



Perceived Level of Satisfaction of Patients about the Nursing Care Provided to them in Psychiatry Ward of a Selected Tertiary Care Hospital

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Abstract

Background: *The concept of hospital has been changed over the years. The number of hospitals too increased. The patients and their relatives coming to the hospital not only expect world-class treatment, but also other facilities to make their stay comfortable in the hospital. People are more aware about consumer rights. Commercialization in the health field and media played an important role in this change in attitude and expectation. The aim of this study was to evaluate the level of patient/relative's satisfaction at tertiary care teaching hospital and feedback from them for improvement of the same. The study was conducted by distributing 30 structured questionnaires amongst patients to find out the factors, which satisfy them in a tertiary care super specialty hospital.*

Methods: *The study was conducted by review of available national and international literature on the subject; carried out a survey amongst 30 patients at Psychiatric ward by using structured questionnaire and Collected data. Data analyzed by descriptive statistics such as mean, standard deviation, frequencies and percentage.*

Results: *28% were highly satisfied with the service to meet basic needs while 32% were satisfied with communication. The nursing services satisfied 80% of people while 31% were satisfied with explanation about disease and treatment by doctor. The psychological support received during admission highly satisfied only 22%. The environment satisfied only 35%, while discharge plan satisfied 32% of patients.*

Conclusion: *The five major satisfiers were behavior of doctors, explanation about disease and treatment, courtesy of staff at admission counter, behavior and cooperation of nurses. The three major dissatisfies were cleanliness of toilets, quality of food and explanation about treatment.*

Keywords: *Hospital, expectation, patient's satisfaction, satisfiers, dissatisfiers*

Introduction

Even though it's said 'Sarve santu niramaya' meaning may all be free from illness/disease, imagine a super specialty hospital without any patient. no hospital can run without patients. They are the backbone of health care. They are to be treated as the guest visiting the hospital. Patient satisfaction has become an established indicator of

the quality and efficacy of the healthcare systems. Furthermore, satisfaction has to be associated with improved clinical outcomes and administrative measures of quality at the individual level. Patient satisfaction with the nursing services gains even more importance, since owing to the nature of nursing, patients may judge the overall quality of hospital services on the basis of their perceptions

of the nursing care received.³ The concept of patient satisfaction has a long history of controversy and debate. Yet patient satisfaction remains a topic of scientific investigation. But little is known about its relations and importance regarding the monitoring of the right to health. Indeed, ever since in the fifties patient satisfaction became a topic in health care settings (Abdellah and Levine, 1957), there has been a growing scientific interest.

Need for the study

Very few studies have been conducted in India that measure patient satisfaction with the services provided by the healthcare organizations. So keeping in view the above, the investigator considered assessing the satisfaction of patients and caregivers related to nursing services in the psychiatric setting will be beneficial and an important aspect. The study can be utilized to propose suggestions for corrective actions to improve the quality of nursing services provided in the psychiatric ward.

Objectives of the study

To assess the level of satisfaction of patients regarding the nursing services provided in the psychiatric ward as measured by Patient Satisfaction Scale.

Assumptions

- 1) The satisfaction of patients will be influenced by the quality of care provided by the healthcare personnel.
- 2) Nursing services are an important part of the healthcare delivery system.
- 3) The met needs and expectations bring satisfaction to the patients.
- 4) The patients will honestly express their level of satisfaction.

Limitations

Limited to patients and caregivers who are residing at the psychiatric ward of the tertiary care hospital, Pune.

Inclusion Criteria

- 1) Patients willing to participate in the study.
- 2) Patients in psychiatric wards aged 18 years and above.
- 3) Patients identified as symptomatically stabilized.

Exclusion Criteria

- 1) Patients incapable of giving an informed consent.
- 2) Physical condition that precludes participation

Materials and Methods

1. **Sources of Data:** Psychiatric patients in the psychiatric ward, Tertiary hospital, Pune
2. **Research Design:** -Descriptive research design.
3. **Population:** Admitted patients of the psychiatry ward.
4. **Sampling Procedure:** Purposive sampling
5. **Sample Size:** 30
6. **Data Collection Tools** -I). Section `A` consists of demographic characters of the samples such as age, gender, diagnosis, date of admission and duration of hospital stay.
 - ii) Section `B` consists of structured questionnaire which was further subdivided into:-
 - a- Basic needs domain: five questions
 - b- Communication area: six questions
 - c- Psychological support provided: seven questions
 - d- Environment provided: three questions
 - e- Information about treatment & outcome: five questions
 - f- Discharge plan: four questions
 - iii). Section `C` consists of open ended question, where the subjects were asked to mention the satisfying and dissatisfying aspects of nursing care provided to them in Psychiatric ward during their admission.
 - **Patient Satisfaction Scale (Questionnaire):** Tool to assess the perceived level of satisfaction of patient about the nursing care

provided them in psychiatry ward. This tool was modified to suit the Indian context with regard to mental illness while retaining the essence of questions. All responses to the questionnaire remained confidential and a code was used so participants could not be identified from their responses.

7. Data Collection Method

- The investigator obtained permission from the concerned authority of the hospital and psychiatric ward.
- Patients were screened.
- Informed consent taken from the subjects.
- The investigator administered the Patient Satisfaction Scale to the patients.

8. Data Analysis Plan

- **Descriptive Statistics:** Collected data analyzed by descriptive statistics such as mean, standard deviation, frequencies and percentages.

