

Assessment of Adult Patients Satisfaction Regarding Nursing Care in Different Hospitals in Kirkuk City

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ABSTRACT

Background: Patients' satisfaction has been used as a significant indicator of quality services provided by health care personnel. Consequently, the most important predictor of patients' overall satisfaction with hospital care is particularly related to their satisfaction with nursing care. Patient's satisfaction with nursing care is important for any health care agency because nurses comprise the majority of health care providers and they provide care for patients 24 hours a day.

Aim of the study: The aim of the current study was to identify the patients' satisfaction regarding nursing care provided in different hospitals at Kirkuk city.

Methodology: Quantitative design (descriptive study) conducted to assess patient's satisfaction about nursing care in Kirkuk city hospitals (Azadi teaching hospital and Kirkuk general hospital) include medical and surgical wards. The period of the study was carried out from the 2nd August 2015 to 10th April 2016. A formal consent was taken from all participants. A nonprobability (purposive) sample was selected, it consisted of 300 patients, whereas 150 patients were taken from each hospital. In order to reach the objective of the study, a questionnaire was constructed depending on World Health Organization (WHO) questionnaire and related literature review. The overall questions included (40) items scored by 3 likert scale option was used in the rating scale as: (Always = 3), (Sometimes = 2), (Never = 1), Satisfaction of the patients in items are determined as following (High =2.35 - 3), (Moderately = 1.69 - 2.34), and (Low = 1 - 1.68).

Result: *The result of present study revealed that high percent (23.7%) the study sample at age (18 – 27) years old . In relation to gender, the majority of the patients are females and account (61.7). Also the data analysis shows that mean of scores of patients responses regarding to communication items , shows high satisfied in (3) item (The nurse listen to the pt.'s complaining carefully, The nurse answers all the pt.'s questions, The nurse communicates with the pt. purposefully & therapeutically), and moderately satisfied in (3) items (The nurse explains the procedures to the patient, The nurse gives the pt. time to discuss the condition & treatment plan, The nurse encourages pt.'s participation in decision making) and low satisfied in (4) items (The nurse asks about the pt.'s condition frequently, The nurse gives the patient chance for asking questions. The nurse communicates with a clear tone of voice. The nurse respond for the pt.'s calling immediately).*

Conclusion: *This study concluded that Patients were low satisfied regarding communication, while highly satisfied with the Skills and Competences nursing care.*

Recommendation: *Establish an educational training program for nurses to upgrades their knowledge and practices, and further studies should be conducted concerning patients' satisfaction with nursing care provided in all hospitals.*

Keyword: *Patient Satisfaction, Nursing Care, Assessment,*

تقييم رضى المرضى البالغين حول العناية التمريضية في مختلف مستشفيات

مدينة كركوك

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الملخص

خلفية البحث : رضا المرضى يستخدم كمؤشر هام لجودة الخدمات المقدمة من قبل موظفي الرعاية الصحية. رضا المريض بالعناية التمريضية مهمة لأي مؤسسة صحية لأن الممرضين يشكلون الأغلبية في تقديم الرعاية الصحية وهم يقدمون العناية للمرضى على مدار 24 ساعة يوميا.

اهداف الدراسة : هدف الدراسة الحالية الى تقييم رضا المرضى البالغين بخصوص العناية التمريضية في مختلف المستشفيات في مدينة كركوك.

منهجية البحث : استخدمت الدراسة النمط الكمي (دراسة وصفية) اجريت في مستشفيات مدينة كركوك (مستشفى كركوك العام ومستشفى أزدى التعليمي) شملت الدراسة الردهات الباطنية والجراحية. فترة الدراسة كانت من الثاني من اب للسنة 2015 إلى العاشر من نيسان للسنة 2016، تم اخذ موافقة كل المشاركين في استمارة الاستبيان وتكونت العينة العمدية من 300 مريض ، بواقع 150 مريض من كل مستشفى. وتم بناء استبانة معتمداً على استمارة الاستبانة التابعة لمنظمة الصحة العالمية وكذلك من خلال مراجعة المصادر المتعلقة بالموضوع. وكان مجموع الفقرات 40 فقرة، وتم استخدام مقياس يتألف من ثلاثة إجابات معيارية في تقدير المقياس : الرقم (3) دائما والرقم (2) أحيانا، والرقم (1) أبدا.

