

## Satisfaction Regarding Stay in Hospital and Nursing Services among Patients

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### ABSTRACT

Patient satisfaction surveys are increasingly endorsed as a means of understanding health care service quality, for various reasons it could be argued that their function should include a measurement to quantify perceptions. It is well understood now that patient satisfaction surveys help us to identify ways of improving our existing practices. This more than often results in better care and happier patients. The objectives of the study were to assess the level of satisfaction regarding stay in hospital and nursing services among patients, to find out the association of level of satisfaction regarding stay in hospital and nursing services among patients with selected sample characteristics and to determine the relationship between satisfaction regarding stay in hospital and nursing services. This was a descriptive study conducted in different wards at MMIMS&R Hospital, Mullana, Ambala. Convenient sampling technique was used to select 300 patients admitted in different wards. A satisfaction survey tool was developed to assess the level of satisfaction regarding stay in hospital and nursing services among patients. The reliability of the satisfaction survey tool tested by Cronbach's Alpha came out to be 0.90. After taking the consent, patients were interviewed and the responses were recorded in the tool at the same time. The average time taken for one interview was 15-20 minutes. The significant finding of the study was that majority of the Patients (92.3%) had high satisfaction, followed by moderate satisfaction (7.7%) regarding stay in hospital and nursing services provided in the Hospital. None of the patients had the low satisfaction. There was a significant association of level of satisfaction with ward in which patients were admitted and family income. The study also revealed that there is significant co-relation between the satisfaction score regarding stay in hospital and satisfaction score regarding nursing services. The study concluded that majority of the patients were highly satisfied regarding their stay and nursing services provided in the Hospital.

**Key Words:** Satisfaction, Hospital, Nursing services, Patients

### INTRODUCTION

WHO (1946) states that good health is state of complete physical, social and

mental well- being, and not merely the absence of disease or infirmity. <sup>[1]</sup>

Patient's satisfaction with nursing care can be influenced by several factors

such as their expectation, attitude and previous experience with the hospitalization. Patient's satisfaction with the services provided by nurses has been long standing concern of researchers. It is important to know to what extent the patients are satisfied with the nursing care provided by nurses. Satisfaction with the nursing care is an area of concern that has to be addressed when nursing care is being monitored. For a health care organisation to be successful, monitoring client's perceptions is a simple but important strategy to assess and improve their performance. [2]

Patient satisfaction is essential and must be taken into account when decisions are being made about changes and enhancement in services. It also is used as an instrument in determining payment rates, especially in the context of a competitive healthcare atmosphere and consumerism. [3,4]

Over past 20 years, patient satisfaction have gained increasing attention as meaningful and essential source of information for identifying gaps and developing of effective action plan for quality improvement in health care organisation. Health care industries have recent movement towards continuous quality improvement and this has gain momentum since 1990 and according to Donabedian's declaration for incorporating patient perception into quality assessment, health care manager who endeavour to achieve excellence take patient's perception into account when designing the strategies for quality improvement of care. [5]

Patient's satisfaction with nursing care can be influenced by several factors such as their expectation, attitude and previous experience with the hospitalization. Patient's satisfaction with the services provided by nurses has been long standing concern of researchers. It is important to know to what extent the patients are satisfied with the nursing care provided by nurses. Satisfaction with the nursing care is an area of concern that has to

be addressed when nursing care is being monitored. For a health care organisation to be successful, monitoring client's perceptions is a simple but important strategy to assess and improve their performance. [6]

To evaluate and improve the quality of care provided, it is of vital importance 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 the quality of nursing care, the nurse needs to know what factors influence patient satisfaction. [7]

A study conducted by Seetesh Ghose concluded that patients' satisfaction was greatly influenced by timing of admission, MRD, pharmacy, pantry services, nursing care and doctor's care. The findings further revealed that their satisfaction with various services of the hospital was not influenced by age, address, qualification, duration of hospital stay and cleanliness. [8]

Thus the researcher concludes that patient satisfaction is an important indicator to assess the quality of nursing care. So it is important to evaluate the patients' satisfaction related to nursing care as well as hospital stay.

### **Objectives**

1. To assess the level of satisfaction regarding stay in hospital and nursing services among patients.
2. To find out the association of level of satisfaction regarding stay in hospital and nursing services among patients with selected sample characteristics.
3. To determine the relationship between satisfaction regarding stay in hospital and nursing services.

### **MATERIALS AND METHODS**

The research approach adopted for the study was Quantitative, Non-experimental research approach using "descriptive survey design". The study was conducted in different wards of MMIMS&R

Hospital, Mullana, Ambala and a sample of 300 patients was selected using convenient sampling technique.

Formal administrative permission was obtained from Medical Superintendent at MMIMS&R Hospital, Mullana, Ambala. Confidentiality was assured to obtain good response. To obtain cooperation of the patients, the purpose of the study was explained and a written consent to participate in the study was taken from the patients.

