner, Farmer	27(21.8%)	66(24.3%)	52(41.9%)	145(27.9%)			
	Professional	15(12.1%)	48(17.6%)	26(21%)	89(17.1%)			
	Business	38(30.6%)	64(23.5%)	21(16.9%)	123(23.7%)			
	Housewife	28(22.6%)	58(21.3%)	13(10.5%)	99(19%)			
		124(100%)	272(100%)	124(100%)	520(100%)			
Type of family	Nuclear	81(65.3%)	127(46.7%)	51(41.1%)	259(49.8%)	22.63	4	<.001***
	Joint	36(29%)	139(51.1%)	68(54.8%)	243(46.7%)			
	Extended	7(5.6%)	6(2.2%)	5(4%)	18(3.5%)			
Family income per month	< Rs.3,907	12(9.7%)	30(11%)	9(7.3%)	51(9.8%)	28.48	8	<.001***
	Rs. 3,908-11,707	52(41.9%)	125(46%)	60(48.4%)	237(45.6%)			
	Rs.11,708-19515	29(23.4%)	80(29.4%)	50(40.3%)	159(30.6%)			
	Rs.19,516-29,199	23(18.5%)	24(8.8%)	3(2.4%)	50(9.6%)			
	Rs. 29,200-39,032	8(6.5%)	13(4.8%)	2(1.6%)	23(4.4%)			
Name of ward	Medical	63(50.8%)	63(23.2%)	4(3.2%)	130(25%)	233.49	6	<.001***
	Surgical	40(32.3%)	85(31.3%)	5(4%)	130(25%)			
	Obs and Gyno	17(13.7%)	85(31.3%)	28(22.6%)	130(25%)			
	Orthopedics	4(3.2%)	39(14.3%)	87(70.2%)	130(25%)			
Mode of hospitalization	Referred by the physician	80(64.5%)	175(64.3%)	79(63.7%)	334(64.2%)	3.74	4	0.442 ^{NS}
	advised by the family & friends	30(24.2%)	80(29.4%)	36(29%)	146(28.1%)			
	Self	14(11.3%)	17(6.3%)	9(7.3%)	40(7.7%)			
Duration of Hospital stay	3-5 Days	49(39.5%)	89(32.7%)	11(8.9%)	149(28.7%)	94.88	4	<.001***
	6-8 Days	47(37.9%)	92(33.8%)	16(12.9%)	155(29.8%)			
	> 8 Days	28(22.6%)	91(33.5%)	97(78.2%)	216(41.5%)			
Total					520			

NS Not Significant, $p > .05$, ** Highly Significant, $p < .01$, *** very Highly Significant, $p < .001$.

Above table shows that Patient satisfaction with nursing care Level was significantly associated with Age, $\chi^2(8, 520)=24.18, P=.002$, Gender, $\chi^2(2, 520)=18.82, p<.001$, Marital status, $\chi^2(6, 520)=29.05, p<.001$, Religion $\chi^2(6, 520)=22.02, P=.001$, Occupation, $\chi^2(8, 520)=26.85, P=.001$, Type of family, $\chi^2(4, 520)=22.63, p<.001$, Family income per month, $\chi^2(8, 520)=28.48, p<.001$, Name of ward, $\chi^2(6, 520)=233.49, p<.001$, Duration of Hospital stay, $\chi^2(4, 520)=94.88, p<.001$. However, Patient satisfaction with nursing care Level was insignificantly associated with Residence, $\chi^2(2, 520)=4.17, P=.124$, Educational status, $\chi^2(10, 520)=14.35, P=.158$, Mode of hospitalization, $\chi^2(4, 520)=3.74, P=.442$.

Conclusion

The present study shows that patients are moderately satisfied with the nursing care services.

Recommendation

It is recommended that further studies should be conducted to assess the level of Patient satisfaction with nursing care in

the primary and secondary health care facilities. And also in the different setting of the private hospital

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Conflict of Interest

Not available

Financial Support

Not available

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