النتائج : المجموعة العمرية (18 – 27) سنة تمثل النسبة المئوية الأعلى في مستشفيات بنسبة (23.7 %). المرضى كانوا اناثا أكثر في مستشفيات وتمثل بنسبة (61.7%). كذلك اظهرت النتائج بان المتوسط الحسابي من ناحية التواصل تبين بان مستوى رضى عالي في 3 فقرات وهي (الممرض يستمع إلى شكوى المريض بحرص ، الممرض يجيب على كل اسئلة المريض ، يتواصل الممرض مع المريض علاجيا) ومستوى الرضى متوسط في 3 فقرات وهي (الممرض يشرح كل الاجراءات قبل القيام بها ، الممرض يعطي المريض الوقت لمناقشة الحالة وخطة العلاج ، الممرض يشجع المريض على المشاركة في صنع القرار) ومستوى الرضى واطئ في 4 فقرات وهي (يسأل الممرض عن حال المريض بصورة دورية، يعطي الممرض الفرصة للمرضى لطرح الأسئلة، يتواصل الممرض مع المريض بلهجة واضحة للصوت، يستجيب الممرض لنداء المريض على الفور). الاستنتاجات: وجدت الدراسة ان اغلب المرضى كانوا قليلي الرضا بخصوص التواصل مع الممرضين. وكذلك اوجدت ان اغلب المرضى كانوا راضين بدرجة عالية بخصوص المهارات والقدرات والعناية التمريضية. التوصيات: عمل برنامج تدريبي للممرضين بشكل متواصل من اجل تحديث معارفهم وممارساتهم وكذلك التواصل مع المريض. والعمل على اجراء دراسات اخرى في كافة مستشفيات لمعرفة رضى المرضى حول العناية التمريضية وغيرها. الكلمات الدالة : رضى المرضى ، العناية التمريضية ، التقييم .

1. INTRODUCTION

Assessing patient satisfaction with nursing care is important in evaluating whether patients' needs are fulfilled and subsequently facilitating in the planning as well as implementing appropriate nursing interventions for patients. Determining factors contribute most to patient satisfaction can further assist nurses in improving the quality of nursing care. Hence, patient satisfaction with nursing care is an imperative determinant of quality of care particularly in the clinical/ healthcare facility settings [1].

Patients' satisfaction will be determined by nurse's role in the hospital; because they are more acquainted bedside nursing care than any other health personal in the hospital. Nurses are on shifts stay in the hospital twenty four hours, seven days per week and three hundred sixty five days in a year. Nurses stay longer with the patient than the attending physicians. Learning about what consumers want from their health care system and what quality care

means to them offers decision-makers a better under-standing of their expectations [2]. Patients' experiences with quality of care and patient satisfaction in hospital are considered to be important elements in quality improvement work in hospitals, and are also seen as indicators of quality of healthcare [3].

Patients' satisfaction as a quality improvement tool for healthcare providers has been very well established; our health problems are numerous given the fact that health expenditure by the state is amongst the lowest in the world [4]. Briefly, patients' satisfaction from healthcare decides the fate of healthcare providers and healthcare delivery system and hence needs to be periodically measured to enhance the quality of services [5].

Patient satisfaction has been used as an indicator of quality services provided by health care personnel. The most important predictor of patient's overall satisfaction with hospital care is particularly related to their satisfaction with nursing care [6]. Quality of care encompasses many individual components. Two of the most significant include quality assessment and quality improvement. Where, as quality assessment represents the analytical measure of the important elements of quality of care in terms of patient satisfaction, quality assessment can be used to analyze the outcomes of interpersonal interactions between the physician and the patient throughout the care process. Measurement is an essential element of the assessment process [7].

