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ASSESSMENT OF FACTORS INFLUENCING SATISFACTION WITH NURSING CARE SERVICES AMONG PATIENTS IN A SELECTED HOSPITAL IN ILE-IFE, OSUN STATE

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^{1,2} Assessment of factors influencing satisfaction with nursing care

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Assessment of factors influencing satisfaction with nursing care

Abstract

Patients' satisfaction with nursing care spans from their first step in the hospital till their final discharge and it entails all their contact with various health care professionals in the hospital. This study assessed the factors influencing satisfaction with nursing care among patients in Seventh Day Adventist Hospital, Ile-Ife, Osun State. Using a descriptive survey design, and a sample size of 96, purposive sampling technique was used to select respondents from all the wards aside pediatric ward 5. The instrument for data collection was a self-structured questionnaire. Data from this study was analyzed using the Statistical Package for Social Sciences (SPSS) version 28. Findings from this study revealed that majority of the respondents had good knowledge about quality of care. Furthermore the expectation of the respondents were to be addressed by name and not hospital bed number and also to give them more listening ears. Furthermore this study revealed the major determining factor that influences patient's level of satisfaction such as availability of enough health care services, conducive ward to initiate fast recovery for patients, and unbiased nurses attitude towards patients. There was no significant difference between gender, status and patients' satisfaction with health care services. It was recommended that the culture of patient-centred care be fostered at all levels of nursing care delivery.

Keywords: Factors, Assessment, Nursing care services, Patients

Introduction

Patients' satisfaction with nursing care is determined by the extent to which their intended requirements, expectations, objectives, and preferences are met through their interactions with nurses, other healthcare providers, and the care they get. The primary advantage

of nursing care is in its ability to provide patients with high-quality care (Lake & Frieze 2020). The recognition of the need for improved nursing care that aligns with patient expectations has been driven by advancements in health-related information and

technology, evolving expectations and perspectives on nursing care, greater involvement of individuals in their own health matters, and heightened cost and competition in the healthcare industry (Blasdell, 2017).

The satisfaction of patients with nursing care is regarded as a vital measure of the quality of healthcare services offered in hospitals and serves as a means of assessing the performance of these services. The assessment of patient contentment with nursing care serves as a significant indicator of the standard of care delivered within the hospital setting (Kourtney, et al., 2020). According to Blasdell (2017), care is considered the ethical foundation of the nursing profession. The field of modern nursing care is increasingly recognising the significance of patient awareness and satisfaction in the delivery of nursing services. Efficiently responding to patients' satisfaction is crucial for the success of nursing practice on a global scale (Karaca & Durma, 2019). As per the American Nursing Association (ANA, 2016), patient satisfaction with nursing care refers to the patient's appreciation and disposition towards the care provided by the nursing staff during their hospital stay. Patient satisfaction refers to the assessment made by the patient regarding their cognitive and emotional response to the interaction between their expectations of optimal nursing care and their view of the actual nursing care received.

The determinants of patient happiness are intricate, and there is a lack of agreement regarding the key factors that contribute to patient satisfaction. Various factors that influence patient satisfaction with nursing care include socio-demographic characteristics, the type of care received, organisational and environmental factors, effective communication and information, professional expertise and competence, interpersonal relationships, respect and dignity, emotional support and empathy, collaboration and teamwork, pain management, and continuity of care. Research consistently shows that patient satisfaction with nursing care is closely linked to overall satisfaction with care. Patient satisfaction with nursing care is defined as the patient's subjective evaluation of their cognitive and emotional response to the interaction between their expectations of nursing care and their perception of actual nurse behaviour and characteristics.

The nurse work environment has been discovered to have a direct and indirect correlation with patient satisfaction. Measuring patient satisfaction has been promoted as a way to assess the quality of nursing care. The factors that influence the quality of nursing care are sufficient expertise, compassionate attitudes, successful communication, streamlined organisational and management processes, and active involvement (Vahey, 2014).

