



A DESCRIPTIVE STUDY TO ASSESS THE LEVEL OF PATIENT'S SATISFACTION REGARDING NURSING CARE PROVIDED NEUROMEDICAL PATIENTS IN SELECTED HOSPITALS AT REWA, MADHYA PRADESH

Anmol Gautam¹

¹Associate Professor, Medical-Surgical Nursing, Micro Speciality - Critical Care Nursing, Saudamini Institute of Nursing Science and Research, Presently working in SGMH Govt. Nursing College, Rewa (M P)

ABSTRACT

In today's world nurses must become lifelong learners capable of reflecting, evaluating and modifying their clinical practice based on new knowledge. Patients satisfaction is one of the key points to assess the standards of nursing care and hospital facilities. Patients satisfactions depends upon various aspects but highly upon quality care and better hospital facilities. Nurses are the frontline people that patients most likely meet up with, spend the highest amount of time with and rely upon for recovery during their hospitalization. Nursing care plays a prominent role in determining the overall satisfaction of patient's hospitalization experience. 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.

Patient satisfaction is a term that can be interpreted differently by patients and its meaning can also differ for one patient at different times. Patient satisfaction some time treated as an outcome measure of healthcare providers. A satisfied patient is more willing to recommend the hospital to provide his or her care to others.

Patients satisfaction is a significant indicator of quality of care. Caring by the professional nurses have the highest role in the quality patient care and leads to patient satisfaction. Day by day technology changes beyond leaps and bounds. Even ordinary people are aware of everything including health care technology through information technology. Patients expect not only high-quality care but also quality information about illness and treatment.

Anant Kumar Rakhonde. A study of level of satisfaction among Neuromedical patients in a tertiary care hospital of central India Patient satisfaction is one objective of care, and along with recovery from illness or amelioration of presenting problem, it is therefore an outcome of care too. the study was to evaluate the satisfaction level among Neuromedical patients. Depending on the common complaints by patient regarding doctor patient relationship and satisfaction of patient after consultation at our institute, in study total 108 patients coming to surgical ward were taken. Out of which 66 (61.11%) were males and 42 (38.88%) were females. All of them are above 18 years of age group. The youngest was 18 years and oldest was 66 years of age. Females were found to be more satisfied after patient empowerment and counseling as compared to males. Older patients were found to be more satisfied than younger ones which are comparable with the international studies. In study, overall satisfaction level of patients has increased after counseling and patient empowerment (from 37%-63%).

KEYWORDS: Patient satisfaction, nursing care, neuromedical patients, healthcare quality, descriptive study.

PROBLEM STATEMENT

A Descriptive study to assess the level of patient's satisfaction regarding nursing care provided Neuromedical patients in selected Hospitals at Rewa, Madhya Pradesh.

OBJECTIVES

The Objectives of the study are listed below.

- To assess the level of satisfaction among the Neuromedicine patients in relation to nursing care.
- To assess the association with level of satisfaction and demographic variables.

CONCEPTUAL FRAMEWORK

A group of concepts that is broadly defined and systematically organized to provide a focused, a rational, and a tool for the integration and interpretation of formation. Usually expressed abstractly through word models, a conceptual framework is the conceptual basis for many theories, such as communication theory and general systems theory as defined in Mosby's Medical Dictionary.

The conceptual framework in this study is based on 'The Donabedian model is a conceptual model that provides a framework for examining health services and evaluating quality



of health care According to the model, information about quality of care can be drawn from three categories: "structure," "process," and "outcomes." Structure describes the context in which care is delivered, including hospital buildings, staff, financing, and equipment. Process denotes the transactions between patients and providers throughout the delivery of healthcare. Finally, outcomes refer to the effects of healthcare on the health status of patients and populations. Other quality of care frameworks, including the World Health Organization (WHO)-Recommended Quality of Care. Framework the Donabedian Model continues to be the dominant paradigm for assessing the quality of health care.

In the present study, these concepts can be explained as follows:

Structure

It refers to structure includes all the factors that affect the context in which care is delivered. This includes the physical facility, equipment, and human resources, as well as organizational characteristics such as staff training and payment methods. These factors control how providers and patients in a healthcare system act and are measures of the average quality of care within a facility or system. Structure is often easy to observe and measure and it may be the upstream cause of problems identified in process.

In this study, the structure is referring Staff nurses rendering services on following nursing care. Patient demographic data like Age, Gender Education, No. of days hospital stay, Types of family, Area of residence, Occupation, Previous hospital experience.

