

“A Study to Assess the Patient Satisfaction about Quality of Nursing Care in Selected Wards at AVMC & Hospital in Puducherry”.

Mrs. Sasikala, M.Sc., (N) RN. RM.,

Vinayaka Mission's College of Nursing Vinayaka Mission's Research Foundation,
Kirumampakkam, Puducherry.

Ms. K.Saranya., Ms. S.Sathisha., Ms.K.Sathyadevi

Vinayaka Mission's College of Nursing Vinayaka Mission's Research Foundation,
Kirumampakkam, Puducherry.

Abstract: A descriptive study to assess the patient satisfaction about quality of nursing care in AVMC & H at Puducherry. A total number of 100 patients were selected by using random sampling technique and data was collected by using a Dr.Lasthingers patient satisfaction scale. The results reveals patient satisfaction was ranged between 41- 100 with the mean value of 74.72 and standard deviation value 11.8825. A modified Dr.Lasthingers patient satisfaction scale was selected with quality of nursing care questionnaires (PSNCQQ).It Consists of 25 questions. Most of the patients were highly satisfied which was 43%. Only satisfaction was, 55%. Highly unsatisfaction was not found. But unsatisfaction was about 2%.. The patient reported 2% unsatisfaction with four aspects of nursing care. The reported unsatisfaction was regarding nurses explanation about possible medication side effects, nurses communication between patient and family members, nurses help in self-care. Also they unsatisfied regarding discharge instruction which were unclear when they left the hospital.

key word: patient satisfaction, quality of nursing care.

INTRODUCTION

Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality and care, satisfaction is one of the outcome of healthcare. Nursing service 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's satisfaction about nursing care is an important indicator of quality of care provided in the hospitals.

Patient's satisfaction is defined as patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectation regarding ideal nursing care and their perceptions of actual nursing care.

NEED FOR THE STUDY:

Patient satisfaction with nursing care is strongly associated with patients who are admitted in the hospital. Patient satisfaction is influenced by initiation at appropriate nursing care in a hospital. The measurement of patient's satisfaction about quality of nursing care is most important to determine and to meet the patient's needs.

Paramhansmishra (2014) conducted a study at super specialty tertiary care hospital in India with the objective to find out satisfaction and description of nursing care. The sample size was 50 patients. The results reveal that 82% patient satisfied with care regarding procedures. 83% of patient satisfied with orientation about ward and hospital. 78% of patient dissatisfied with nurses immediately attend the patient complaints. 49% of patients dissatisfied with discharge instructions and unclear explanation. Overall the study showed that 80% of patients were satisfied.

STATEMENT OF THE PROBLEM:

A study to assess patient satisfaction about quality of nursing care in selected wards at AVMC & hospital in puducherry.

OBJECTIVES OF THE STUDY:

- ❖ To assess the patient satisfaction about quality of nursing care.
- ❖ To associate patient satisfaction with demographic variables.
- ❖ To improve the quality of nursing care in specific dimension.

OPERATIONAL DEFINITIONS:

PATIENT SATISFACTION:

The degree to which the individual perceives health care service provided by nurses in selected department as useful effective or beneficial.

QUALITY OF NURSING CARE:

It refers to meeting the health care needs of patient with regards to caring attitude of nurses, effective communication proper explanations before procedures and treatment, diagnosis, diet, admission, discharge, adequate skill and competence, effective participation, organization, of patient needs and management system.

METHODOLOGY

RESEARCH DESIGNS:

Descriptive research approach was used for the present study.

POPULATION :

Target population of the study consisted of Patient admitted in AVMC & HOSPITAL, Kirumampakkam, Puducherry.

SAMPLE SIZE :

A total sample of 100 patients in which 42 Male and 58 Female patients who are admitted in AVMC & HOSPITAL, Kirumampakkam, Puducherry.

SAMPLE TECHNIQUE:

In this study random sampling technique was used to select the sample based on inclusive and exclusive criteria.

SETTING:

The study was conducted at AarupadaiVeedu Medical College and Hospital, Kirumapakkam, Puducherry. It is situated in 16km away from Puducherry.

INCLUSION CRITERIA:

Both Literate& Illiterate

Who are all willing & who are present

EXCLUSION CRITERIA:

Patient who is posted for surgery & Investigation.

Patients who are not willing to participate in this study.

DATA COLLECTION METHOD:

Patients was interviewed by using the tool daily in different wards (Ortho Ward, Medical Ward, Surgical Ward, Gynecology Ward) in 4 consecutive days with minimum 25 Patients per day by 3 Interviewer.

PLAN FOR DATA ANALYSIS

Descriptive and inferential statistics was used such as frequency percentage, mean standard deviation, chi square test

DATA ANALYSIS:**SECTION A:**

Distribution of demographic variables among age, gender, residence, religion, types of family, education, marital status, occupation, family income, duration of stay in hospital, wards.

SECTION B:

Distribution of patient satisfaction score regarding quality of nursing care.