The success of a health care facility is largely contingent upon patient satisfaction, which is a critical determinant. Patient satisfaction refers to the degree to which a patient is pleased with the healthcare services provided by their healthcare practitioner (Fazia et al, 2019). Multiple studies have examined patient satisfaction and shown that a significant majority of patients are dissatisfied with the quality of nursing care. However, a small proportion of patients are satisfied with the quality of nursing care, which might vary based on various conditions. However, there is a scarcity of study conducted on the elements that impact patients' satisfaction with the quality of nursing care, which is a significant obstacle for healthcare services. In an effort to address this divide, acknowledging that patient satisfaction plays a significant role in how quality nursing care is perceived and valued, this researcher

has been motivated and inspired to conduct this research study. This research study therefore aims to assess the factors influencing satisfaction with nursing care services among patients in Seventh Day Adventist Hospital.

This study specifically

1. assessed the level of patient's knowledge on quality nursing care in Seventh Day Hospital Ile-Ife;
2. assessed the level of satisfaction on nursing care rendered in Seventh Day Hospital Ile-Ife;
3. identified patient expectation on nursing care services rendered in seventh day Adventist Hospital Ile-Ife; and
4. identified the factors that influence satisfaction with nursing care among patients in Seventh Day Adventist Hospital, Ile-Ife, Osun State.

Research Hypotheses

H01: There is no significant relationship between the gender of patients and their level of satisfaction

H02: There is no significant relationship between the patient's level of education and their satisfaction with quality nursing care.

H03: There is no significant relationship between social status of patient and their level of satisfaction.

Methodology

A descriptive survey research design was adopted for the study. The study was conducted at Seventh Day Adventist Hospital, Lagere, Ile-Ife, which is a missionary hospital. The hospital provides secondary healthcare services to population within Ile-Ife and neighboring community. The study will include both in patients and out patients. According to medical records department of the Hospital, the average number of patients present on a daily basis include; GOPD - 80 patients, casualty – 8 patients, ward 6 – 15 patients, ward 4 – 7 patients, ward 3- 9 patients. Therefore, the average number of patient (both in and out patients) in the hospital in a day is 119. The calculated sample size is 96 after using Taro Yamane formula. Using purposive sampling technique to select all patient of SDA aside the pediatric patient.

The instrument used for data collection is a self-designed questionnaire which comprised of five sections viz; A: Socio demographic data of the respondents, B: Knowledge of patients on quality nursing care, C: Assessment of patients' level of satisfaction with nursing care, D: Assessment of patients' expectation on nursing care and E: Assessment of factors influencing patients' satisfaction with nursing care services. The following wards were included in this study; Ward 3, Ward 4, Ward 6, Accident & Emergency ward and GOPD- General out-patient department in Seventh-day Adventist Hospital. To ensure the face and content validity of the instrument, it was subjected to screening by experts in the areas of Tests, Measurement and nursing. Based on experts' comments, the instruments were restricted and modified in order to meet the content validity requirements as suggested by the experts.

The reliability of the instrument was done using internal consistency method and a co-efficient of 0.84 was obtained. The instrument for the study was personally administered by the researcher at each ward after it has been adequately explained to the respondents and consents gained. The data collected was analyzed descriptively and with inferential statistics using SPSS 28. The hypothesis was tested using chi-square at 0.05 level of significance.

Results

Table 1: Descriptive analysis of knowledge of patients satisfaction towards nursing services

S/N	ITEMS	Yes F(%)	No F(%)
1	Have you been hospitalized before	71(74)	25(26)
2	What is the duration of your hospitalization	67(69.8)	29(30.2)
3	Have you heard about quality nursing care before	74(77.1)	22(22.9)
4	Quality nursing care should be efficient	74(77.1)	22(22.9)
5	Do you think quality nursing care is only about serving medication	72(75)	24(25)
6	Communication is part of quality nursing care	72(75)	24(25)
7	Do you think nurses should follow you up after hospitalization	71(74)	25(26)
8	Do you think administering medication is part of nursing care	77(80.2)	19(19.8)
9	Improved patient care is a priority for all health care providers with the optimum objective of achieving a high degree of patient satisfaction	73(76)	23(24)
10	The patient opinion is very important in the improvement process of a health care system.	86(89.6)	10(10.4)
11	Patients should be allowed to define their own priorities and evaluate their care accordingly, rather than having those criteria selected by professionals	69(71.9)	27(28.1)

