



“A STUDY TO ASSESS THE PATIENT SATISFACTION SURVEY IN NEUROLOGY WARD IN NMCH, NELLORE.”



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Abstract: Satisfaction is the psychological state that results from confirmation or disconfirmation of expectations with reality. Patient satisfaction is the patients perception of care received and compared with the care expected and patients base their expectations are their own encounters with behaviours of nurses. **OBJECTIVES:** To assess the patient satisfaction survey among neurology ward. To find out the association between patient satisfaction with their selected socio demographic variables. **Materials and methods :** A Non experimental Descriptive research design was used to conduct the study in NMCH, Nellore. Non probability convenient sampling techniques was used to select 50 samples from neurology ward. Modified HCAHCP rating scale was used to assess the patient satisfaction. Data was analysed and tabulated according to the objective of the study by using descriptive and inferential statistics **Results:** Among 50 patients, 3(6%) had high satisfaction, 6(12%) got moderate satisfaction, 7(14%) were slightly satisfied, 15(30%) procured neutral, 11(22%) had moderately dissatisfaction and remaining 8(16%) had slightly dissatisfaction. **Conclusion:** The following conclusion was drawn from the study which shows that 6% were highly satisfied and 26% were slightly dissatisfied there was statistically non significant relation between other socio demographic variables and satisfaction of patient. ($P=0.05$). **Key words:** Patient, satisfaction, survey and neurology ward.

Introduction: Nursing is aware of its responsibility for the quality of its care provision to the patients, the institution, ethics, law and professional, standards, as well as of how its performance contribute to the valuation of care and the patient satisfaction. A client satisfaction is one of the important goals of any health system. It is difficult to measure the satisfaction and get responsiveness of health system is not only the clinical but also the non clinical comes under care may influence the clients satisfaction.

The new health care technologies have increased the costs of the health sector and the

populations expectations with regard to the services affected nevertheless; studies indicate flows in the quality and safety of care involving unwanted events that negatively affect the health organizations image. Although different countries present problems in the quality and safety of hospital care, efforts have been made to improve their efficiency and efficacy. Therefore the WHO has recommended managers to take into account. The citizens expectations in decision making and, since then various studies about clients satisfaction have been conducted. patient satisfaction is not only important by itself it has also



important by itself, it has also been suggested as a care quality indicator in developed countries.

Background of the Study:

The client satisfaction is a important component of the health care industry in the competitive modern era. It leads to drift in the both new and old clients, which binders the sustain ability of any hospital in long run when the client selects of other advice to select the hospital.

The dissatisfaction of in client can due to type of illness, hospital facilities, dietary services etc; any dissatisfaction demands carefully analysis of the root cause of the problem. A client satisfaction is an indispensable aspect of quality nursing care in any health setup to day care assessed to the high quality according to clinical economic or other provider defines. If the client falls dissatisfied there is a rational and criteria is not ideal to make the organization and delivery of health care more responsive to consumer or client opinion.

In the recent past, studies on client satisfaction gained popularity and usefulness as it provides the chance to health care providers and managers to improve the services in the public health facilities. Clients feedback is necessary to identify problems that need to be resolved is improving the health services even if they still do not use this information systematically to improve care delivery and services. This type of feedback triggers interest that can lead to a change in their culture and in their perception of patient.

A cross sectional study was conducted by Donabedian which states that Nursing is one of the major health care services that contribute significantly to the patient healing process even though there may be competent physicians present in a given health institution. It would be inadequate without appropriate nursing care, nurses have 24 hours contact with client

as well as being new to them. Client satisfaction is often determined by the nursing care in any health setup.

Patient perception about health care system seem to have been largely ignored by health care mangers in developing countries. Client satisfaction depends up on many factors such as quality of clinical services provided, availability of medicine, behavior of doctor and other health staff, cost of services hospital infrastructure, physical, comfort emotional support and respect for patient performs.

A study was conducted by Johnson to assess the client satisfaction with multi dimensional nursing approaches they gathered data by employing two scales. Consisting of client satisfaction and nursing approaches the findings of the study showed that multi faceted staff interventions improved client's satisfaction with nursing care.

