

## Patient satisfaction regarding nursing care at Emergency Outpatient Department in a Tertiary care Hospital

Keerthi Mohanan, Sukhpal Kaur, Karobi Das, Ashish Bhalla

**Abstract :** Patient satisfaction with nursing care is an important indicator of the quality of care provided in hospitals. A descriptive study was carried out in the emergency outpatient department of a tertiary care hospital to assess the patient satisfaction with nursing care. Patient satisfaction with nursing care was assessed by using 'Patient Satisfaction with Nursing Care Quality Questionnaire' (PSNCQQ). Patients who were admitted for more than 48 hours, stable and in the process of getting discharge were included in the study. A total 100 subjects were taken up for the study using purposive sampling technique. Results the study revealed that about half (52%) of the subjects were highly satisfied with the nursing care received during their hospital stay. Nurses' skill and competence was rated as most satisfactory by 80% of the subjects. The subjects were dissatisfied (4% each) with the information given by the nurses to them and their families, in terms of lack of instructions given before a procedure. They were also dissatisfied with regards to the lack of privacy in the emergency.

**Keywords:** Patient satisfaction, Nursing care, Emergency department

JMHCB 2010; 15(1) : 54-58

### INTRODUCTION

The outcome of any disease is influenced by the decisions to seek care, timely arrival at appropriate diagnostic and treatment services and the receipt of adequate care from service providers.<sup>1</sup> Patient satisfaction has become an established outcome indicator of the quality and the efficiency of the health care system and can be an important tool to improve the quality of services.

Professional excellence is associated with the care provided by doctors and nurses who form the major part of manpower in the field of health care.<sup>2</sup> Patient satisfaction with nursing care has been identified as an important nursing quality outcome indicator.<sup>3</sup>

Owing to the nature of nursing, patient may judge the overall quality of hospital services on

the basis of their perception of nursing care received.<sup>4</sup> Patients who are more satisfied with their care are more likely to follow medically prescribed regimens and thus contributing to the positive influence on health.<sup>1</sup> More satisfied patients are more likely to recommend the hospital to family and friends.<sup>5</sup>

Research has also indicated that good communication between patient and provider of health care is a vital factor for patient satisfaction.<sup>6</sup> Satisfaction is based on the overall hospitalization experience which is extended in time, and may involve cognitive as well as psychological process, along with situational and cultural factors.<sup>5</sup> A study on factors influencing patient satisfaction with nursing care in an Air Force Outpatient clinic was done. The data demonstrated that the technical professional

area, the impact of higher education and the trusting relationship were all positively correlated with overall satisfaction.<sup>7</sup> Another qualitative descriptive study which evaluated surgical patient satisfaction with nursing care highlighted patient satisfaction with the personal and professional nature of nurses.<sup>8</sup>

It has been documented that the patients are not always satisfied with the care received at emergency departments. More attention needs to be paid to the specific needs and expectations of the non-urgent group of patients, who make up the majority of patients at many emergency departments. Nurses and physicians perception about good quality care is not always in synchronization with patient's perception.<sup>9</sup>

The current study was undertaken with the aim to find out the level of patient satisfaction with regard to selected nursing care dimensions.

### **Methodology**

The study was conducted at Emergency Medicine Out Patient Department of a tertiary care hospital. The patients admitted for more than 48 hours, who were stable, on the process of getting discharge and were able to verbally communicate were included in the study. A total of 25 patients were selected through purposive sampling technique. Information related to socio demographic profile of the subjects was collected. Patient satisfaction with nursing care was assessed by using 'Patient Satisfaction With Nursing Care Quality Questionnaire' (PSNCQQ)<sup>5</sup> developed by Laschinger in 2005. The PSNCQQ has 19 items, plus 3 additional questions designed to tap overall satisfaction with the quality of care during the hospital stay, overall quality of nursing care and intentions to recommend the hospital to family and friends. Each item of the PSNCQQ consists of a phrase to designate the content of the question followed by a more detailed question or descriptor. A five point Likert scale ranging from poor to excellent was used for each item.

Satisfaction among the subjects was categorized and scored as follows: Poor (d" <20), Fair (20-38), good (39-57), very good (58-76), and excellent (77-95).

## **RESULTS**

### **Sociodemographic profile of the subjects**

Majority of the subjects (60%) were in the age group between 41-60 years of age. Mean age was 49.2(yrs)±16.2 with the range of 14 to 82 years. Maximum (16%) numbers of patients were admitted with diagnosis of hypertension; other diagnostic categories were G.I. bleed (12%), diabetes (12%), Liver cirrhosis (12%), and Ac nephritic syndrome, Angina Pectoris, Pneumothorax, COPD, RHD 8% each. There were more male (56%) patients. 68% were undergraduates, around 20% were illiterate and only 4% were postgraduates. 12% were professionals, around one third were unemployed while 4% were housewives. 80% subjects belonged to low income group (Rs <5000/ month). Around two third were married. Maximum (64%) belonged to Hindu religion. Rural dwellers (64%) exceeded the urban (36%) ones.