Table 1 showed the knowledge of patients satisfaction towards nursing services. Majority of the respondents (74%) has been hospitalized before with duration of hospitalization around 1 week. About three quarters of the respondents (77.1%) has heard about quality nursing care before. Almost all of the respondents (80.2%) administering medication is part of nursing care. Majority of the respondents (74%) identified that nurses should follow you up after hospitalization. Majority of the respondents agreed that (75%) communication is part of quality nursing care. Almost all of respondents (89%) agreed that the patient opinion is very important in the improvement process of a health care system. The chart below shows the summary of knowledge of patients satisfaction towards nursing services

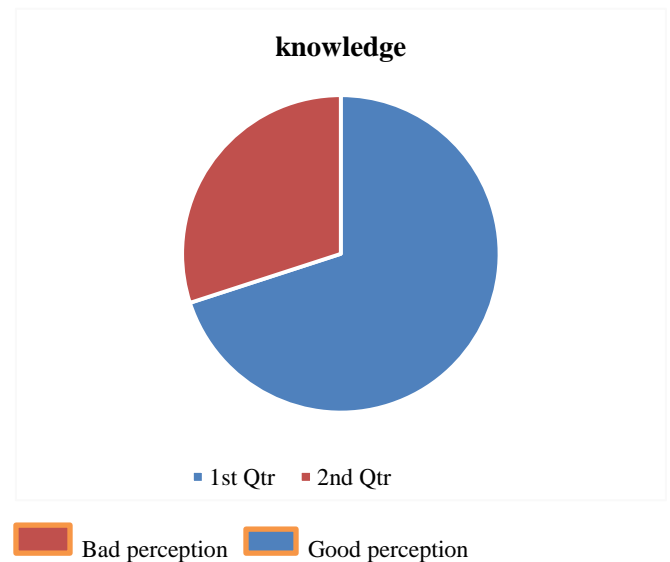


Figure 1: Bar chat representation of the knowledge of patients satisfaction towards nursing services

Table 2: Descriptive analysis of assessment of patient level of satisfaction on nursing care services

S/N	STATEMENTS	Very Satisfied F(%)	Satisfied F(%)	Undecided F(%)	Dissatisfied F(%)	Very Dissatisfied F(%)
1	How satisfied are you with the clarity of information provided by the nursing staff?	8(8.3)	72(75)	8(8.3)	5(5.2)	3(3.1)
2	How satisfied are you with how often the nursing staff listen carefully to your concerns or questions?	15(15.6)	61(63.5)	13(13.5)	4(4.2)	3(3.1)
3	How satisfied are you with the clarity of information provided by the nursing staff	8(8.3)	64(66.7)	13(13.5)	4(4.2)	3(3.1)
4	how satisfied are you with how quick the nurses respond to requested assistance	15(15.6)	61(63.5)	13(13.5)	4(4.2)	3(3.1)
5	How satisfied are you with the empathy and compassion shown by the nursing staff	8(8.3)	64(66.7)	13(13.5)	4(4.2)	3(3.1)
6	How satisfied are you with the level of respect shown to you by nurses	15(15.6)	59(61.5)	11(11.5)	6(6.3)	6(6.3)
7	How satisfied are you with the knowledge and skills demonstrated by the nursing staff	10(10.4)	67(69.8)	6(6.3)	8(8.3)	5(5.2)
8	How satisfied are you with the instructions given by nurses to manage your condition	8(8.8)	64(66.7)	13(13.5)	4(4.2)	3(3.4)
9	How satisfied are you with the overall nursing care services provided during your stay	7(7.3)	51(53.1)	16(16.7)	11(11.5)	11(11.5)

10	Would you recommend this healthcare facility to others based on your nursing care experience	15(15.6)	59(61.5)	10(10.4)	8(8.3)	4(4.2)
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Table 2 showed assessment of patient level of satisfaction on nursing care services. Majority of the respondents (75%) are satisfied with the clarity of information provided by the nursing staff. Majority of the respondents (63.5%) are satisfied with how often the nursing staff listen carefully to your concerns or questions. Less than a fifth of the respondents (15%) were satisfied how with how quick the nurses respond to requested assistance. More than half of the respondents (59.9%) were satisfied with the level of respect shown to you by nurses. A little above half of the respondents (53.3%) were satisfied with the overall nursing care services provided during their stay.