Patient satisfaction with the nursing care and the services provided by health care agencies are indicator for care delivery to clients hence The investigator felt that there is a need to know the patient satisfaction in ophthalmic ward for further improvement in quality client care.

STATEMENT OF THE PROBLEM:

“A STUDY TO ASSESS THE PATIENT SATISFACTION SURVEY IN NEUROLOGY WARD IN NMCH, NELLORE.”

OBJECTIVES :

1. To assess the patient satisfaction survey
2. To find out the association between the patient satisfaction survey with selected socio demographic variables .

OPERATIONAL DEFINITION:

Patient satisfaction survey: A patient satisfaction survey is a set of questions used to collect feedback from patients to measure their satisfaction with the quality and care of the healthcare service provider.



Materials and Methods:

Research Approach:

Quantitative research approach.

Research Design:

The cross sectional descriptive research design

Setting of the study:

The study was conducted in Narayana medical college hospital, Nellore. It is about 1750 bedded hospital. It consists of general and super Speciality block. Special rooms, general medical and surgical wards, out-patient department, laboratories, pharmacy, operation theatre, intensive care unit, IPD. This study was conducted in the Super Speciality hospital block functioning with all departments like OBG, Cardiology, Nephrology, Dermatology, Urology, Ophthalmology, Pulmonology, Medical ICU, Surgical ICU, Respiratory ICU, Step Down, NICU, PICU, CTVS-ICU Casualty I& II, cardiology, Neurology, Neurosurgery, nephrology ICUs, General surgery, Ortho, ENT, OBS&GYN, Surgical gastroenterology, Urology Post operative wards, HDU, Emergency ICU, Surgical HDU, Burns ICU, and other departments

Population:

TARGET POPULATION:

The target population includes all patients

ACCESSIBLE POPULATION:

The accessible population includes the patients admitted in NMCH, Nellore.

SAMPLE:

The sample for the present study includes the patients admitted in NMCH Who fulfills the inclusion criteria.

SAMPLING TECHNIQUE:

Non probability convenience sampling technique was adopted to select the samples.

SAMPLE SIZE:

The sample size of the study was 50 patients.

CRITERIA FOR SAMPLE SELECTION:

Inclusion criteria:

- The patient who are available at the time of data collection
- The client who knows reading Telugu

Exclusion criteria:

- Who are discharging within 2 days of admission

VARIABLES:

Research variables: Patient satisfaction survey.

Demographic variables: The demographic variables such as Age, Gender, Educational status, Occupation, Religion, Marital status, Income, Type of family,

DESCRIPTION OF THE TOOL:

The tool was developed with the help of extensive review from various text books, journals and internet. The tool was developed to assess the level of patient satisfaction survey.

It consists of 2 parts

Part - I: It consists of socio demographic variables such as age, gender, education, type of family, marital status, religion, occupation and income.

Part - II: It Consist of hospital consumer assessment of health care providers and system survey (HCPHPS) which is standardized tool. The tool has 16 items.

The tool has 6 point scale with the scoring keys as never (0), sometimes (1), usually (2) and always (3). The maximum score is 48 and minimum score is 25. This score was interpreted as 48-44 highly satisfied.

SCORING KEY:

Never	-	0
Sometimes	-	1
Usually	-	2
Always	-	3

SCORING INTERPRETATION:

Response	Score	Percentage
Highly satisfied	48-45	91-100%
Moderately satisfied	43-39	81-90%
Slightly satisfied	38-35	71-80%



Neutral	34-30	61-70%
Slightly dissatisfied	29-25	51-60%
Moderately dissatisfied	>25	>50%

DATA COLLECTION PROCEDURE:

Formal permission was obtained from the principal Narayana College of Nursing, Medical Superintendent Narayana Medical college hospital and HOD of neurology ward to conduct the study. Data collection was conducted from 01-11-21 to 15-11-21. 50 patients are selected by using non probability convenience sampling technique with minimum 3-4 samples for day from 9:00 am - 1:00 pm, written consent was obtained from the samples by assuring anonymity. Standard checklist was used to assess the client satisfaction h quality of nursing care and health services. It took 30 minutes for each sample to complete checklist data was analyzed and tabulated according to the objectives of the study.

PLAN FOR DATA ANALYSIS: The data is analyzed in terms of objectives of study using descriptive and inferential statistics.

