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RESEARCH ARTICLE

A DESCRIPTIVE STUDY TO ASSESS THE LEVEL OF SATISFACTION ON QUALITY OF NURSING CARE AMONG PATIENTS ADMITTED IN MEDICAL CARE UNITS

Mrs. Sumi R., Jyoti Mishra, Jyoti Punj Mishra, Jyoti, Deepika Gautam, Farhat Khan, Harsh kumar, Iffat Fatima, Kamlesh Mani Tiwari, Kaneez Fatima and Kavita Maurya

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Assessment, Patient Satisfaction, PSNCQ

Abstract

Introduction: Increasing competition in every field today also affects the healthcare industry. The most important competitive advantage of health service providers is to provide quality health services. The need for increased quality of healthcare services has been identified via health-related information and advances in technology, changes in expectations and opinions about health care, an increase in individuals' involvement in their health care and increased cost and competitiveness in the health sector.

Objective: to assess the level of satisfaction on quality of Nursing care among patients.

Design: Descriptive cross sectional survey design was chosen to assess the level of satisfaction on quality of nursing care.

Participants: The sample size for the study was 60. Nonprobability convenient sampling technique was used to select the sample.

Tools : The research tool was developed in English after an extensive review of expert opinion. The standardized Laschinger PSNCQ; ("Patient Satisfaction with Nursing Care Quality Questionnaire") 19 items rating scale consisting of nursing care during hospital stay was used for this study.

Results: Among Patients 24(40%) had excellent satisfaction with quality of nursing care and 18(30%) had very good satisfaction with quality of nursing care and 18(30%) good satisfaction with quality of nursing care and no patient had fair and poor levels satisfaction.

Conclusion: The study was done to assess the level of satisfaction with quality of nursing care among patients. The result of the study shows that most of the patients were satisfied with the quality of nursing care, and there is significant association between level of level of Satisfaction with quality of Nursing care among patients with their selected demographic variables sex and education.

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Introduction:-

Increasing competition in every field today also affects the healthcare industry. The most important competitive advantage of health service providers is to provide quality health services. The need for increased quality of healthcare services has been identified via health-related information and advances in technology, changes in expectations and opinions about health care, an increase in individuals' involvement in their health care and

increased cost and competitiveness in the health sector. The quality and adequacy of healthcare services can be measured based on views and satisfaction of patients and their relatives. Patient satisfaction is the most important indicator of quality of care and it considered an outcome of healthcare services. Patient satisfaction measurement provided crucial information on performance thus contributing to total quality management. Total quality management includes professional knowledge, competence and application of appropriate technology, the patients' perception about the type and level of the care they have received. In today's consumer- oriented healthcare markets, a patient- centred measure of satisfaction with the quality of nursing care received is a major component of hospital quality management systems. Patients need their problems diagnosed and treated properly, their function restored and/or symptoms relieved.

Statement of the Problem

A descriptive study to assess the level of satisfaction on quality of Nursing care among patients admitted in medical care units of SCPM hospital, Gonda, uttar Pradesh

Objectives:-

1. To assess the level of satisfaction on quality of Nursing care among patients admitted in medical care units
2. To associate the level of satisfaction on quality of Nursing care among patients admitted in medical care units with their selected demographic variables.

Hypotheses

H1 : The level of satisfaction on quality of nursing care is significantly higher among patients admitted in medical care units

H2 : There is a significant association between the level of satisfaction on quality of Nursing care among patients admitted in medical care units and their selected demographic variables

Research Methodology:-

The research approach used for this study was quantitative non experimental approach to assess the level of satisfaction on quality of nursing care and descriptive cross sectional survey design was chosen to assess the level of satisfaction on quality of nursing care. Sample size was 60 patients admitted in medical care units. Non-probability convenient sampling technique was used to select the sample.

Description of Tool

Section A:

Demographic variables. It includes the demographic variables such as Age, Sex, religion, qualification, Occupation, income, Marital status, number of days hospitalized, number of times hospitalized

Section B:

Laschinger PSNCQ; ("Patient Satisfaction with Nursing Care Quality Questionnaire") 19 items rating scale consisting of nursing care during hospital stay.

