



How nursing care influence patient's satisfaction: A literature based narrative review

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Abstract

Introduction: Patient satisfaction with nursing care as patient's opinion of care received from nursing staffs during their Hospitalization on other hands patient's satisfaction is also referred as a expression of patient's over all judgment on quality of care particularly in the aspect of interpersonal process.

Objective: The objectives of this narrative reviews to assess the level of patient's satisfaction with nursing care during Hospitalization.

Method: PubMed, EBSCO database and Google scholar searched for narrative review, to assess the level of patient's satisfaction with nursing care during hospitalization 2017. Search strategy specific to each database were uses.

Result: Out of 6 articles, Ist articles showed Is claim Adolescents Nurse skill and competence was rated as most satisfactory by 80% of the subjects. IInd Patients shown positive attitude towards the area nursing care and behavior, attitude, punctuality as well as environment hygiene, where as patients were mostly unsatisfied with areas like personal hygiene. IIIRD article showed Patient satisfaction with nursing care as measured using PSNCS scale results revealed patient in the medicinal ward of the public hospital were on the whole satisfied with the nursing they received. Which is moderate in grading.(Mean 3.13) (SD 0.68). IVth Findings revealed majority of the participants 55% were dissatisfied with the nursing care and rest 45% participants were satisfied. Patients have negative experience with their attentive need and physical care Vth article revealed the majority of patients 70.7% (n=128) described that they agree they would choose the same nursing staff in contrast patients expressed greater satisfaction in the aspects of care relating to respect m=4.26, SD=0.83 and politeness m=4.28, SD=0.76 continuity of nursing care m= 0.04 SD=0.66. VIth article result revealed that 66% of good satisfaction on level of nursing care and rest 34% have moderate satisfaction and none of them have poor satisfaction.

Conclusion: The aspect of the patients' satisfaction is indeed a very essential determinant of the nursing services and new technology that use in patients service. Nursing administers and nurses can utilize the finding to the recognize the strengths and weakness of nursing services and adopt necessary measures in enhancing quality of nursing care in order to increase patients satisfaction.

Keywords: patient's satisfaction, nursing care, discharged patients

1. Introduction

The American association (2,000) 'defines the patient satisfaction with the nursing care' as the patients' opinion of care received from nursing staffs during their hospitalization. On the other hand, patients' satisfaction is also referred as an expression of patient's overall judgment on the quality of care particularly in the aspects of interpersonal process. In the marketing perspectives, patients' satisfaction was considered as the intermediary between patient's perspective of service quality and future intention of reusing or commending the health care service. Patient's characteristics such as reason for hospitalization may influence the finding of patient satisfaction and also different units may also have a different mix of patients. In view of the wide coverage of population in the medical wards, the evaluation on patient satisfaction would contribute to the knowledge of strategies in nursing care improvement.

Patients' satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of her cares outcome for health care. Satisfaction with health care is measure with a long history

in social science. Nursing services is one of the most important components of hospital service. Understanding how things are looking through the patient's eye should be central part of quality improvement. The level of patient satisfaction with nursing care is an important indicator of quality of care provided in hospital.

Many studies show that patient satisfaction from the nursing care, has been reported as an important indicator of the quality of nursing care (Nursing care quality), and by many other researchers, has been identified as the determinant of overall satisfaction of patients from hospital care. The evaluation of patient satisfaction levels from the nursing care, have been identified by Riser and Van Mannen as the assessment of the quality of nursing services, as perceived by patients.

According to Risser (1975), the satisfaction with the nursing care is the degree of convergence between the patients' expectation of ideal care and their perception of the care they actually receive. This definition was in the next year by a lot other researchers

.clients'/patient's satisfaction is one of the two main components of quality of care which includes respect for the

clients/patient and understanding the needs of the client and providing services accordingly. Patient satisfaction is a major indicator of quality care thus quality of work can be assessed by mapping out patient satisfaction with nursing care.

Assessing patient's satisfaction's, with the care they receive is assuming greater importance in the new- style national health services. More than this, evaluating the effectiveness of nursing care is necessary for developing a sound knowledge base to guide practice on patient's satisfaction at a super specialty hospital in India, this was to know the satisfaction level of the patients and also get the feedback about the services provided in OPD.