### **Patient satisfaction with nursing care**

Nearly half of the patients were fairly satisfied with 'information given to them by nurses' regarding their treatment. A majority of the subjects reported satisfaction with 'information given by nurse to patients, families and doctors' (40%), 'nurses informing family about patients 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 'nurses to be highly competent'. Subjects were somewhat dissatisfied as was noted in items of nursing care such as consideration of their needs and provision for their privacy. More than half (65%) of the subjects were satisfied with the 'discharge instructions

given by the nurses'. Nearly half of the patients (56%) also reported overall satisfaction with 'hospital services as very good' on the satisfaction scale. At the time of discharge

majority (56%) of the subjects rated their health to be in a good state and even 12% rated themselves having excellent health after getting treatment from the hospital. (Table 1)

**Table 1**  
**Patient Satisfaction with Nursing Care Quality Questionnaire N=25**

<b>Nursing care variables</b>	<b>Poor(1)</b>	<b>Fair(2)</b>	<b>Good(3)</b>	<b>Very good(4)</b>	<b>Excellent(5)</b>
1. Information given to patients by nurses	-	14(56%)	09(36%)	02(08%)	-
2. Instruction given by nurses to patients before procedure	01(04%)	04(16%)	11(44%)	09(36%)	-
3. Ease of getting information from nurses by the patient	-	04(08%)	14(56%)	07(28%)	-
4. Information given by nurse to patients, families and doctors	01(04%)	03(12%)	10(40%)	11(44%)	-
5. Nurse informing family about patient's condition	01(04%)	03(12%)	10(40%)	11(44%)	-
6. Involvement of family in patient care	-	03(12%)	12(48%)	10(40%)	-
7. Care and concern shown by nurse towards patient	-	05(20%)	10(40%)	10(40%)	-
8. Attention by nurse towards patients' condition	-	04(16%)	08(32%)	13(52%)	-
9. Recognition given to patient's need by nurse	-	11(44%)	11(44%)	3(12%)	-
10. Consideration of patient's need by nurse	-	14(56%)	08(32%)	3(12%)	-
11. Adjustment of nurse daily routine to patient's need	-	01(04%)	09(36%)	15(60%)	-
12. Helpful attitude of nurse towards patient	-	02(08%)	15(60%)	8(32%)	-
13. Nursing staff's response to patient's call	-	03(12%)	11(44%)	10(40%)	01(04%)
14. Skill and competence of nursing staff	-	-	01(04%)	4(16%)	20(80%)
15. Co-ordination of care between nurse and other hospital staff	-	01(04%)	03(12%)	20(80%)	01(04%)
16. Provision of restful environment by nurse	-	04(16%)	09(36%)	12(48%)	-
17. Provision for privacy by nurses	01(04%)	08(32%)	09(36%)	07(28%)	-
18. Discharge instructions given by nurses to the patient	-	01(04%)	19(76%)	05(20%)	-
19. Nurses' efforts to provide for the needs of the patient after leaving the hospital	-	09(36%)	15(60%)	01(04%)	-
20. Overall quality of hospital care and services	-	-	10(40%)	14(56%)	01(04%)
21. Overall quality of nursing care	-	01(04%)	12(48%)	11(44%)	01(04%)
22. Intention to recommend hospital to family and friends.	-	04(16%)	14(56%)	04(16%)	03(12%)

**Table 2**  
**Relationship between education of the patient and information provided by nurses N=25**

Education of the patient	Satisfaction with information provided by nurses					X <sup>2</sup>
	Excellent	Very good	good	Fair	Poor	
Illiterate	-	04(16%)	-	01(4%)	-	39.6
Primary	-	03(12%)	01(04%)	-	-	<b>p=.008</b>
Middle	-	01(04%)	03(12%)	01(4%)	-	df=21
Secondary	-	03(12%)	03(12%)	01(4%)	-	
Senior secondary	-	-	01(4%)	-	-	
Graduate	-	-	02(8%)	-	-	
Master/Professional	-	-	-	-	01(4%)	

### Relationship between education of the patient and information provided by nurses

There was insignificant relationship between all the demographic variables and the patient satisfaction. However, a significant relationship between education of the patient and satisfaction of the patient with information given by nurses to his family and friends about patient's condition was found. Yates's correction was applied. ( $\chi^2=39.6$ ,  $p=.008$ ,  $df=21$ )

### Overall Patient satisfaction with nursing care

Almost half (44%) of the subjects rated nursing care as very good and 48% rated it as good.