Table 3: Descriptive analysis of assessment of patients' expectation on nursing care

S/N	STATEMENTS	Strongly agree F(%)	Agree F(%)	Undecided F(%)	Strongly disagree F(%)	Disagree F(%)
1	You expect nurses to call you by your name and not hospital bed number	20(20.8)	44(45.8)	16(16.7)	7(7.3)	9(9.4)
2	You expect nurses to listen carefully to you and pay attention to your complaints	2(2.1)	82(85.4)	8(8.3)	3(3.1)	1(1)
3	You expect that your bed linen should be changed regularly	21(21.9)	43(44.8)	18(18.8)	6(6.3)	8(8.3)
4	Nurses are expected to give you psychological care during your stay in the hospital	15(15.6)	63(65.6)	10(10.4)	3(3.1)	5(5.2)
5	Nurses are expected to provide clear information, education about your health status	15(15.6)	63(65.6)	10(10.4)	3(3.1)	5(5.2)
6	You expect nurses to update you often on your progress and treatment plan	17(17.7)	60(62.5)	10(10.4)	4(4.2)	2(2.1)
7	Cultural and religious practices should be considered when planning your care	23(24)	44(45.8)	18(18.8)	4(4.2)	7(7.3)
8	You expect emotional support from nurses during hospitalization	15(15.6)	63(65.6)	10(10.4)	3(3.1)	5(5.2)
9	You expect to be followed up at home by the nurses after hospitalization	28(29.2)	36(37.5)	19(19.8)	6(6.3)	7(7.3)

Table 3 showed assessment of patients' expectation on nursing care. More than two fifth of the respondents (45%) expect nurses to call them by their name and not hospital bed number. Majority of the respondents expect nurses to listen carefully to them and pay attention to your complaints (85.4%). More than half of the respondents (65.6%) identified that nurses are expected to give you psychological care during your stay in the hospital. Minority of the respondents (19.9%) expect to be followed up at home by the nurses after hospitalization. More than half of the respondents (65.6%) expect emotional support from nurses during hospitalization.

The chart below shows the summary of assessment of patients' expectation on nursing care

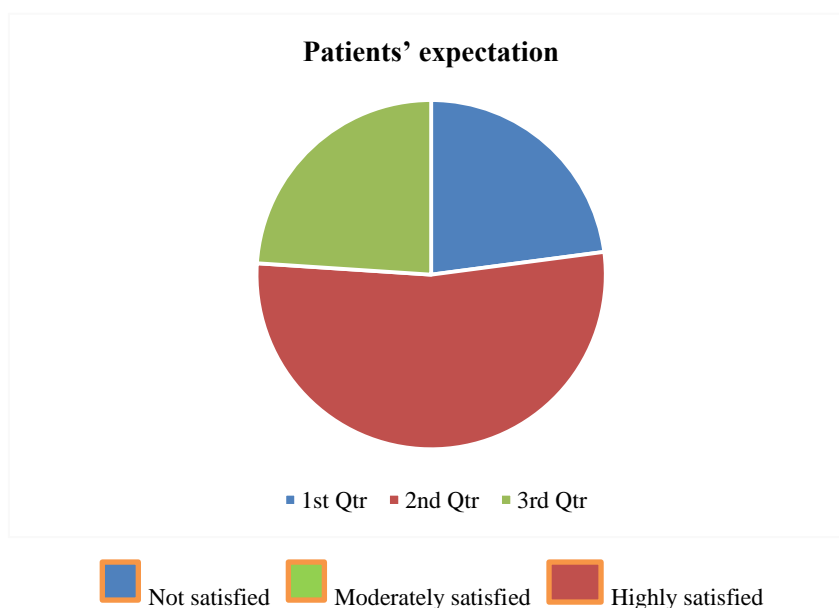


Figure 2: Bar chat representation of the assessment of patients' expectation on nursing care