Besides assessing the provided services, there are other reasons that enforce the measuring of patient satisfaction. Many researchers consider patient satisfaction as the purpose of health care which inevitably affects other purposes and results, as an important source of information for the qualitative improvement of care, as a therapeutic intervention contributing in self therapy, while others suggest that measuring it can be successfully used in personnel administration as well as promoting medical services, after carefully studying the market conditions [8]. To evaluate and improve the quality of care provided, it is vitally important to investigate the quality of care in the context of health care. Patient satisfaction is a significant indicator of the quality of care. Consequently, quality work includes investigations that map out patient satisfaction with nursing care. To improve quality of nursing care, the nurse needs to know that factors influence patient satisfaction [9].

2. METHODOLOGY

Quantitative design (descriptive study) was conducted for patients to assess the patient satisfactions about nursing care in Kirkuk city hospitals, the study was carried out from the 2nd August 2015 to 10th April 2016. A non-probability (purposive) sample was selected, and consisted of 300 patients, they were representative from the previously mentioned settings, 150 patients were taken from each hospital, whereas the sample was selected under the following inclusive and exclusive criteria.

A questionnaire was constructed depending on Word Health Organization (WHO) questionnaire and related literature review. and it was consisting of four parts which as :

Part I/ Socio-Demographical data

It was consist of (8) items which were ;age , gender , residence , material status , occupation , educational attainment , department , period of stay in hospital.

Part II/ Communication items.

This part consists of (10) items about the nurse communication with the patients.

Part III/ Satisfaction, needs and Expectations of nursing care

This part consists of (18) items about the patients satisfaction, needs and Expectations of nursing care ,on the same answers selections.

Part IV/ Patients satisfaction about Nurses' Skills and Competences

This part consist of (12) items about satisfaction as regards nurses skills and competences .

The overall items were (43) , 3-likert scale option was used in the rating scale as: (Always = 3) , (Sometimes = 2) , (Never = 1) .

Data were analyzed through the application of descriptive statistical data analysis approach (frequency, percentage, mean of scores). Satisfaction of the patients in items are determined as following -: (High =2.35 - 3), (Moderately = 1.69 - 2.34), and (Low = 1 - 1.68).

3. RESULTS

Table (3-1): Distribution of the sample according to demographic characteristics.

Variables	Frequency	Percent
Age in years		
18-27	71	23.7
28-37	47	15.7

38-47	49	16.3
48-57	42	14.0
58-67	36	12.0
68-77	31	10.3
78 and more than	24	8.0
Total	300	100
Gender		
Male	115	38.3
Female	185	61.7
Total	300	100.0
Residence		
Urban	227	75.7
Rural	73	24.3
Total	300	100.0
Marital status		
Single	65	21.7
Married	187	62.3
Divorced	10	3.3
Widow	38	12.7
Total	300	100.0
Occupation		
Employed	55	18.3
Retired	29	9.7
House wife	137	45.7
Unemployed	21	7.0
Free works	27	9.0
Student	31	10.3
Total	300	100.0
Educational level		
Illiterate	98	32.7
Read and write	37	12.3

Primary school graduate	60	20.0
Secondary school graduate	52	17.3
Institute	14	4.7
College and post graduate	39	13.0
Total	300	100.0
Period of stay		
2-3 days	176	58.7
4-5 days	71	23.7
6-7 days	23	7.7
8 and more	30	10.0
Total	300	100.0

Results of **Table (1)** revealed that an age group (18 – 27) years represents the high percentage (23.7%). In relation to gender, the gender patients are females and account (61.7). With regard to residence, (75.7%) patients are living in urban areas. Concerning marital status, the patients were married and accounted for (62.3%). As for occupation, the patients were housewives and accounted (45.7.0%). With regard to educational level, most of the patients were Illiterate (32.7%). As for the period of stay, the majority of the patients were having incidence within (2-3) days duration of the stay in the hospital (58.7%).

Table (3-2): Patients Responses regarding to Communication items

N	Items	Always	Sometime	Never	Mean	Assessment
1	The nurse asks about the pt.'s condition frequently	96	71	133	1.8767	L. S.
2	The nurse listen to the pt.'s complaining carefully	231	58	11	2.7333	H. S.
3	The nurse gives the patient chance for asking questions.	74	53	173	1.6700	L. S.
4	The nurse answers all the pt.'s questions.	216	67	17	2.6633	H. S.
5	The nurse explains the procedures to the patient before done.	166	91	43	2.4100	M. S.
6	The nurse gives the pt. time to discuss the condition & treatment plan	135	132	33	2.3400	M.S.
7	The nurse encourages pt.'s participation in decision making	92	173	35	2.1900	M.S.
8	The nurse communicates with the pt. purposefully & therapeutically	217	64	19	2.6600	H.S.
9	The nurse communicates with a clear tone of voice.	104	47	149	1.8500	L.S.
10	The nurse respond for the pt.'s calling immediately.	114	36	150	1.8800	L.S.