SECTION A -Distribution of Demographic Variables

Table 4.1 Distribution by Demographic Variables

N=100

Sl. No	Demographic Variables	Frequency	Percentage
1	Age in Years		
	20-30 Years	8	8%
	31-40 Years	23	23%
	41-50 Years	20	20%
	51-60 Years	23	23%
	Above 60 Years	26	26%

2	Gender		
	Male	42	42%
	Female	58	58%
3	Ward		
	Medical Ward	25	25%
	Surgical Ward	25	25%
	Ortho Ward	25	25%
	Gynaecological Ward	25	25%
4	Residence		
	Rural	81	81%
	Urban	19	19%
5	Type of Family		
	Nuclear Family	63	63%
	Joint Family	37	37%
6	Religion		
	Hindu	90	90%
	Muslim	6	6%
	Christian	4	4%
	Other Specify	0	0%
7	Education		
	No Formal Education	47	47%
	Primary School Education	37	37%
	Higher Secondary School Education	12	12%
	Diploma	3	3%
	Graduate and above	1	1%

8	Marital Status		
	Single	14	14%
	Married	64	64%
	Separated/Divorced	1	1%
9	Widowers	21	21%
	Occupation		
	Unemployed	26	26%
	Self Employed	26	26%
	Employed	12	12%
10	Daily Worker	16	16%
	House Maker	20	20%
	Family Income/Month (Rs)		
	Less than Rs.5000	46	46%
11	Rs.5001-Rs.10000	40	40%
	Rs.10001-Rs.20000	10	10%
	More than Rs.20000	4	4%
11	Duration of Stay in Hospital		
	One Day	7	7%
	2-7 Days	60	60%
	8-14 Days	24	24%
	15-30 Days	5	5%
	More than One Month	4	4%

The table 4.1. shows the distribution of patients according to the demographic variables.

It shows that the majority of patients were above 60 Years old (26%). 23% of patients were

between 31-40 Years and 23% of patients were between 51-60 Years old. It also shows that the majority of patients were Females (58%) and 42% of patients were Males. The majority of patients were from Rural place (81%) and 19% of patients were from Urban place. Most of the patients were from Nuclear Family (63%) and 37% of patients were from Joint Family. It also shows that the majority of patients were Hindus (90%). 6% of patients were Muslims and 4% of patients were Christians.

SECTION -B

Distribution of patients according to the Level of Satisfaction

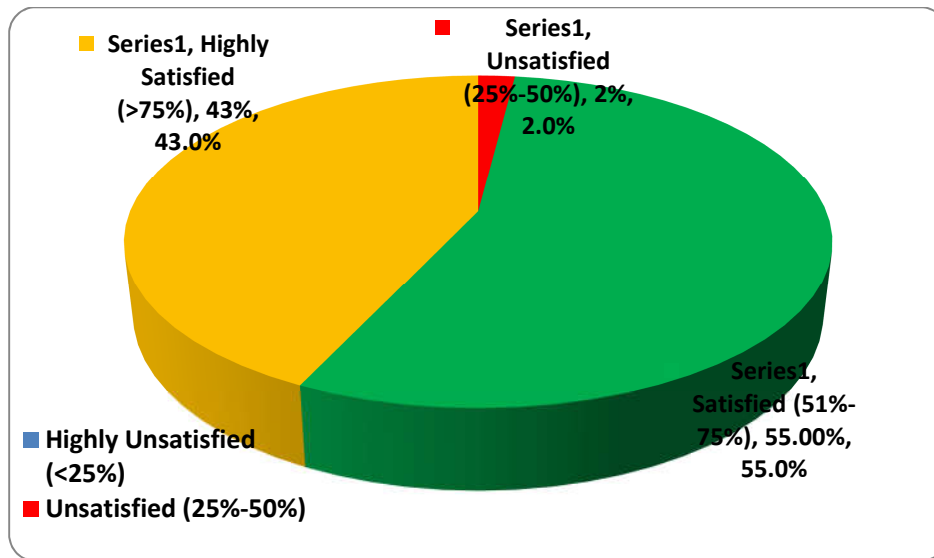
The following table shows the distribution of patients according to the level of satisfaction. It shows that the majority of patients was satisfied (55%). 43% of patients was highly satisfied and only 2% of patients was unsatisfied. also none of the patients were highly unsatisfied.

Table 4.2 Distribution of patients according to the Level of Satisfaction

N=100

Sl. No	Level of Satisfaction	Frequency	Percentage
1	Highly Unsatisfied (<25%)	0	0%
2	Unsatisfied (25%-50%)	2	2%
3	Satisfied (50%-75%)	55	55%
4	Highly Satisfied (>75%)	43	43%

Figure 4.2.2 Distribution of patients according to the Level of Satisfaction



SUMMARY

Most of the patients were highly satisfied which was 43%. Only satisfaction was ,55%. Highly unsatisfaction was not found, but unsatisfaction was about 2%. Descriptive design was used to assess the patient satisfaction about nursing care in AVMC&H at Puducherry.

CONCLUSION

The study was to assess the patient satisfaction about quality of nursing care. Most of the patients were highly satisfied which was 43% only satisfaction was found in 55%. Highly unsatisfaction was not found but unsatisfaction was about 2%. The patient reported 2% unsatisfaction with four aspects of nursing care .They reported unsatisfaction regarding nurse's explanation about possible medication side effects, nurses, communication between patient and family members, nurses help in self care. Also they unsatisfied regarding discharge instruction and were unclear when they left the hospital.

RECOMMENDATION:

- ❖ Patient satisfaction about quality of nursing care in meeting psychological needs.
- ❖ Patient satisfaction about quality of nursing care in preparation of surgery.
- ❖ Patient satisfaction about quality of nursing care in postoperative care.

REFERENCE

- ❖ Mainderkaur,Lakhwinderkaur (2011) Text book of fundamentals of nursing volume- I 8th edition pee vee publisher page no:340-352.
- ❖ BT-Basvanthappa(2004) Text book of fundaments of nursing 1st edition Jaypee Brothers publisher page no:340-360.
- ❖ MansukhB.patel (2002) Text book of of ward procedure 3rd edition Churchill publisher page no:128-130.
- ❖ ShankuntlasharmaBirpuri(2000) Text book of principles and practice of nursing 11th edition ,Jaypee brothers publisher page no:396-418.
- ❖ MandhauriInamdar (2003) Text book of fundamentals of nursing volume -I 1st edition vora medical publisher page no:188-220.