

## Original Research Article

## Patient Satisfaction with Nursing Care in a Tertiary Hospital in Bangladesh

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**Abstract: Background:** Patient satisfaction surveys are essential in obtaining a comprehensive understanding of the patient's need and their opinion of the service received. It is a vital tool in evaluating the quality of healthcare delivery service in hospital. **Objective:** The objective is to assess patients' satisfaction with nursing care in a tertiary hospital in Dhaka. **Methods:** A descriptive-correlation study design was conducted in 2018. Convenience sampling technique was employed and 100 respondents were statistically calculated. Data was collected using face-to-face interview with a pre-structured questionnaire. Data was analyzed using SPSS version 23. **Results:** The study result revealed that average age was 44.57 years with a range from 18 to 65 years; 60% were female, 100% patients were married. 37% of the patients cannot read and write, and 70% of the patients had over 7 days length of hospital stay. Among the demographic characteristics, age ( $r = .27, p = .006$ ), gender ( $t = 3.90, p = .000$ ), and unit of hospital ( $F = 36.30, p = .000$ ) were statistically different in patients satisfaction with nursing care. **Conclusion:** Nurses should focus on younger patients. Female, older, and admitted to medical unit showed significantly higher satisfaction. Nurses and hospital administrators need to be more aware of patient's views and must improve themselves with relevant programs to provide quality of patient care.

**Keywords:** patient's satisfaction, nursing care, tertiary hospital.

### INTRODUCTION

Patient satisfaction is one of the recognized standards to evaluate achievement of the services being provided in the hospitals. Conceptually, this has been defined as patient's judgment on the quality and goodness of care. (Haile *et al.*, 2016). Patients' satisfaction with nursing care is important for any healthcare agency as nurses and nursing care comprise the majority of the healthcare provision in hospitals (Tesfu, & Salgado, 2016). Satisfaction with care is an important instrument for measuring the quality of health services and identify what can be improved in care practice, (Blank *et al.*, 2014) guiding the planning of actions, decision making and results monitoring (Pena & Melleiro, 2012). Influential factors to patient satisfaction in health services, including socio-demographic characteristics of sex, educational level and length of stay in the service, as well as characteristics related to the service, perception of solving health problems and previous experience of hospitalization (Acosta, *et al.*, 2016).

Satisfaction of the patients regarding nursing care is a burning issue in Bangladesh for both in public and private hospitals. Its consequences, day by day decreasing the patients' satisfaction and nurses are losing their professional dignity from the patients as well as from the society. Evidence suggest that nurses can play an important role in minimizing cost, reducing hospital bed occupancy, preventing complications and reducing patients suffering during hospitalization (Eriksen, 1995). National standard for nurses' to work force planning in Bangladesh is not available. It is most important fact that on the public and private hospitals, nurses' work-in ratio is in opposite to the prescribed norms of the neighboring developing countries. (Latif, and Thiangchanya. 2010, Nasaee, DGNM 2011).

The emerging health care literature suggests that patient satisfaction is a dominant concern that is intertwined with strategic decisions in the health services. Donabedian A (1980), suggests that patient satisfaction should be as indispensable to assessments of quality as to the design and management of health

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care systems. Unless quality improvement becomes a priority, the consequences are grim. In addition to preventing patients from quick recovery, thereby increasing their costs, poor quality also elevates the psychological barriers of using the system. Nursing services are not organized well in Bangladesh. As patient satisfaction with nursing care was not assessed adequately gain attention in our country this study would be the baseline on this direction and also helpful for improving the nursing services in Bangladesh. The objective of this study is to assess patients' satisfaction regarding nursing care in a tertiary hospital in Dhaka.

**METHODS**

A descriptive-correlation study design was used to examine the relationship between demographic characteristics and patient satisfaction with nursing care in a tertiary hospital. Participants were randomly selected from the all admitted patient in Medical, Surgical, and Gynea ward in Shaheed Sohrawardy Medical College and Hospital in Dhaka They met the inclusion criteria of the study, which are 1) patient who was hospitalized more than 3 days, 2) patient who was interested to participate in the study, 3) patient whose age ranges were from 18years to 65 years old. The data collection instrument consisted of three dimensions: Part I: Demographic characteristics of the patients and Part II: Patient's satisfaction towards nursing care and Part III: Additional information regarding hospital policy. The questionnaire was pilot- tested with ten patients to check the field testing before data collection. The researcher explained the purpose, benefit, and ethical consideration of the study to the patients'. The researcher read the questionnaire to subjects, explain details repeatedly until the patients' understood, and ensured enough time for each patients' to answer the questionnaire.

The researcher has been taken permission from hospital director for the data collection. The study was reviewed and approved by the institutional review board (IRB). Periodic reports were submitted to the IRB on the process of data collection, consenting of patients', and protection of their rights. The data was analyzed using SPSS 23 version. Descriptive statistics was used for demographic characteristics and scores of the nursing care was analyzed by using frequency, percentage, range, mean, and standard deviation. Inferential statistics was used to find out the relationship between demographic and patient satisfaction related data. Data were analyzed by using independent t test (t), correlation (r), and ANOVA (F) a significance level of  $p < 0.05$  was considered a statistically significant.