Table 4: Assessment of factors influencing patients' satisfaction with nursing care services

S/N		Yes F(%)	No F(%)
1	Were you satisfied by the nurses attitude towards patients' care	72(75)	24(25)
2	Were your needs and concerns addressed in a timely and effective manner	70(72.9)	26(27.1)
3	Was there availability of enough health care services	69(71.9)	27(28.1)
4	Is the ward conducive to initiate fast recovery for you	73(76)	23(24)
5	Nurses should participate in seminars conducted by the management to improve their knowledge	69(71.9)	27(28)
6	Nurses choose to render nursing care services to patients whose condition are not communicable and patients whose condition requires only a short-term hospitalization	69(71.9)	27(28)
7	Nurses are biased in the nursing care services they render	67(69.8)	29(30.2)
8	Is it advisable that nurses continue their education while practicing in the hospital	69(71.9)	27(28.1)

Majority of the respondents (75%) were satisfied by the nurses attitude towards patients' care. Approximately three quarters of the respondents (72.9%) had their needs and concerns addressed in a timely and effective manner. more than half of the respondents (62.5%) said they weren't you not satisfied with in the environment. less than a third (30.2%) identified that nurses were biased in the nursing care services they render. majority of the respondents(76%) said the ward conducive to initiate fast recovery for them.

Hypotheses Testing

H₀₁: There is no significant relationship between the gender of patients and their level of satisfaction

Variables	X ²	DF	P Value	Interpretation
Relationship between the gender of patients and their level of satisfaction	1.409	2	0.494	Not significant

The chi-square test carried out to verify the hypothesis shows a chi-square value of 1.409 and P-value (0.494) which is more than 0.05 level of significance, the null hypothesis is therefore rejected hence there is no significant relationship between the gender of patients and their level of satisfaction.

H₀₂: There is no significant relationship patient's level of educational and their satisfaction with quality nursing care.

Variables	X ²	DF	P Value	Interpretation
Relationship patient's level of educational and their satisfaction with quality nursing care	7.086	6	0.313	Not significant

The chi-square test carried out to verify the hypothesis shows a chi-square value of 7.086 and P-value (0.313) which is more than 0.05 level of significance, the null hypothesis is therefore rejected. There is no significant relationship patient's level of educational and their satisfaction with quality nursing care.

H₀₃: There is no significant relationship between social status of patient and their level of satisfaction.

Variables	X ²	DF	P Value	Interpretation
Relationship between social status of patient and their level of satisfaction.	10.342	6	0.111	Not significant

The chi-square test carried out to verify the hypothesis shows a chi-square value of 10.342 and P-value (0.111) which is more than 0.05 level of significance, the null hypothesis is therefore rejected. There is no significant relationship between social status of patient and their level of satisfaction.

Discussion of Findings

An understanding of quality nursing care is essential for patients to actively engage in their own healthcare, facilitating successful communication and collaboration with healthcare practitioners. When patients possess a comprehensive understanding of their medical condition and treatment options, they are more capable of advocating for their specific requirements and actively participating in the provision of secure and exceptional nursing care. The investigation unveiled that a significant majority of the

respondents concurred that communication is an integral component of high-quality nursing. This is in accordance with the research conducted by Mehrnoosh et al. (2018) on the quality of nurses' communication with mechanically ventilated patients in a cardiac surgery intensive care unit at the University of Medical Sciences in Iran. The study found that over half of the participants acknowledged that communication is an integral component of high-quality nursing. Effective communication is essential in

nursing since it promotes trust, assures patient comprehension, and facilitates efficient care coordination, ultimately improving the entire patient experience and outcomes.