1.1 Need For The Study

Nursing services is one of the most importance components of hospital services which has two major objectives; nursing care of sick patient and prevention of disease and promotion of health. Nurses from a very important group, which is the largest single technical group of person engaged in hospital care next to Doctors and consume all most one third of hospital cost. Nearly half of the patients were fairly satisfied with 'information given to them by nurse' regarding their treatment. A majority of a subjects reported satisfaction with 'information given by nurse to the patients, families and Doctors' (40%) 'Nurse information family about patient's condition' (40%) 'care and concern shown by nurses towards patients' (40%) and 'recognition of patients need by nurses' as good on the satisfaction scale. A majority (80%) of the subjects considered 'nurse to be highly component' subject were somewhat dissatisfied as was noted in item of nursing care such as consideration of their needs and provision for their privacy. (Mohanani Keerthi, Kaur Sukhpal 2010) [3].

1.2 Aim

The aims of this narrative review to assess level of patients' satisfaction with nursing care.

1.3 Objectives

To find the evidence about level of patients satisfaction with nursing care during hospitalization.

2. Methodology

2.1. Search strategy method-

The data base search was done using PubMed, EBASCO, and Google Scholar article containing following key search terms were retrieved. A data base search of articles

published in various journals from 2007 to 2017 was conducted. Search was restricted only for English Language.

2.1.1 Search Strategy

Pub Med search Mesh

("nursing"[Subheading] OR "nursing"[All Fields] OR ("nursing"[All Fields] AND "care"[All Fields]) OR "nursing care"[All Fields] OR "nursing care"[MeSH Terms] OR ("nursing"[All Fields] AND "care"[All Fields])) AND ("patient satisfaction"[MeSH Terms] OR ("patient"[All Fields] And "satisfaction"[All Fields]) OR "patient satisfaction"[All Fields]) AND ("patient discharge"[MeSH Terms] OR ("patient"[All Fields] AND "discharge"[All Fields]) OR "patient discharge"[All Fields] OR "discharged"[All Fields]) AND ("patients"[MeSH Terms] OR "patients"[All Fields])

2.1.2 Types of Studies

Descriptive study, Cross sectional study, Non experimental descriptive survey design, descriptive correlation study,

2.1.3 Types of Participaint

Discharge patient, IPD and OPD Patients from Hospital.

2.1.4 Setting

Hospitals (Private and Government)

2.1.5 Outcome

Outcome of this narrative review suggest that there is good satisfaction with the nursing care in most of the research studies.

3. Result

3.1 Delivery of Interventions

The systematic research was conducted by framing the terms individually and in combination with all the synonyms' also according to the data base. In addition to this' PubMed search was undertaken using the Keywords' and search synonyms from all ready found articles. An addition of 6 articles was found articles. An addition of 6 articles was found. Initial search retrieved 146396 articles over which 34592 article were selected manually, Duplicates were removed and reviewed 210 articles for eligibility 34382 article were excluded because of duplication in two databases 190 more studies were excluded due to un availability of full text. Hence 6 article were screened which includes quantitative study.