***H.S.= High Satisfied, M.S.=Moderate Satisfied, L.S.=Low Satisfied**

Consequences from **Table (2)** designated that mean of scores of patients satisfaction was high satisfied in (3) item (2,4,8), and moderately satisfied in (3) items (5,6,7) and low satisfied in (4) items (1,3,9,10) .

Table (3-3): Patients responses regarding Satisfaction, needs and Expectations of nursing care

N	Items	Always	Sometime	Never	Mean	Assessment
1	The nurse checks pt.'s ID, prior to administering medications.	256	37	7	2.8300	H.S.
2	The nurse maintains the patient's rights & needs.	230	62	8	2.7400	H.S.
3	The nurse promotes pt.'s respect and self - esteem.	225	63	12	2.7100	H.S.
4	The nurse provides the patient with health education	118	134	48	2.2333	M.S
5	The nurse monitors the pt.'s safety & security.	236	46	18	2.7267	H.S
6	The nurse provides pt. with clean & quite environment.	120	36	144	1.922	M.S
7	Nurses smile whenever they approach me.	164	108	28	2.4533	M.S
8	Nurses favored some patients over others.	50	58	192	1.5267	L.S.
9	Nurses did not tell me enough about my treatment	67	107	126	1.8033	L.S.
10	Nurses gave me information just when I needed it	165	109	26	2.4633	M.S
11	I saw the nurses as friends	129	124	47	2.2733	M.S
12	Nurses used to go away and forget what patients had asked for	44	80	176	1.5600	L.S.
13	Nurses had time to sit and talk to me	35	97	168	1.5567	L.S.
14	Doctors and nurses worked well together as a team	218	61	21	2.6567	H.S.
15	Nurses awareness of your needs	232	59	9	2.7433	H.S.
16	The amount of time nurses spent with you	114	122	64	2.1667	M.S
17	I feel safe when receiving nursing care from nurses.	250	42	8	2.8067	H.S.
18	The nurse ensure pt. taking medication at the time.	256	36	8	2.8267	H.S.

*H.S.= High Satisfied, M.S.=Moderate Satisfied, L.S.=Low Satisfied

Consequences from Table (3) designated that mean of scores of patients satisfaction was high satisfied in (8) items (1,2,3,5,14,15,17,18), moderately satisfied in (6) items (4,6,7,10,11,16) and low satisfied in (4) items (8,9,12,13).

Table (3-4): Patients responses regarding to Satisfaction about Nurses' Skills and Competences

N	Items	Always	Sometime	Never	Mean	Assessment
1	The nurse wear the gloves.	226	59	15	2.7033	H.S.
2	Nurses explain nursing procedure clearly before performing it	172	105	23	2.4967	M.S.
3	The nurse prepares all needed equipment.	249	47	4	2.8167	H.S.
4	The nurse maintains pt.'s privacy.	249	44	7	2.8067	H.S.
5	The nurse explains the purpose of the procedure to the patient.	179	101	20	2.5300	H.S.
6	The nurse has self-confidence.	244	46	10	2.7800	H.S.
7	Nurses provide me with important information during procedure	178	102	20	2.5267	H.S.
8	The nurse performs the nursing procedures skillful.	229	61	10	2.7300	H.S.
9	Nurses knew what to do without relying on doctors	102	78	120	1.9400	M.S.
10	The nurse understands what she offers to the patient.	106	160	34	2.2400	M.S.
11	The nurse provides conclusion & takes feedback from the pt.	113	115	72	2.1367	M.S.
12	The nurse documents &reports	233	58	9	2.7467	H.S.