Analysis and Interpretation of Data

The data is organized into the following sections:

1. Section `A` consists of demographic characters of the samples.
2. Section `B` consists of structured questionnaire which was further subdivided into:-
 - g- Basic needs: five
 - h- Communication: six
 - i- Psychological support: seven
 - j- Environment: three

Major Findings of the Study

Table 1: Distribution of perceived level of satisfaction of patients about overall care in hospital in percentage n=30

Sno.	Key for questionnaire	Rating scale	Scoring	Score obtained	Score in %
1.	Highly satisfied	(5)	120-150	79	23.7%
2.	Moderately satisfied	(4)	91-119	110	33.0%
3.	Satisfied	(3)	61-90	64	19.2%
4.	Dissatisfied	(2)	31-60	13	3.9%
5.	Very dissatisfied	(1)	Up to 30	5	1.5%

Overall Perception about Nursing Care

The majority of patients were satisfied (40%) with the Nursing care provided to them during their hospital stay.20% Patients were moderately

k- Information about treatment& outcome: five

l- Discharge plan: four

- 3 Section `C` consists of open ended question, where the subjects were ask to mention the satisfying and dissatisfying aspects of nursing care provided to them in Psychiatric ward.

Thus, 30 Psychiatric patients were investigated to represent the population sample.

Scoring Scheme

Section `B` of the questionnaire had 30 items related to perceived level of satisfaction of patient about the nursing care provided to them, the statements are scored on a five point Likert scale.

The Likert scale is based on positive statements:

- Highly satisfied = 5
- Moderately satisfied= 4
- Satisfied= 3
- Dissatisfied= 2
- Very Dissatisfied= 1

Procedure of Data Collection

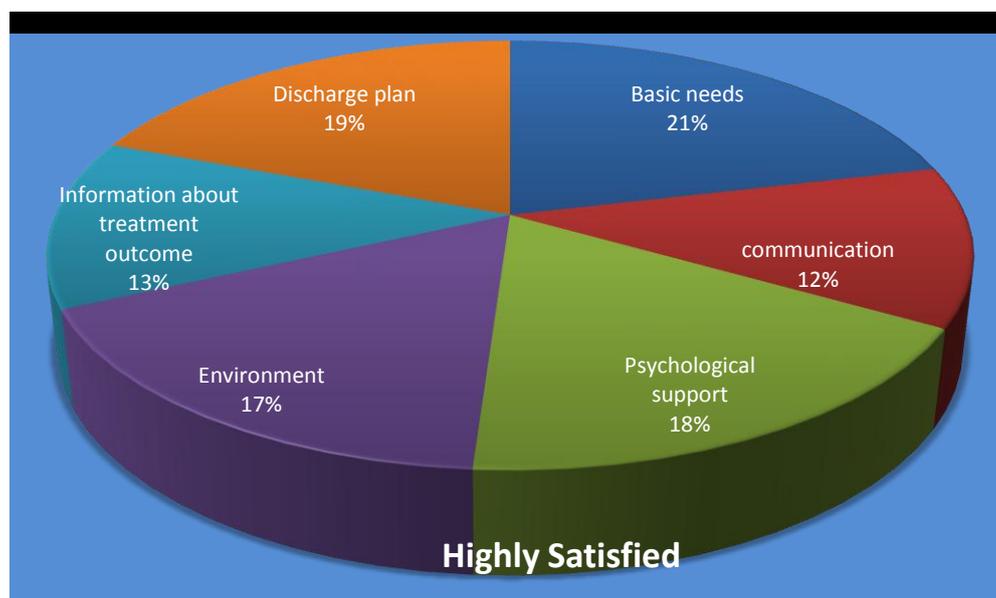
Formal permission was obtained from the HOD of psychiatry ward and Ethical Committee to conduct the study and data was collected personally from the subjects by prior appointments and obtaining written consent by explaining the nature and purpose of the study.

Questionnaire was distributed to 30 patients.

satisfied.17% were highly satisfied.13% were dissatisfied and 10% Patients were very satisfied with the overall nursing care.

Table 2: Distribution of perceived level of satisfaction of patients about the nursing care in percentage
n=30

CRITERIA	Highly satisfied 5	Mode satisfied 4	Satisfied 3	Dissatisfied 2	Very dissatisfied 1
BASIC NEEDS:	28%	40%	30%	01%	01%
COMMUNICATION	32%	47%	17%	04%	0%
PSYCHOLOGICAL SUPPORT	22%	48%	25%	03%	02%
ENVIRONMENT	35%	32%	24%	08%	01%
INFORMATION ABOUT TREATMENT& OUTCOME	31%	37%	18%	11%	03%
DISCHARGE PLAN	32%	32%	27%	05%	04%

**Figure 1:** Pie Diagram representing Distribution of perception about nursing care in highly satisfied group

Conclusion

Based on the findings of the study following conclusions were drawn.

1. Patient with mental illness admitted in the Psychiatry ward of Tertiary care centre, Pune are **moderately satisfied** with the nursing care provided to them during the hospital stay which includes almost all the aspects of nursing care i.e. Basic needs, communication, psychological support, environment, information about treatment& outcome and discharge plan.
2. 47% Patients have given the most satisfactory answer that they were administered medication under supervision daily.
3. 10% patients were very dissatisfied. They feel that they were not appreciated for the work they performed in the ward. And the similar % of patients expressed that they

were not explained about the side effects of drugs which they were administered by the nursing staff.

Level of satisfaction of patient about the nursing care is multidimensional concept, involving work and environment which involves basic needs of the patient to be fulfilled, communication with patient, Psychological support, Environment, Information about treatment & outcomes and discharge planning. The more excellent the nursing care considering all these aspects of patient's care, the better will be the clientele satisfaction.

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