### DISCUSSION

The present study was undertaken to assess the level of patient satisfaction with nursing care in the emergency outpatient department of a tertiary care hospital. The level of patient satisfaction with nursing care was studied on selected 19 nursing care variables and an overall opinion of the patient based on the nursing care received. Out of the total 25 subjects majority of the subjects were in the age group 41-60 years. More than half of the subjects (56%) were male. Maximum were undergraduates. Only 12% were professionals.

In a similar study which evaluated the patient satisfaction with nursing care, 58% of the subjects were male and 43% were female. The age ranged from 20 to 88 yrs with mean age of 56.19yrs $\pm$ 16.58. Marital status showed that 70.5% were married. Only 13% were graduates.<sup>4</sup>

Patient satisfaction with selected nursing care dimensions showed that the subjects were highly satisfied with skill and competence of the nurses (80%), co ordination between nurse and other hospital staff (80%) and discharge instruction given by nurses (76%). Subjects reported to be satisfied (good) on the items such as pre-procedural instructions given by nurses to the patient, information given by nurses to families and friends about patient's condition, care and concern shown by nurses towards patient, recognition given to patient's need by nurses and nursing staff's response to patient's call. The results of the study are comparable with a study done on level of satisfaction of patients with certain dimensions of nursing care. Majority of the subjects (96.2%) were moderately satisfied with nursing care. Patients reported to be highly satisfied with the 'respect shown by nurses', followed by 'maintaining privacy of the subjects'. However with some caring behaviours

considerable amount of dissatisfaction was also reported.<sup>2</sup>

More than half (56%) of the subjects in the current study reported overall satisfaction with hospital services as very good where as 48% rated overall nursing care received by them as very good. At the time of discharge a majority (56%) rated their health in a good state and even 12% rated themselves having excellent health after getting treatment from the hospital. This study also depicts that 60% of the subjects strongly agreed recommending this hospital to their family and friends and only 8% were against it. Similar results were found in a study done where 95% of patients preferred to suggest that hospital to friends and relatives and for future consultations.<sup>7</sup>

In the present study on the basis of total score of satisfaction with nursing care it was found that most of the patients were satisfied as 52% expressed excellent satisfaction, 44% very good and only 4% reported good satisfaction. Some dissatisfaction may be expected as in the emergency setting due to heavy workload nurses may not be able to give individual attention to the patients. Moreover, satisfaction is 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. However, satisfaction with care is an area of great concern that needs to be addressed when nursing care is being provided because caring has been recognized as being central to nursing practice.

## REFERENCES

1. Kumari R, Idris MZ, Bhushan V, Khanna A, Agarwal M, Singh SK. Study on patients satisfaction in the government allopathic health facilities of Lucknow district, India. *Ind J Comm Med* 2009; 34: 35-42.
2. Kaushal S, Vati J, Das K. Level of patient satisfaction with nursing care. *Nursing and Midwifery Research J* 2005; 1: 107-114.
3. Potter AP, Perry GA. Fundamentals of Nursing. 5<sup>th</sup> Ed. Harcourt private Ltd. 2001; 70-75.
4. Lemonidou C, Papathanassoglou EDE, Merkouris A. Evaluation of patient satisfaction with nursing care; quantitative or qualitative approach. *Int J Nurs Stud* 2004; 355-367.
5. Laschinger HS, Hall LM, Pedersen C, Almost J. A psychomotor analysis of the patient satisfaction with nursing quality questionnaire: An actionable approach to measuring patient satisfaction. *J Nurs Care Qual* 2005; 20 : 220-230.
6. Qureshi W, Khan NA, Naik AA et al. A case study on patient satisfaction in SMHS hospital Srinagar. *JK-Practitioner* 2005;12 :154-155.
7. Ball SF. Factors influencing patient satisfaction with nursing care in a Military Outpatient clinic. <http://www.storming-media.us/07/0786/A078623.html>. Accessed in October 2008.
8. Hogan B. Patient satisfaction: Expectation and experiences of nursing care. <http://www.atypon-link.com/EMP/doi/abs/10.5555/conu.2000.9.3-4.275>. Accessed in September 2008.
9. Muntlin A, Gunningberg L, Carlsson M. Patient's perception of quality of care at an emergency department and identification of areas for quality improvement. *J Clin Nurs* 2006; 15 : 1045-1056.

---

Keerthi Mohanan, Ex-B.Sc. Nursing Intern (4th year),  
Sukhpal Kaur, Lecturer and Corresponding author  
Karobi Das, Lecturer, Clinical Psychology,  
National Institute of Nursing education, PGIMER, Chandigarh.  
Ashish Bhalla, Additional Prof, Deptt. Internal Medicine, PGIMER, Chandigarh.

### Corresponding Author:

Sukhpal Kaur, Lecturer  
National Institute of Nursing Education, PGIMER, Chandigarh