The tools developed and used for data collection were Performa for demographic data, satisfaction survey regarding facility provided during hospital stay and nursing services rendered to the patients during their stay at hospital.

Satisfaction survey regarding Stay in Hospital consisted of 12 items related to satisfaction regarding Stay in Hospital whereas Satisfaction survey regarding Nursing Services consisted of 8 items related to satisfaction regarding Nursing Services. All the items had a 5-point Likert scale. The maximum possible score was 60 and 40 and the minimum possible score was 12 and 8 respectively. The criterion for satisfaction regarding hospital was high (42-60) & (29-40), moderate (24-41) & (17-28) and low (12-16). The technique used for data collection was "Interview".

The content validity of the developed tools was obtained by submitting tools to seven experts. The reliability coefficient was calculated using Cronbach's Alpha. The result was 0.9.

After selecting the study sample on the basis of inclusion criteria, satisfaction survey tool was administered to the participants and each patient took about 15 minutes to complete satisfaction survey tool.

## **RESULTS**

### **Sample Characteristics**

Out of total 300 subjects under study, maximum percentage of the patients were in the age group of >45 years (35.3%), followed by the age group of 36-45 years (28%), 26-35 years (22.6%), and 18-25

years (14%). In case of gender, more than half of the patients were female (50.6%), followed by male (49.3%). As per religion, maximum number of patients were Hindu (62.6%), followed by Sikh (22.3%), Muslim (13%) and least were from Christian religion (2%). As per accordance to ward, many of the patients were from medicine ward (42.6%), followed by surgery ward (36.6%), Gynae ward (12.6%), TB chest ward (4.3%), Postnatal ward (1.6%) and least were from ENT ward (0.6). Majority of patients were from Rural area (83.6%), followed by Urban area (16.3%), In regard to educational qualification maximum patients were non-literate (33.3%) followed by secondary (26%), primary (16.6%), senior secondary (14.6%), graduate (9.3%) and none of the patients was post graduate. As per Occupation, most of the patients were unemployed (42.6%) followed by laborer (26.3%) private services (22.3%), government services 7.3%) and the least number of patients were in other (1%). Regarding the family income, most of the patients (42%) had income Rs1001-5000, followed by Rs. 5001-10,000 (35.6%), >1000 (13.6%), and least number of patients (8.6%) had income <1000. Regarding getting information about the hospital, most of the patients got information from neighbor/friends (48%), followed by from relatives (41%), health care professional (11%) and least number of subject got information from other (0.3%). As regard to duration of hospitalization, majority of patients were hospitalized (89.3%) for 1-10 days, followed by 11-20 days (7.6%), and only (3%) of the patients hospitalized for 21-30 days. As regard to previous hospital stay, majority of the patients (70.6%) were hospitalized once, followed by twice (21%) and the least number of the patients (7.3%) were hospitalized thrice. As per reaching the facilities, majority of the patients (90.6%) reached facilities by asking the hospital staff, followed by following direction (6.6%), and least number of patients (2.6%) reached by asking the others.

**Description of percentage of satisfaction regarding stay in hospital and nursing services.**  
 The data given in Figure 1 shows the Percentage distribution of Level of Satisfaction regarding Stay in Hospital and Nursing Services.

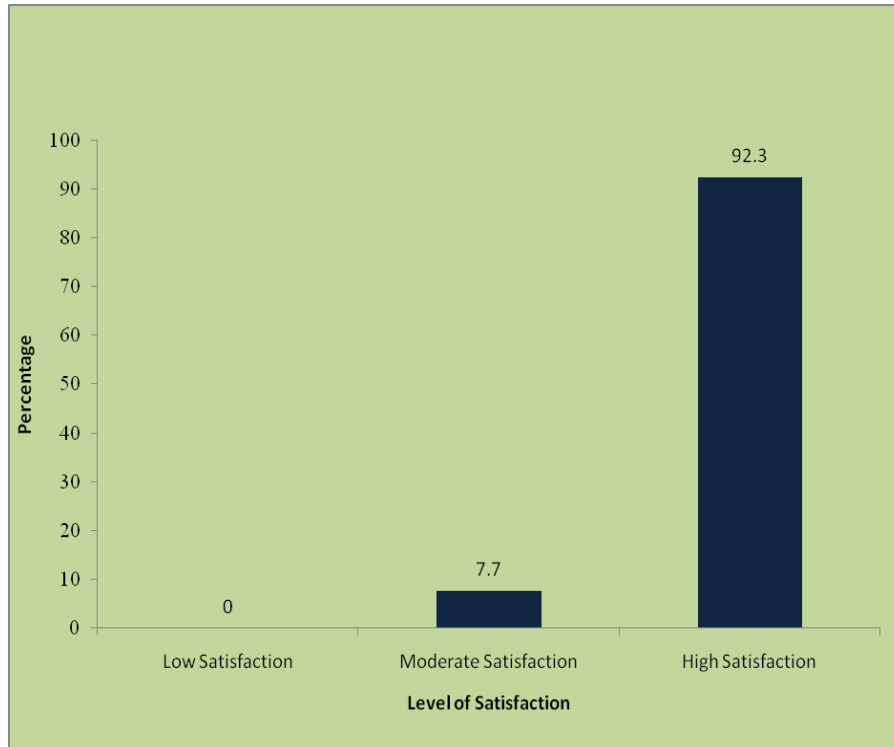


Figure 1: Bar graph showing Percentage distribution of Level of Satisfaction regarding Stay in Hospital and Nursing Services.