**RESULTS**

The relationship between demographic characteristics and patients satisfaction on procedure related activities revealed that the Age ( $r = .34, p = .000$ ) and, gender ( $t = 2.64, p = .010$ ) were highly significant,

females were more satisfied than male. Unit of hospital ( $F = 30.26, p = .000$ ) were statistically significant, patients those who admitted in medical unit were more satisfied than surgery and gynecological unit ( $p < 0.05$ ). The relationship between demographic characteristics and nurse's attitude toward patient's need among patients demonstrated that the negative relationship with gender ( $t = -5.48, p = .000$ ) statistically high significant. Unit of hospital ( $F = 39.62, p = .000$ ) Gynea patients were more satisfied than medical and surgical unit. Length of hospital stay ( $r = .21, p = .03$ ) were statistically significant with Nurse's attitude toward patient's need ( $p < 0.05$ ). The relationship between demographic characteristics and patients satisfaction on nurses activities of admission process conveyed that Gender ( $t = 5.68, p = .000$ ) and, unit of hospital ( $F = 45.65, p = .000$ ) were statistically high significant results with nurses activities of admission process ( $p < 0.05$ ). Gynea patients were more satisfied than medical and surgery patients. The relationship between demographic characteristics and additional information regarding hospital policy conveyed that the Unit of hospital ( $F = 10.84, p = .000$ ) were statistically high significant than other demographic characteristic of patients ( $p < 0.05$ ). The relationship between demographic characteristics and patients satisfaction on total scores of nursing care demonstrated that Age ( $r = .27, p = .006$ ), gender ( $t = 3.90, p = .000$ ), and unit of hospital ( $F = 36.30, p = .000$ ) were statistically highly significant with nursing care ( $p < 0.05$ ). Female and medical patients were more satisfied than male and those who were admitted in surgery and Gynea unit.

**Table.1. Correlations of Patient Satisfaction and nursing care**

NursingCare	1	.268**	.397**	-.167	.218*	-.061	-.215*
		.007	.000	.097	.029	.549	.031
New_Age	.268**	1	-.154	.035	.154	-.077	-.276**
	.007		.129	.733	.129	.448	.006
Sex	.397**	-.154	1	-	.405**	-	.457**
	.000	.129		.331**	.000	.117	.000
				.001	.000	.248	.000
Education	-.167	.035	-.331**	1	-	-	-.122
	.097	.733	.001		.429**	.096	.227
					.000	.344	
Occupation	.218*	.154	.405**	-	1	-.096	.167
	.029	.129	.000	.429**		.341	.096
				.000			
Lengthofstay	-.061	-.077	-.117	-.096	-.096	1	-.186
	.549	.448	.248	.344	.341		.063
Unit	-.215*	-	.457**	-.122	.167	-	1
	.031	.276**	.000	.227	.096	.186	
		.006	.000			.063	

**DISCUSSION**

In Bangladesh this is the first quantitative study to assess quality of nursing care through examining patients' satisfaction in selected hospital in Dhaka. Adult admitted patients were interviewed in

medical, surgical and gynecological wards. The study hospital named Shaheed Sohrwardy Medical College & Hospital (SSMCH) in Dhaka, provide the tertiary services. In this study age ranged from 18 to 65 years. The average age was 44.57 years, 60% female, 100% married. 37% could not read and write, 90% farmer and 70% of the patients had over 7 days length of hospital stay.

Related study was done in Ethiopia found that majority were female, married and half (49.0%) of the respondents were from medical wards, 35% stayed in the hospitals for 2-7 days and the mean duration of hospital stay was 16.50 (SD±13.1). They also found that the patients were fully satisfied with the amount of time nurses spent, helpfulness, nurses awareness of patients need and capability of nurses 243 (41.75%), 233 (40.03%), 233 (40.03%) and 247 (42.44%). Likewise they revealed that patients' satisfaction decreased as the time of admission increased (Ahmed, Assefa, & Demisie, 2014.). Another study was done by Haile *et.al.* (2016,) to assess patient's satisfaction with nursing care and associated factors revealed that female patients were about two times more likely to be satisfied with the nursing care as compared to male patients. Also, majority (91.3%) of patents had to pay for the service. Nearly half of respondents (48.2%) rated their current health status as good.