Process

It refers to the sum of all actions that make up healthcare. These commonly include diagnosis, treatment, preventive care, and patient education but may be expanded to include actions taken by the patients or their families. Processes can be further classified as technical processes, how care is delivered, or interpersonal processes, which all encompass the manner in which care is delivered. According to Donabedian, the measurement of process is nearly equivalent to the measurement of quality of care because process contains all acts of healthcare delivery. Information about process can be obtained from medical records, interviews with patients and practitioners, or direct observations of healthcare visits. In this study, process refers to developmental of patient satisfaction schedule assessment of patient satisfaction level like; Rest and sleep. Personal hygiene, Nutrition, Elimination. Treatment. Emotional support, Nurse patient relationship.

In this study, process refers to developmental of patient satisfaction schedule assessment of patient satisfaction level like; Rest and sleep, Personal hygiene. Nutrition, Elimination, Treatment, Emotional support. Nurse patient relationship.

Outcome

Outcome refers to the process contains all the effects of healthcare on patients or populations, including changes to health status, behavior, or knowledge as well as patient satisfaction and health-related quality of life. Outcomes are sometimes seen as the most important indicators of quality because improving patient health status is the primary goal of

healthcare. Although it is widely recognized and applied in many health

RESEARCH METHODOLOGY

Methodology is most important in research as it is the framework for conducting a study. It indicates the general pattern for organizing the procedure, to gather valid and reliable data for an investigation. It is a way to systematically solve the research problem. It explains the steps that are generally adopted by the researcher in studying the research problem along with the logic behind it.

According to business dictionary "methodology is a system of broad principles or rules from which specific methods or procedures may be derived to interpret or solve different problems within the scope of a particular discipline. Unlike an algorithm, a methodology is not a formula but a set of practices"

The present study was aimed assessing level of satisfaction in different area of Neuromedical patients in selected hospital Rewa Madhya Pradesh.

This chapter deal with different steps which were undertaken by the investigator for gathering and organizing the data, it includes the description of research approach, research design, setting of the study, population, sampling technique, criteria for selection of the sample, sample size, limitation, method of data collection, pilot study reliability, data collection procedure and plan for data analysis.

RESEARCH APPROACH

According to Denise F. Polit "Research approach is the most significant part of any research. the appropriate choice of the research approach depends upon the purpose of the research study, which was undertaken."

Research approach is a basic procedure of conducting the research study. It is systematic, controlled, empirical and critical evaluation natural phenomena guided by theory and assumption about the presumed relating among the phenomena.

CONTENT VALIDITY OF RESEARCH TOOL

Suresh K Sharma "Validity of an instrument refers to the degree to which an instrument measures what it is supposed to be measuring."

To ensure the content validity, the tool was submitted to 11 experts. 3 experts were doctors, department of medicine, department of surgery, department of Neuromedicine, 6 experts were from M. Sc. Nursing Medical Surgical specialty. The experts were selected on the basis of their clinical expertise, experience an interest in the problems being studies. They were requested to give their opinion on the appropriateness and relevance of the items in the tool. Experts suggested changing on the option of one question. The modified tool contained 24 items after incorporating the suggestions. The recommendation and suggestion were considered and the tool was reframed accordingly. The tool was prepared in English.



SAMPLE SELECTION CRITERIA

In sampling criteria, the researcher specified the characteristics of the population under the study by detailing the inclusion and exclusion criteria.

Inclusion criteria

- Patients who are admitted to the hospital for 3 to 6 post-operative days.
- Are present at the time of data collection.
- Are willing to participate in the study.
- Both male & female patients

Exclusion criteria

- Patients who are unconscious.
- Patient's visiting outpatient department
- Less than 18 years.

DATA COLLECTION TOOLS AND TECHNIQUES

Data collection tools are the devices that the researcher used to collect the data. A valid and reliable data collection instrument is considered important to yield high-Validity data.

Polit and Hungler (1995) states that the type of data collection instrument required depends upon the nature of the data to be gathered to answer the research questions.

Part 1 - Socio demographic data: this section consists of questions which deal with socio demographic variables such as age, gender, educational status, No. of days hospital stay, types of family, area of residence, occupation, and previous hospital experience.