Assessing patient satisfaction with nursing care services entails analysing their level of satisfaction and their input regarding the quality of treatment they received. A majority of the participants expressed satisfaction with the empathy and compassion demonstrated by the nursing staff, which aligns with the findings of a study conducted by Mulugeta et al. (2019) in Ethiopia. In that study, over half of the respondents also reported being satisfied with the empathy and compassion exhibited by the nursing staff. The study found that most of the participants expressed satisfaction with the nursing care services they received during their hospital stay. This is in contrast to a previous study by Mohammadi et al. (2019) which assessed nurse-patient communication and patient satisfaction with nursing care. In that study, more than 60% of the participants reported dissatisfaction with the overall nursing care services provided during their hospital stay. If the respondents encountered delays in response to their needs, communication issues, or perceived lapses in the quality of care, they may have been dissatisfied with the overall nursing care services. These factors could have undermined their trust in the nursing staff and affected their overall satisfaction with the hospital stay. Conducting a thorough examination of particular causes and effectively addressing these issues is crucial for enhancing the standard of nursing care and ensuring patient contentment.

Moreover, this study demonstrated that there was no substantial correlation between the gender of patients and their level of satisfaction. This finding contradicts the results of Mojgan et al.'s (2019) study, which examined nurse-patient communication and patient satisfaction in Sina Hospital and found a significant association between the gender of patients and their level of satisfaction. The correlation between patients' gender and their satisfaction level can be linked to gender-specific disparities in healthcare requirements, communication preferences, and expectations. Gaining insight into and effectively dealing with these discrepancies might result in more tailored and gratifying healthcare encounters for patients of diverse genders.

The assessment of patients' expectations regarding nursing care found that a majority of the respondents expressed satisfaction with the nurses' attitude towards patients. This finding aligns with a study conducted by Johnson et al. (2019) on patient satisfaction with nursing care. Respondents may have expressed satisfaction with the nurses' attitudes towards patients due to the nurses' evident empathy, effective communication, and overall caring approach, which greatly enhanced the healthcare experience. Moreover, the nurses' professionalism and expertise in delivering top-notch treatment could have heightened the respondents' sense of contentment.

Moreover, the study demonstrated that a large proportion of the participants had their needs and concerns promptly and effectively addressed. This finding aligns with a previous study conducted by Dulley et al. (2018) on patient satisfaction with the quality of nursing care, which also reported that more than half of the participants had their needs and concerns addressed in a timely and successful manner. Participants' wants and concerns were swiftly and successfully resolved, most likely because of the efficient communication channels and a responsive support system. This enabled prompt detection of problems and supported early actions,

guaranteeing that participants get the essential support and knowledge to tackle their individual requirements and worries.

Conclusion

This study concluded majority of the respondents had good knowledge about quality of care. From the finding of it this study some of the factors that Influence patients of level of satisfaction with nursing care. The factor includes availability of enough health care services, Is the ward conducive to initiate fast recovery for the patients, nurses attitude towards patients, biased in the nursing care services. Findings from this study showed there was a significant relationship between the gender of patients and their level of satisfaction also there was no relationship between the patient's level of educational and their satisfaction with quality nursing care. Lastly there was no relationship between social status of patient and their level of satisfaction.

Recommendations

1. Foster a Culture of Patient-Centered Care: Healthcare institutions should prioritize patient-centered care by promoting effective communication, active listening, and empathy among nursing staff. Continuous training and workshops can be implemented to enhance these skills.
2. Regularly Monitor and Assess Patient Satisfaction: Hospitals and healthcare facilities should establish a systematic approach to monitor and assess patient satisfaction using standardized tools and surveys. This feedback should be collected routinely and used to identify areas for improvement.
3. Implement Quality Improvement Initiatives: Based on the feedback and data collected, healthcare organizations should develop and implement quality improvement initiatives. These may include enhancing nurse-patient interactions, streamlining care processes, and addressing any identified gaps in service quality.
4. Promote Research and Evidence-Based Practice: Encourage ongoing research in the field of nursing care services and patient satisfaction to stay updated with best practices. This research can inform policy changes and provide insights into new strategies for improving patient satisfaction and overall healthcare quality.

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