The results from this study showed that majority 86%, felt nurses were available immediately according to their need, provide complete information on queries, and assess for cause and manage accordingly. 84% felt nurses were respond immediately when they called and always explained any procedure. 89% patients assumed nurses were always explained the procedure before providing care, and always involved them while given care. Most of the patients 85% felt nurses always involved their family while given care, and always respect their privacy. 88% patients said nurses were visit to them routinely. The average score were  $3.751 \pm .748$  on procedure related activities. Haile *et. al.*, (2016) found that the overall patient satisfaction was 52.5%. Respondents' sex, age, admission ward, self-reported health status, and class of admission were the variables significantly associated with patient satisfaction with nursing care. The proportion satisfied with "interpersonal care" was 81.8 percent, "efficiency and competency", 89.7 percent, "comfort and environment", 59.2 percent, "cleanliness and sanitation", 48.7 percent, and "personalized and general information", 37.4 percent. Males reported higher satisfaction (OR varied from 2.29-2.87,  $p < 0.001$ ) than females (Senarath *et al.*, 2013.).

Aikn *et al.*, (2017,) conducted study to inform healthcare workforce policy decisions by showing how patient perceptions of hospital care are associated with confidence in nurses and doctors, nurse staffing levels and hospital work environments. Findings showed that

patients' perceptions of care are significantly eroded by lack of confidence in either nurses or doctors, and by increases in missed nursing care. The average number of types of missed care was negatively related to six of the eight outcomes—ORs ranged from 0.78 (95% CI 0.68 to 0.90) for excellent care ratings to 0.86 (95% CI 0.77 to 0.95) for medications completely explained—positively associated with higher patient-to-nurse ratios ( $b=0.15$ , 95% CI 0.10 to 0.19), and negatively associated with better work environments ( $b=-0.26$ , 95% CI  $-0.48$  to  $-0.04$ ).

This study results demonstrated that the relationship between demographic characteristics and patients satisfaction on total scores of nursing care, age ( $r = .27$ ,  $p = .006$ ), gender ( $t = 3.90$ ,  $p = .000$ ), and unit of hospital ( $F = 36.30$ ,  $p = .000$ ) were statistically highly significant with nursing care ( $p < 0.05$ ). Elder, females, and those who were admitted in medical unit had significantly higher satisfaction on nursing care.

In Ethiopia Ahmed, Assefa, & Demisie, (2014,) investigated to assess level of adult patients' satisfaction and associated factors in nursing care provided in selected public hospitals found that more than half of the respondents, 307(52.75%), were satisfied with the nursing care they received. The patient satisfaction was found to be 62.71%, 55.67%, 44.85% and 55.15% for nursing characteristics, the caring activities, the amount of information given and the entire caring environment respectively. Previous history of admission, patients' income level, and type of admission rooms have been found to significantly affect overall satisfaction of patients.

Likewise Papastavrou *et al.*, (2014,) study to identify the threshold score of rationing by comparing the level of patient satisfaction factors across rationing levels. The results showed the mean score of implicit rationing of nursing care was 0.83 (SD = 0.52, range = 0–3), the overall mean of RPPE was 2.76 (SD = 0.32, range = 1.28 – 3.69) and the two scales were significantly correlated ( $\tau = -0.234$ ,  $p < 0.001$ ). The regression analysis showed that care rationing and work environment were related to patient satisfaction, even after controlling for nurse and patient characteristics. The results from the adjusted regression models showed that even at the lowest level of rationing (*i.e.* 0.5) patients indicated low satisfaction.

Similarly, Aiken *et al.*, (2002, 2009) established that positive care environments including staffing, education, and relationships, were associated with decreased mortality. The ward and the number of days a patient had stayed in the hospital were the two factors associated with overall satisfaction with nursing care in the hospital. In the univariate analysis, noted that the greatest satisfaction was among patients from the mother and baby hospital unit handling perinatal care. The number of days a patient spends in hospital

affects their perceptions and consequently their satisfaction with care.

The proportion satisfied with “interpersonal care” was 81.8 percent, “efficiency and competency”, 89.7 percent, “comfort and environment”, 59.2 percent, “cleanliness and sanitation”, 48.7 percent, and “personalized and general information”, 37.4 percent. Males reported higher satisfaction (OR varied from 2.29-2.87,  $p < 0.001$ ) than females (Senarath *et al.*, 2013.). According to Aiken *et al.*, (2017) patients’ perceptions of care were lack of confidence in nursing care. 52.75% were satisfied with the nursing care. The patient satisfaction was found 62.71%, 55.67%, 44.85% and 55.15% for nursing characteristics, the caring activities, the amount of information given and the entire caring environment (Ahmed, Assefa, & Demisie, 2014.). According to Papastavrou, *et al.*, (2014.) in care rationing and work environment were related to patient satisfaction. Gutzysz-Wojnicka, Dyk, Cudak, & Ozga, (2012,) found that the length of hospitalization was not significantly associated with adult patients’ satisfaction with nursing care ( $p = 0.77$ ).

## CONCLUSION

Considering the study results nurses should focus on younger patients and also those who were admitted to surgical and Gynea unit. Elder, female and those who were admitted to medical unit showed significantly higher satisfaction with nursing care. Nurses and hospital administrators need to be more aware of patient's views and must improve themselves with relevant programs to provide quality of patient care. The findings of the study have implications for nursing practice, nursing education, nursing administration and nursing research.

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