Part 2 - 40 questions (Rating Scale) regarding patient satisfaction with nursing care. The options given for rating were: not satisfied, minimally satisfied, moderately satisfied, fully satisfied.

| Mark | Percentage | Grade |
|--------|------------|----------------------|
| 0-30 | 0-25% | Not satisfied |
| 31-60 | 26-50% | Minimally satisfied |
| 61-90 | 51-75% | Moderately satisfied |
| 91-120 | 76-100% | Fully satisfied |

ANALYSIS AND INTERPRETATION OF DATA

This chapter deals with analysis and interpretation of data collected from 60 Neuromedicine Patients in Vindhya Hospital & Research Center Rewa Madhya Pradesh which is based on the research objective and assumption.

According to Denise F. Polit, Beck Cheryl Tatano, the systemic organization and synthesis of research data and testing of research hypothesis using those data is known as data analysis. Analysis is the process of organizing and synthesizing data in such a way that research questions can be answered and assumption tested.

OBJECTIVES

The Objectives of the study are listed below.

- To assess the level of satisfaction among the Neuromedicine patients in relation to nursing care.
- To assess the association with level of satisfaction and demographic variables.

ASSUMPTIONS

- The assumptions of the study include.
- Patients have some level of satisfaction regarding nursing care in Neuromedicine wards.
- There is association with level of patient's satisfaction and socio demographic variables.

Frequency Percentage distribution of subjects according to socio demographic variables

| Sl no | Demographic variable | Sample characteristics | Frequency (f) | Percentage (%) |
|-------|------------------------------|-------------------------|---------------|----------------|
| 1 | Age | 18-30 | 30 | 50 |
| | | 31-40 | 12 | 20 |
| | | 41-50 | 9 | 15 |
| | | >50 | 9 | 15 |
| 2 | Gender | Male | 22 | 36.6 |
| | | Female | 38 | 63.3 |
| 3 | Education | Illiterate | 13 | 21.6 |
| | | Primary | 12 | 20 |
| | | High & higher secondary | 25 | 41.6 |
| | | Graduate & above | 10 | 16.6 |
| 4 | No. of days as Hospital stay | 1-5 days | 15 | 25 |
| | | 6-10 days | 35 | 58.5 |
| | | >10 days | 10 | 16.6 |
| 5 | Types of family | Nuclear | 10 | 16.6 |
| | | Joint | 50 | 83.5 |
| 6 | Area of residence | Urban | 15 | 25 |
| | | Rural | 45 | 75 |

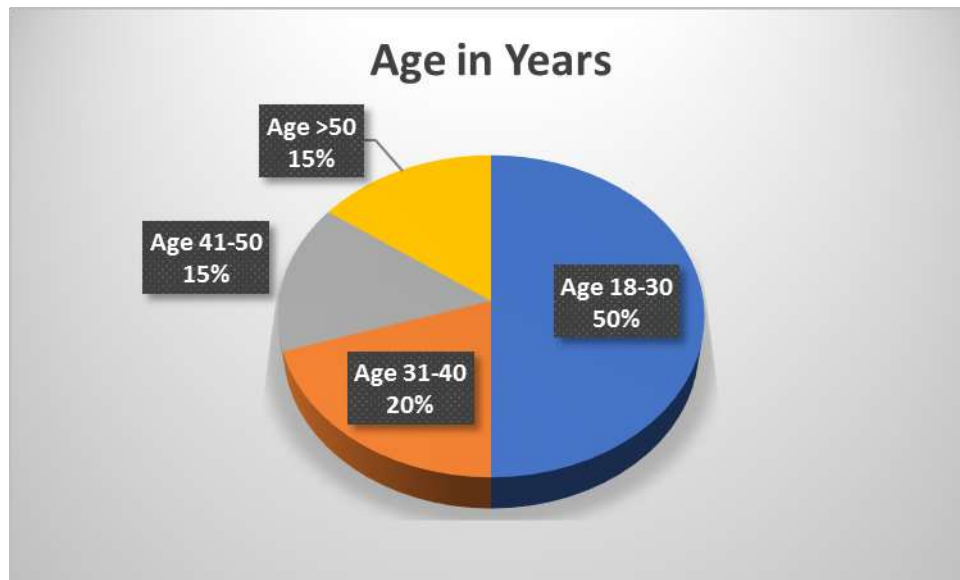


Figure 1: Pie diagram showing the percentage distribution of subjects based on age group

Nursing Research

The modern world is given prime importance for evidence-based practice. Research is important to improve the body of knowledge. Therefore, the nurse researchers should be made aware about the need for the research in the area of patient satisfaction in nursing care. Similarly, nurse research should focus on studies such as new finding for better patient care, staff development, evidence-based nursing practice. The finding of the study could be conducted on different setting like pediatric ward, general and private wards, so that it will strengthen and expand the role of nurses.