Data analysis	Method	Remarks
Descriptive statistics	Frequency, percentage distribution	Distribution of socio demographic variables
	Mean & SD	To assess the level of patient satisfaction survey
Inferential statistics	Chi square test	To find out the association between level of patient satisfaction survey with selected socio demographic variables

RESULTS AND DISCUSSION

Table no.1: Frequency and percentage distribution of level of knowledge on patient satisfaction survey in neurology ward. (N=50)

Category	Fre (f)	Per (%)
High satisfaction	3	6
Moderate satisfaction	6	12
Slightly satisfied	7	14
Neutral	15	30
Moderately dissatisfaction	11	22
Slightly dissatisfaction	8	16
Total	50	100

Table no.1: Described that patient satisfaction survey in neurology ward among 50 patients, 3(6%) had high satisfaction, 6(12%) had got moderate satisfaction, 7(14%) were slightly satisfied, 15(30%) were neutral, 11(22%) had moderately dissatisfaction and remaining 8(16%) had slightly dissatisfaction.

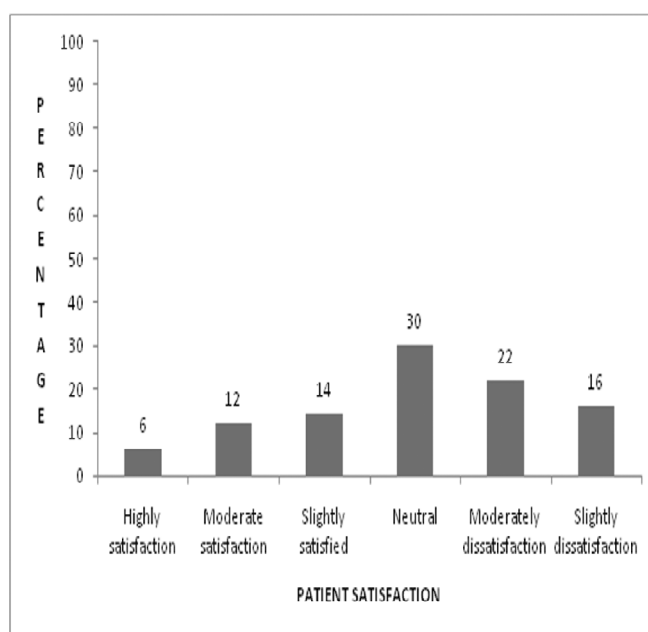


Fig no.1: Percentage distribution of patients based on patient satisfaction

Table no.2: Mean and standard deviation of patient satisfaction survey in neurology ward

Category	Mean	SD
Patient satisfaction survey	31.88	6.81

Table No-2: It depicts that the mean of patient satisfaction scores which is 31.88 with standard deviation 6.81 respectively.



Table No-3: Association the level of knowledge regarding patient satisfaction among patients in neurology ward in Narayana medical college hospital, Nellore with their selected socio demographic variables.

(N=50)