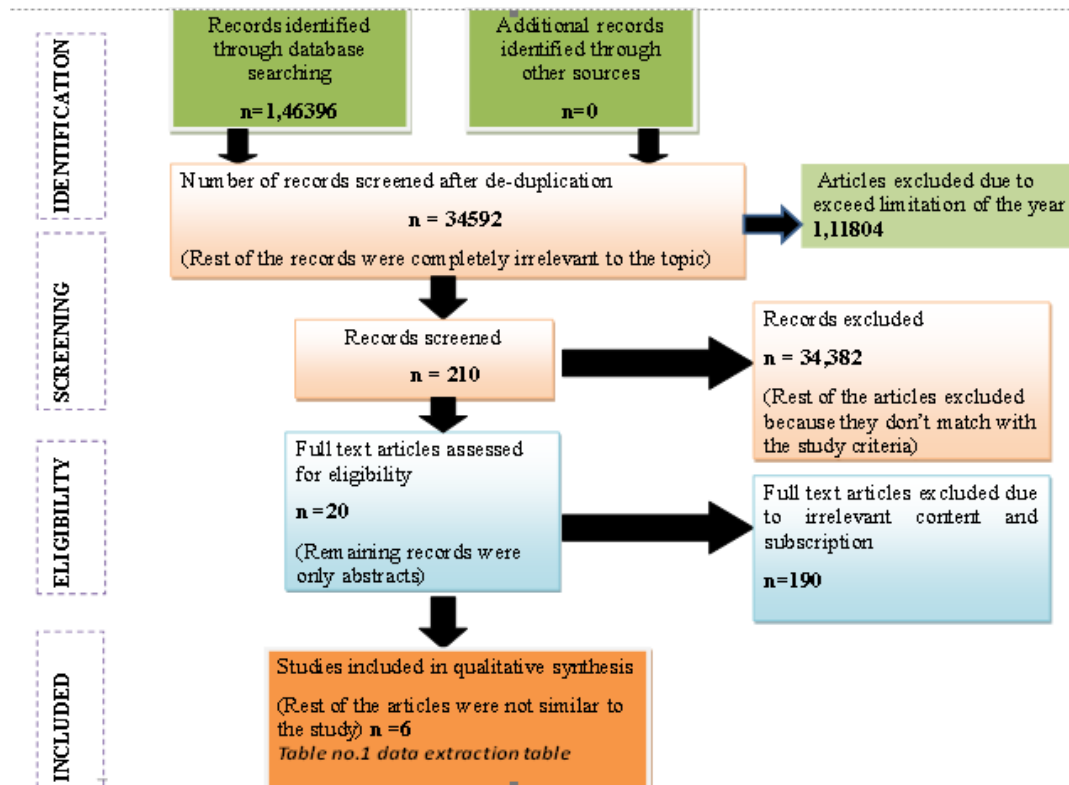


Fig 1

Table 1: Data extraction table

S. No and Author	Sources and title	Country	Variables	Instrument	Sample sampling technique	Design	Finding	Conclusion
1. Mohanan K. et al (2010) [3]	Patients satisfaction regarding nursing care at emergency outpatient department in tertiary care hospital.	PGMER Chandigarh (India)	In depended variable:- Nursing care Depended variable:- Satisfaction level of care	Nursing quality questionnaire (PSNCQQ) A five points Likert scale.	Total of 25 patients were selected through purposive sampling technique	Descriptive study	Nurse skill and competence was rated as most satisfactory by 80% of the subjects	Satisfaction a very abstract concept having so much of subjectivity that even with the most standardized tool one may face difficulties in assessing level of satisfaction.
2. Ms. Godiyal P. et al (Nov-Dec 2014) [4]	“patient’s satisfaction related nursing care among hospitalized patients.	(RN, Himalayan collage of Nursing, HIHT, SRHU, Uttarakhand, India.	In depended variable: – Nursing care Depended variables:- Patient satisfaction level of Hospitalization on patient.	Structured 4 point Likert’s Scale was used to collect satisfactory level of patients, and opininnare.	The sample for the study consists of sixty hospitalized patients and purposive sampling technique was used. n=100	Descriptive survey	Patients shown positive attitude towards the area nursing care and behavior, attitude, punctuality as well as environment hygiene, where as patients were mostly unsatisfied with areas like personal hygiene.	It has been concluded that there are two most satisfied areas in field of nursing care and these are behavior, attitude punctuality and environment hygiene. The most unsatisfied area is personal hygiene. General nursing care and nutrition.
3. Tang W. M. et al (2013) [2]	Patient satisfaction with nursing care and descriptive study using interaction model of client health behavior.	International Medical University (IMU) Kuala Lumpur, 57000, (Malaysia	In depended variable: - Nursing care Depended variable: - Satisfaction level of hospitalization on patient.	Questionnaire (PSNCS). Likert Scale format	Convenient sampling technique/ 100 samples have been taken.	Descriptive research design.	Patient satisfaction with nursing care as measured using PSNCS scale results revealed patient in the medicinal ward of the public hospital were on the whole satisfied with the nursing they received. Which is moderate in grading (Mean 3.13) (SD 0.68).	As conclusion factors contributed in patient satisfaction among the participants appeared to be primarily aspects of respect, smile and caring which belongs to the effective support domain.
4. Hussin K. M. on (2007)	Patient satisfaction with nursing care.	Gomal Medical Collage, Dera Ismail Khan, NWFP, (Pakistan)	In depended variable: - Nursing care. Depended variable: - Patient Satisfaction.	Structured Questionnaire on Henderson basic nursing care models. 6 dimensions	Convenient sampling technique n=153	Cross sectional study.	Findings revealed majority of the participants 55% were dissatisfied with the nursing care and rest 45% participants were satisfied. Patients have negative experience with their attentive needs. And physical care	Patients satisfaction and their expectation of care are valid indicators of quality nursing care improve communication may increase their satisfaction.
5. Gorari A. et al (2015) [5]	Satisfaction with the nursing care provided to	Oxford University Hospital of England	In depended variable: – Nursing care Depended	Measurement of patient satisfaction Scale (MPSS)	Simple random sampling technique n=181	Descriptive correlation	The majority of patients 70.7% (n=128) described that they agree they would choose the same nursing staff in contrast	In this study conclude that patients seems to be less satisfied with the resting time, issues