LIMITATIONS

- No direct observation was done to nurses provide nursing care to patient.
- Non randomized sampling.
- Sample was limited to 60.

RECOMMENDATIONS

The following recommendations were made for future research.

- A similar study can be conducted using large sample.
- Similar study would be repeated in intensive care units.
- An experimental study to assess the level of patient satisfaction regarding nursing care and hospital facilities.
- A study to assess effectiveness of planned teaching programs among staff nurses regarding improvement of quality nursing care.
- A comparative study can be done government and non-government hospitals.
- A comparative study can be done private and general wards in selected hospitals.

CONCLUSION

In conclusion, the study, focused on assessing the level of patient satisfaction regarding nursing care provided to Neuromedical patients in selected hospitals in Rewa, Madhya Pradesh. The research was undertaken in recognition of the

pivotal role nurses play in patient care and the increasing importance of patient satisfaction as an outcome measure in healthcare.

The study acknowledged the dynamic nature of nursing practice in today's world, emphasizing the need for nurses to be lifelong learners capable of reflecting, evaluating, and modifying their clinical practice based on new knowledge. Patient satisfaction emerged as a critical factor in assessing the standards of nursing care and hospital facilities. The frontline role of nurses, who patients most frequently interact with and rely upon during hospitalization, highlighted the significant impact nurses have on the overall satisfaction of patients' hospitalization experiences.

Patient satisfaction, treated as an outcome measure of healthcare providers, was identified as a multifaceted concept, subject to interpretation and variation among individuals. The study underscored the importance of quality care and better hospital facilities in contributing to overall patient satisfaction. Moreover, the role of caring by professional nurses was highlighted as having a paramount influence on the quality of patient care and subsequent satisfaction.

The research incorporated the Donabedian model as a conceptual framework, emphasizing the interconnectedness of structural, process, and outcome factors in assessing healthcare quality. The study objectives were clearly defined, focusing on evaluating the level of satisfaction among Neuromedical patients in relation to nursing care and exploring the association between satisfaction levels and demographic variables.

The data collection process involved a comprehensive approach, including socio-demographic data and a patient satisfaction assessment scale. The research approach was systematic and controlled, ensuring a methodical analysis of the gathered information. The study identified limitations such as the absence of direct observations of nurses providing care and a non-randomized sampling technique, providing valuable insights for future research endeavors.



The findings revealed variations in satisfaction levels based on demographic variables, emphasizing the importance of personalized care and patient empowerment. The conceptual framework facilitated a deeper understanding of the interplay between structural, process, and outcome factors influencing patient satisfaction.

In light of the study's outcomes, recommendations were made for future research, including the exploration of patient satisfaction in different healthcare settings, the expansion of nurse research into various specialties, and the conduct of experimental studies to assess the effectiveness of interventions aimed at improving nursing care quality.

In essence, the study contributes valuable insights into the complex dynamics of patient satisfaction in Neuromedical care, emphasizing the need for ongoing research, evidence-based practices, and a holistic approach to nursing care delivery. The findings serve as a foundation for enhancing the quality of care and patient experiences in clinical healthcare settings.