Socio demographic variables	Highly satisfact ion		Modera te satisfact ion		Slightly satisfied		Neutra l		Modera tely dissatisf action		Slightly dissatisf action		Chi square (x ²)
	F	%	F	%	F	%	F	%	F	%	F	%	
Age in year													Cv=47.177 Tv=25 Df=15 P=0.05 S
a. <30 years	1	2	2	4	2	4	2	4	4	8	2	4	
b. 31-40 years	-	-	4	8	3	6	5	10	4	8	3	6	
c. 41-50 years	1	2	-	-	-	-	4	8	4	8	2	4	
d. 51-60 years	1	2	-	-	2	4	4	8	2	4	1	2	
Gender													Cv=23.81 Tv=11.1 Df=5 P=0.05 NS
a. Male	2	4	4	8	4	8	9	18	4	8	4	8	
b. Female	1	2	2	4	3	6	6	12	7	14	4	8	
Educational status													Cv=99.31 Tv=25 Df=15 P=0.05 S
a. Illiterate	1	2	3	6	1	2	2	4	1	2	3	6	
b. Primary education	-	-	1	2	-	-	5	10	5	10	2	4	
c. Secondary educa- tion	1	2	2	4	3	6	4	8	2	4	2	4	
d. Graduate	1	2	-	-	3	6	4	8	3	6	1	2	
Marital status													Cv=26.68 Tv=25 Df=15 P=0.05 S
a. Married	-	-	3	6	2	4	2	4	4	8	1	2	
b. Un married	1	2	-	-	1	2	3	6	2	4	-	-	
c. Widow	1	2	1	2	3	6	7	14	4	8	4	8	
d. Divorce	1	2	2	4	1	2	3	6	1	2	3	6	
Type of family													Cv=41.46 Tv=25 Df=15 P=0.05 S
a. Nuclear family	-	-	3	6	2	4	2	4	4	8	1	2	
b. Joint family	1	2	-	-	1	2	3	6	2	4	-	-	
c. Extended family	1	2	1	2	3	6	7	14	4	8	4	8	
d. Single parent family	1	2	2	4	1	2	3	6	1	2	3	6	
Religion													Cv=25.82 Tv=25 Df=15 P=0.05 S
a. Hindu	1	2	2	4	5	10	4	8	1	2	4	8	
b. Christian	1	2	2	4	-	-	5	10	3	6	2	4	
c. Muslim	-	-	2	4	1	2	5	10	4	8	2	4	
d. Others	1	2	-	-	1	2	1	2	3	6	-	-	
Occupation													Cv=55.77 Tv=25 Df=15 P=0.05 S
a. Daily wages	1	2	2	4	1	2	4	8	1	2	4	8	
b. Agriculture	1	2	1	2	2	4	3	6	2	4	1	2	
c. Business	-	-	-	-	1	2	6	12	6	12	1	2	
d. Un employee	1	2	3	6	3	6	2	4	2	4	2	4	
Income													Cv=43.77 Tv=25 Df=15 P=0.05 S
a. Rs.<5000/-	1	2	2	4	1	2	2	4	1	2	2	4	
b. Rs.5001-10,000/-	1	2	-	-	3	6	3	6	3	6	4	8	
c. Rs.10,001-15,000/-	1	2	3	6	1	2	2	4	5	10	2	4	
d. Rs.>15,000/-	-	-	1	2	2	4	8	16	2	4	-	-	



Table no-3: The above table represents that the age, educational status, type of family, religion, marital status, occupation, income has got significant, remaining gender has got non significant.

- With regard to age of patient, 13(26%) are between 30 years, 19(38%) were between 31-40 years, 9(18%) were between 41-50 years and 9(18%) were between 51-60 years.
- With regard to gender of patient, 27(54%) were males and 23(46%) were females.
- In view of educational status of patients, 11(22%) were illiterate, 13(26%) were primary education, 14(14%) were secondary education and 12(24%) were graduate.
- With regard to type of family of patient, 12(24%) were living in nuclear family, 7(14%) were living in joint family, 20(40%) were living in extended family and 11(22%) were living in single parent family.
- With regard to marital status of patients, 13(26%) were married, 9(18%) were un married, 14 (28%) were divorced and 14(28%) were widowed.
- In the context to religion of patients, 17(34%) are Hindus, 13(26%) were Christian, 14(28%) were Muslim and 6(12%) belongs to other religion.
- With regard to occupation of patients, 13(26%) were daily wages, 10(20%) doing agriculture, 14(28%) were doing business and 13(26%) were un employees.
- With regard to income of patients, 9(18%) are earning Rs.<5000/-, 14(28%) are earning Rs.5001-10,000/-, 14(28%) are earning Rs.10,001-15,000/- and 13(26%) are earning Rs.>15,000/- per month.

Conclusion: A descriptive study was undertaken to assess the patient satisfaction in neurology ward in NMCH, Nellore. The following conclusion was drawn, the study shows that 15% were highly satisfied and 30% were neutral dissatisfied there was statistically non significant relation between other socio demographic variables and satisfaction of patient. (P=0.05). The results could be utilized to help improve the patient experience in the hospital . In addition to serving as a tool for policy planners , the results of the study could be used by the physicians

, the nurses and other staff members as a self-evaluating tool to enable them to deal with patients in a better way. The patient satisfaction survey is one of the few means by which patient happiness can be measured, it can be utilized to ensure that patient experience is improved.

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