**Description of association of level of Satisfaction regarding stay in hospital with the selected sample characteristics**

TABLE- 1: Chi square showing association of Level of Satisfaction regarding Stay in Hospital with selected Sample Characteristics N=300

SR.No.	SAMPLE CHARACTERISTICS	LEVEL OF SATISFACTION			Chi Square	df	p value
		Low satisfaction	Moderate satisfaction	High satisfaction			
<b>1.</b>	<b>WARD</b>				<b>14.4</b>	<b>6</b>	<b>0.02*</b>
1.1	Medicine ward	0	13	115			
1.2	Surgical ward	0	5	105			
1.3	Gynae ward	0	3	35			
1.4	TB Chest ward	0	0	13			
1.5	ENT ward	0	0	2			
1.6	Antenatal ward	0	2	2			
1.7	Postnatal ward	0	1	4			
<b>2.</b>	<b>FAMILY INCOME PER MONTH</b>				<b>8.49</b>	<b>3</b>	<b>0.03*</b>
2.1	<Rs 1000	0	0	26			
2.2	Rs 1001-5000	0	15	111			
2.3	Rs 5001-10,000	0	4	103			
2.4	> Rs 1000	0	5	36			

\* - Significant at 0.05 level of significance (p<0.05) <sup>NS</sup> - Not Significant (p>0.05)

The data in TABLE- 1 revealed that the ward in which the patients were admitted and the family income were associated with the level of satisfaction regarding the patients regarding stay in hospital. The level of satisfaction increases with increase in family income.

**Description of association of level of Satisfaction regarding nursing services with the selected sample characteristics**

**TABLE- 2: Chi Square Showing Association of Level of Satisfaction Regarding Nursing Services with Selected Sample Characteristics N=300**

SR.NO	SAMPLE CHARACTERISTICS	LEVEL OF SATISFACTION			$\chi^2$	df	p value
		Low satisfaction	Moderate satisfaction	High satisfaction			
<b>1.</b>	<b>WARD</b>				<b>14.46</b>	<b>6</b>	<b>0.02*</b>
1.1	Medicine ward	0	13	115			
1.2	Surgical ward	0	5	105			
1.3	Gynae ward	0	3	35			
1.4	TB Chest ward	0	0	13			
1.5	ENT ward	0	0	2			
1.6	Antenatal ward	0	2	2			
1.7	Postnatal ward	0	1	4			
<b>2</b>	<b>WHERE DID YOU GET THE INFORMATION ABOUT THE HOSPITAL</b>				<b>7.47</b>	<b>3</b>	<b>0.05*</b>
2.1	Relatives	0	14	109			
2.2	Neighbour/Friends	0	5	139			
2.3	Health care professionals	0	1	31			
2.4	Other	0	0	1			

\* - Significant at 0.05 level of significance (p<0.05) <sup>NS</sup> - Not Significant (p>0.05)

The data in TABLE- 2 shows that the ward in which the patients were admitted and the information about hospital were associated with the level of satisfaction of patients regarding nursing services. The level of satisfaction increases by getting information from neighbour/friends.

**Description of correlation between the Satisfaction score regarding stay in hospital and nursing services.**

**TABLE- 3: Co-Relation between Satisfaction regarding Stay in Hospital and Satisfaction regarding Nursing Services N=300**

Co-relation	Satisfaction score regarding Nursing services	p value
Satisfaction score regarding stay in hospital	0.769*	p=0.000

r(298)=0.113 \*Significant ( p< 0.05)

The computed “r” value was 0.769 suggested significant correlation between the satisfaction score regarding stay in hospital and nursing services (TABLE- 3).

**DISCUSSION**

The present study indicated the majority in female sex ratio (50.6%) than the male sex ratio (49.3%) which was consistent with the findings of a study conducted by Sumeet Singh et al. (2013) which showed the majority in female sex ratio (52%). [9]

The present study indicated that the patients admitted in different wards at MMIMS&R Hospital had high satisfaction regarding stay in hospital and nursing services. The findings of the current study was consistent with the findings of the study conducted by Wai Mun Tang in 2013 which revealed that the patients rated their

satisfaction of nursing care as being at moderate level of satisfaction. [10]

**CONCLUSION**

The study concluded that majority of the patients had high satisfaction regarding stay in hospital as well as nursing services.

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