REFERENCES

- Ahrens, S. L., & Wirges, A. M. (2013). Using evidence to improve satisfaction with medication side-effects education on a neuro-medical surgical unit. *Journal of Neuroscience Nursing*, 45(5), 281-287.
- Stolz-Klingenberg, C., Bünzen, C., Coors, M., Flüh, C., Stürner, K. H., Wehkamp, K., ... & Geiger, F. (2023). Comprehensive Implementation of Shared Decision Making in a Neuromedical Center Using the SHARE TO CARE Program. *Patient preference and adherence*, 131-139.
- Francis, A., Clare, S. L., Sabu, A., Biju, A., & James, A. EXPLORING THE JOURNEY OF EMPOWERMENT: STUDENT NURSES' PERSPECTIVES IN SHAPING THEIR PROFESSIONAL IDENTITY AND FUTURE ROLES.
- Varghese, M. G., KB, M. I., Benny, M. M., Salji, M., & Joseph, M. R. A STUDY TO ASSESS THE LEVEL OF EMOTIONAL INTELLIGENCE AMONG NURSING STUDENTS AT SELECTED COLLEGE, THRISSUR.
- Fassmer, A. M., Zuidema, S. U., Janus, S. I., & Hoffmann, F. (2024). Comparison of medical care needs and actual care in German and Dutch nursing home residents: A cross-sectional study conducted in neighboring European countries. *Archives of gerontology and geriatrics*, 117, 105178.
- Wolpert, T. (2024). Development of Evidence-based Clinical Practice Guidelines for the Prevention of Peripheral Neurological Injury During Robotic-assisted Prostatectomies for Patients in the Steep Trendelenburg Position (Doctoral dissertation, Otterbein University).
- Eisenhut, H., Collett, J., & Yazdani, F. (2024). Exploring the barriers and facilitators to volunteering as an intervention for those with long-term neurological conditions: How make therapeutic volunteering possible?. *Health Expectations*, 27(1), e13891.
- Alipour, J., Sharifian, R., Haghghi, J. D., Hashemzahi, M., & Karimi, A. (2024). Patients' perceptions, experiences, and satisfaction with e-prescribing system: A cross-sectional study. *International Journal of Medical Informatics*, 181, 105282.
- Chaudhary, N. K., Chaulagain, T., Thakur, B. P., & Chaudhary, S. (2024). Assessment of patient satisfaction level with orthodontic treatment in private orthodontic practice: A questionnaire survey. *Journal of Oral Research and Review*, 16(1), 28-34.
- Bruyneel, A., Bouckaert, N., Pirson, M., Sermeus, W., & Van den Heede, K. (2024). Unfinished nursing care in intensive care units and the mediating role of the association between nurse working environment, and quality of care and nurses' wellbeing. *Intensive and Critical Care Nursing*, 81, 103596.
- Chaladthanyagid, K., Piaseu, N., Lagampan, S., Junprasert, S., & Isaranalai, S. A. (2024). Development and Psychometric Evaluation of the Job Satisfaction Scale for Thai Nurses in Primary Care Units. *Pacific Rim International Journal of Nursing Research*, 28(1).
- Rosna Joseph Prasanth E. S, Ajay R Manoj, Akmal Sulthana T.S, Anitta Shaji, Ginta Varghese, lyda K.B, Ms. Margaret Benny, Salji C.S. (2024). A study to assess the level of emotional intelligence among nursing students at selected college, Thrissur. *Brio International Journal of Nursing Research*, 5(1), 59-62.
- Dieckmann, P., Gaba, D., & Rall, M. (2007). Deepening the theoretical foundations of patient simulation as social practice. *Simulation in Healthcare*, 2(3), 183-193.
- Gamana, G., Deepthi, T. B., Santhosh, A. K., George, J., Anagha, M., Samuel, M. J., James, A., & Krishnendu, M. P. (2024). Knowledge and Practice Regarding Mosquito-Borne Diseases Among Thozhilurapp Padathi Workers Under Nadathara Gramapanchayath. *Brio International Journal of Nursing Research*, 5(1), 69-76. BIJNR.
- Sona Baby Mercy P Varghese, Aiswarya Anil, Aleena Antony, Cijo K.C, Neeba Baby, Rosemol Babu, Sandra V. S, & Sneha Sebastian. (2024). A study to assess the knowledge and practice on foot care among the diabetic patients. *Brio International Journal of Nursing Research*, 5(1), 77-82. BIJNR.
- Hayden, J. K., Smiley, R. A., Alexander, M., Kardong-Edgren, S., & Jeffries, P. R. (2014). The NCSBN National Simulation Study: A longitudinal, randomized, controlled study replacing clinical hours with simulation in prelicensure nursing education. *Journal of Nursing Regulation*, 5(2), S3-S40.
- Thomas, J. (2024). The Crucial Role of Mental Health Nurses in Suicide Prevention: A Comprehensive Review. *Brio International Journal of Nursing Research*, 5(1), 63-68. <https://doi.org/10.13140/RG.2.2.15469.77287>
- Rudolph, J. W., Simon, R., Dufresne, R. L., & Raemer, D. B. (2006). There's no such thing as "nonjudgmental" debriefing: A theory and method for debriefing with good judgment. *Simulation in Healthcare*, 1(1), 49-55.
- INACSL Standards Committee. (2016). INACSL Standards of Best Practice: SimulationSM Simulation design. *Clinical Simulation in Nursing*, 12, S5-S12.
- Norman, G. (2011). Research in clinical reasoning: past history and current trends. *Medical Education*, 45(4), 418-427.
- Francis, A., Clare, S. L., Sabu, A., Biju, A., & James, A. EXPLORING THE JOURNEY OF EMPOWERMENT: STUDENT NURSES' PERSPECTIVES IN SHAPING THEIR PROFESSIONAL IDENTITY AND FUTURE ROLES.