*H.S.= High Satisfied, M.S.=Moderate Satisfied, L.S.=Low Satisfied

Consequences from Table (4) designated that mean of scores of patients satisfaction was high satisfied in (8) items (1,3,4,5,6,7,8,12), moderately satisfied in (4) items (2,9,10,11).

4. DISCUSSION

Discussion of Socio-demographic Characteristics

Table (3-1) The result of present study revealed that high percent (23.7%) the study sample at age (18 – 27) years old, the current study is in disagreement with Asma Ibrahim (2008) found that the patients of age group greater percent within (16-35 years)[10]. In relation to gender, the majority of the gender patients are females and account (61.7) and male (38.3).The current study is compare with Mulugeta Molla (2012) found Sample included 53.5% (n=200) female and 46.5%(n=174) males. With regard to residence, (75.7%) patients are living in urban areas [11]. Concerning marital status, the majority of the patients were married and accounted for (62.3%), The current study is in agreement with Wai Mun Tang (2013) found that the majority of patients were married (66%) [12]. As for occupation, the majority of the patients were housewives and accounted (45.7.0%), the current study is in disagreement with Asma Ibrahim (2008) found that the most of the patients were unemployed (32.7%).With regard to educational level, most of the patients were Illiterate (32.7%) The current study is in disagreement with Asma Ibrahim (2008) found that the most patients (36.3%) graduated from primary school [10]. As for the period of stay, the majority of the patients were having admission within (2-3) days in the hospital (58.7%) The current study is in agreement with Wai Mun Tang (2013) found that the 88% of respondents have stayed in the hospital for seven days or less [12].

Discussion of patients satisfaction Regards nursing communication:

Table (3-2) On assessing patients' satisfaction regarding communication of nurses with patients, the results of the current study revealed that the majority of patients were low satisfied with nurses communication like patients' participation in decision making regarding treatment, these findings were in accordance with. Jeffrey et al. (2004) who concluded that the communication of information about illness and treatment appeared to be the most frequent source of patients' dissatisfaction. Also, a communication gap between nurses and their patients that lead to patient dissatisfaction. This is a common problem for hospitals under study which requires urgent attention to enhance patients' satisfaction at the same time to insure quality of nursing care. Also the lowest satisfaction in the communication may due to the differences in terms of cultural differences as well as language barriers. Limited literature has explored in the effect of transcultural nursing towards patients' satisfaction [13].

Discussion of patients satisfaction about needs and Expectations of nursing care:

Table (3-3) Patients' satisfaction regarding meeting their needs and expectations, the results of the present study revealed that nearly all patients were satisfied because able to meet patients' expectations, nurses should know the patients and understand their needs. However, many nurses have expressed difficulty in doing so due to insufficient manpower in their work place.

Discussion of patient's satisfaction Regards Nurses' Skills and Competences:

Table (3-4) In regards to the moderate satisfaction, this study revealed that patients expressed lack of autonomy in relations to managing their health care. This finding was also supporting previous studies which revealed that patients were less satisfied when nurses did not recognize their opinions during their hospital care (Milutinovic, D., 2012) Hence, nurses need to be more sensitive with patients' decisional control or sense of autonomy when providing care. In this context, allowing some degree of freedom for patients in decision-making and choices of care would improve patient satisfaction. Appropriate measures need to be instituted to further improve the quality of nursing care for the patients [14].

Low Satisfaction may also be influenced by the patient's mental state: psychological distress, depression and personality disorders have been associated with lower levels of satisfaction in addition to lower satisfaction has also been found among elderly.

5. CONCLUSIONS

- 1- Patient's satisfaction regarding nursing communication were low.
- 2- Most of the patients were high satisfied with the Skills and Competences nursing care.
- 3- Most of the patients were highly satisfied of needs and Expectations of nursing care.

6. RECOMMENDATIONS

- 4- A communication skill is one of the major skills nurses require particularly interpersonal skills.
- 5- Nursing curriculums should give attention for developing the communication skills of their students side by side with cognitive and psychomotor skills and also nurses should practice these skills in their working places.

- 6- Patients suggestions for improving the quality of nursing care provided should be taken into considerations through the use of the findings of this study to improve the quality of nursing care.

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