Results:-

Percentage wise distribution according to selected demographic variables. N=60

Sl No	Demographic Variables	Frequency (f)	Percentage (%)
1	Age		
	a. 21 - 30Years	2	41.
		5	6
	b. 31 - 40Years	2	35
		1	15
2	c. 41 - 50Years		
	d. Above 51Years	9	8.4
	Sex	5	

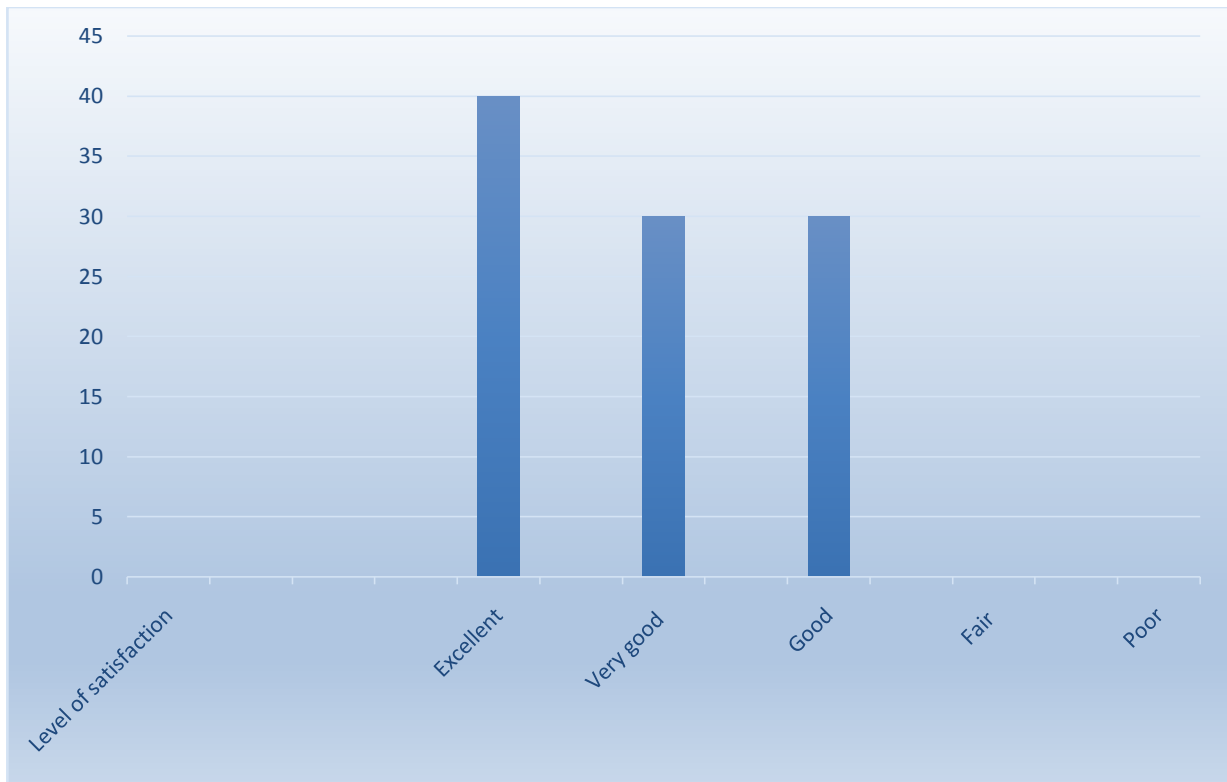
3	a. Male	31	51.6
	b. Female		
	MaritalStatus		
	a. Single		
	b. Married		
	c. Divorced		
	d. Separated		
	Education		
	a. Primary		
	b. Highschool		
4	c. Degree	15	71.6
	d. Nil		
5	Occupation	31	51.6
	a. Private		
	b. Governmentjob		
	c. Selfemployed		
	d. Unemplo		
	yed Income		
	a. 5000/month		
	b. 5001 to 10000/month		
	c. 10001 to 15000/ month		
	d. More than 15000/month No.		
6	of times hospitalized	15	71.6
	a. Once		
	b. Twice		
	c. 3 times		
	d. More than 3		
7		15	71.6

8 .	No. of days hospitalized		
	a. 1-5days	2	3.3
	b. 6-10days		
	c. 11-15days	43	71.6
	d. More than 15days	16	26.6
		1	1.8
		0	0

Table 2:- Frequency and Percentage Distribution on Level of Satisfaction with quality of Nursing care among patients.

Sl no	Level of satisfaction	Frequency (f)	Percentage (%)
1 .	Excellent	24	40
2 .	Very good	18	30
3 .	Good	18	30
4 .	Fair	0	0
5 .	Poor	0	0

Table 2.1 shows that among Patients 24(40%) had excellent satisfaction with quality of nursing care and 18(30%) had very good satisfaction with quality of nursing care and 18(30%) good satisfaction with quality of nursing care and no patient had fair and poor level satisfaction



Conclusion:-

The study was done to assess the level of satisfaction with quality of nursing care among patients. The result of the study shows that most of the patients were satisfied with the quality of nursing care, and there is significant association between level of level of Satisfaction with quality of Nursing care among patients with their selected demographic variables sex and education.

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