	patients who have undergone surgery for neoplastic disease.	'England'	variables:- Patient satisfaction.			design.	patients expressed greater satisfaction in the aspects of care relating to respect m=4.26, SD=0.83 and politeness m=4.28, SD=0.76 continuity of nursing care m= 0.04 SD=0.66.	concerning information and education, personal preferences and participation in care which highlight the needs of the patient with neoplastic diseases.
6. Konduru A et al (31 oct 2015)	A study to assess the level of patients satisfaction on quality of nursing care Among patients in SRM general Hospital, Kattankulathur.	SRM Collage of Nursing SRM University Kattankulathur Kanchepuram District 603203,(Tamil Nadu, India)	In depended variable: – Nursing care Depended variables:- Patient satisfaction level of Hospitalization on patient.	Questionnaire (PSNCQQ)	Consecutive sampling technique. n=100	Descriptive study.	The result revealed that 66% of good satisfaction on level of nursing care and rest 34% have moderate satisfaction and none of them have poor satisfaction.	Patients views have become an important elements in evaluation of health care. The nurses need to know what factor influence patients satisfaction.

3.3. Summary of Finding

The available literature refines to get 5 quantitative studies and one qualitative study.

- In this narrative review 5 study states that there is good satisfaction with the nursing care in respected study settings.
- One study states that majority of the participants were dissatisfied with the nursing care, attentive and physical needs.

4.1 Importance in Education

This literature will help to understand the dimensions of satisfaction with nursing care. This will eventually help in increase proficient quality nursing care by the administrators, educators and staff nurses of health care delivery system. The increased therapeutic techniques will dissolve the probability of disharmonic or dissatisfied care models prevalent.

In Nursing Education

In nursing student as well as nursing staff to improve the education level as well as making them aware regarding importance of patient’s satisfaction in nursing profession. There is a great need to improve the educational status and standard of nursing, thus it can lead to quality nursing care. by this study nurse will be able to know that all elements like communication, personal hygiene, general nursing care, nutrition, behavior, attitude, punctuality, environmental hygiene, health education and discharge is very important aspect of nursing care.

Nursing administration

There is increase dissatisfaction level of patient related to nutrition. in nursing administration do not provide any participating controlling function of nursing staff on hospital mess affairs. This is of the limitation, on the side of nursing administration.so nursing administration in can provide some better role to nursing staff in improving patient satisfaction in terms of nutrition. On the other way availability of adequate amount of equipment and supply is prior responsibility of nursing administration, which is else insufficient according to patient complain

Nursing Practice

It uncovers few of the hidden aspects for nursing practice like most unsatisfactory aspects of nursing in this hospital. More than this it will encourage nurses to find out reason behind particular shortcoming. By this way the focus can be meant on personal hygiene maintenance of the patients as

well as nutritional status. That can enhance the quality care provided by nurses.

4.2 Future Significance

Patient’s satisfaction with nursing care is an important indicator of the quality of care provided in hospitals. It is helpful to treat the patient’s. To evaluate and improve the quality of care provided; it is the vital importance to investigate the quality of care in the context of health care. Patient satisfaction is the significant indicator of the quality of care. Consequently, quality work includes investigation that map out patient satisfaction with nursing care. To improve the quality of nursing care, the nurse needs to know what factors influence patient’s satisfaction.

4.3 Limitation

- Computerized data bases were limited to English language
- Was limited to only in Patient’s satisfaction, nursing care, discharged patients IPD patients and OPD patients.
- Was limited to patients of hospital
- Was limited to last 10 years.

Strength

- Article search was carried out on significant criteria.
- Review found patients satisfaction level to nursing care.

Weakness

- Only 6 quantitative articles were included for data synthesis due to limitations.

Critique

Table 2

Criteria	Status in current studies
Title	
Format	
Abstract	
Introduction	
Objectives of the study	
Methodology Search strategy	
Outcome	
Result	
Discussion	

4.4 Conclusions

Nursing care is the key to determine over all patient’s satisfaction during hospital admission and patients

comments that number of concerns must be addressed the nurse need to know what factor influence patients satisfaction and if we improve the quality of health care.

The aspect of the patients' satisfaction is indeed a very essential determinant of the nursing services and new technology that use in patients service. Nursing administrators and nurses can utilize the finding to recognize the strengths and weakness of nursing services and adopt necessary measures in enhancing quality of nursing care in order to increase patients satisfaction.

Satisfaction with care is an area of great concern that needs to be addressed when nursing care is been provided because caring has been recognized as being central to nursing practice. Assessments are indeed oblivion of problems of health care that patients may be reluctant to themselves hence further qualitative and quantitative studies must be carried out in order to identify needs readdressed and therefore it has been suggested that nursing staff should participate in communication skills, therapeutic environment, innovative practice based module.

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