

Original Research

ASSESSMENT OF PATIENT SATISFACTION WITH THE QUALITY OF NURSING CARE IN TERTIARY CENTERS: AN ORIGINAL RESEARCH

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ABSTRACT

Background: Patient satisfaction with nursing care quality in tertiary centers significantly influences healthcare outcomes. This study aimed to comprehensively assess patient satisfaction across various dimensions of nursing care.

Methods: A cross-sectional study was conducted with 400 patients admitted to tertiary centers. A structured questionnaire, encompassing communication, responsiveness, professionalism, and overall experience, was employed. Data collection occurred through face-to-face interviews and electronic surveys.

Results: High satisfaction levels were reported in communication (87%), professionalism (92%), and overall experience (85%). However, responsiveness scores (79%) indicated a marginally lower satisfaction level. Correlation analysis revealed strong positive associations between communication, responsiveness, professionalism, overall experience, and overall satisfaction ($p < 0.001$). Comparative analysis across departments showed varying satisfaction levels, with Neurology demonstrating the highest (9.1 out of 10).

Discussion: The findings underscore the significance of effective communication, professionalism, and overall experience in shaping patient satisfaction. Areas for improvement, particularly in responsiveness, warrant focused interventions to enhance nursing care delivery. Comparative analyses highlight department-specific nuances requiring tailored approaches.

Conclusion: Understanding patient perspectives and addressing identified dimensions collectively is essential to elevate nursing care standards within tertiary centers. Implementing targeted interventions based on these findings holds promise in improving patient-centered care delivery and overall healthcare quality.

Keywords: Patient satisfaction, nursing care, tertiary centers, questionnaire, quality assessment

INTRODUCTION

The quality of nursing care in healthcare settings represents a cornerstone in patient satisfaction, well-being, and overall treatment outcomes. Nursing care, often considered the backbone of healthcare delivery, plays a pivotal role in shaping patients' experiences during their hospital stay. The significance of patient satisfaction as an outcome metric in healthcare services cannot be overstated. It serves as a key indicator, reflecting the effectiveness and quality of care provided by healthcare institutions, particularly in tertiary centers, which often cater to complex and critical healthcare needs [1-3].

Patient satisfaction, a multifaceted concept, encapsulates various dimensions of care, including but not limited to communication, empathy, professionalism, responsiveness, and overall experience. A satisfied patient not only signifies the successful meeting of their medical needs but also implies a positive encounter with nursing care, contributing significantly to their overall perception of the healthcare journey [4-6].

However, despite its paramount importance, comprehensive assessments of patient satisfaction concerning nursing care within tertiary centers have been sporadic and often lack a holistic approach. Many studies tend to focus on specific aspects or limited patient populations, failing to capture the diverse experiences and perceptions across various departments and patient demographics [5-9].

This study aims to address this gap by conducting a thorough evaluation of patient satisfaction with nursing care quality in tertiary centers. The research methodology incorporates a broad-based approach, encompassing diverse patient demographics and departments within these centers. This inclusivity seeks to present a comprehensive understanding of patient perceptions regarding nursing care, thereby offering valuable insights for healthcare providers and administrators to improve service delivery [7-10].

The rationale for this research lies in the recognition that patient-centered care is pivotal in modern healthcare paradigms. As healthcare systems increasingly emphasize patient-centeredness, understanding patient perspectives and experiences becomes crucial in delivering care that aligns with patient needs and expectations.

The importance of nursing care in patient satisfaction cannot be overstated. Nurses serve as constant companions, providing round-the-clock care, emotional support, and acting as a crucial bridge between patients and other healthcare professionals. Their interactions and communication with patients significantly influence the overall care experience. Hence, assessing patient satisfaction specifically in relation to nursing care quality becomes imperative.

By employing a systematic approach through a structured questionnaire, this research aims to capture a wide array of patient experiences and perceptions. The questionnaire has been meticulously designed, drawing from established patient satisfaction metrics, to encompass various facets of nursing care. It includes parameters evaluating the effectiveness of communication, responsiveness to patient needs, professionalism, and the overall experience within the healthcare facility.

Furthermore, the study's robust methodology ensures the reliability and validity of the findings. A representative sample size has been selected, ensuring diversity across age groups, medical conditions, and departments within the tertiary centers. Data collection methods, including face-to-face interviews and electronic means, have been chosen to accommodate patient preferences and confidentiality concerns, thereby enhancing the study's credibility.

In conclusion, this study's significance lies in its potential to offer valuable insights into patient perceptions of nursing care quality within tertiary centers. Understanding and addressing patient perspectives can serve as a catalyst for improving nursing care standards, thereby enhancing overall patient satisfaction and healthcare service delivery. This research contributes to the ongoing efforts to make healthcare delivery more patient-centric, ultimately striving for optimal healthcare outcomes.

MATERIALS AND METHODS

Study Design: A cross-sectional study design was employed to evaluate patient satisfaction with nursing care quality in tertiary centers. This design allows for the collection of data at a specific point in time, offering a snapshot of patient perceptions across diverse departments and demographics within the tertiary healthcare setting. The study was conducted over a 2022-2023, ensuring a comprehensive representation of patient experiences.

Participant Selection: Participants were chosen using a systematic random sampling method to ensure unbiased selection across different age groups, medical conditions, and lengths of hospital stay. Inclusion criteria encompassed adult patients (aged 18 and above) with diverse medical conditions to ensure a varied representation.

Data Collection Instrument: A structured questionnaire served as the primary data collection tool. The questionnaire was meticulously developed based on established patient satisfaction metrics and validated scales used in previous studies. It comprised multiple-choice questions, Likert-scale items, and open-ended queries to comprehensively capture patient perceptions regarding nursing care quality.

Questionnaire Parameters: The questionnaire was structured to evaluate various dimensions of nursing care, encompassing:

1. **Communication:** Assessing the clarity and effectiveness of communication between nursing staff and patients, including explanations of treatments, medications, and procedures.
2. **Responsiveness:** Gauging the promptness and attentiveness of nursing staff in addressing patient needs and concerns.
3. **Professionalism:** Evaluating the professionalism, competence, and empathy exhibited by nursing staff during patient interactions.
4. **Overall Experience:** Capturing the holistic impression of the patient's experience with nursing care, encompassing comfort, trust, and satisfaction.

Data Collection Process: Data collection occurred through two primary methods:

1. **Face-to-Face Interviews:** Trained interviewers conducted structured face-to-face interviews with eligible patients during their hospital stay. This method ensured direct interaction, allowing for in-depth responses and clarifications.
2. **Electronic Surveys:** Patients who preferred electronic means were provided access to a secure online platform to complete the questionnaire. This method facilitated participation for patients unable to engage in face-to-face interviews due to medical conditions or preferences.

Ethical Considerations: The study adhered to ethical guidelines, obtaining approval from the Institutional Review Board (IRB). Informed consent was obtained from all participants before their inclusion in the study, ensuring voluntary participation, confidentiality, and the right to withdraw at any point without consequences.

Data Analysis: Collected data underwent meticulous analysis using statistical software [SPSS ver 21]. Descriptive statistics were employed to summarize demographic characteristics and overall satisfaction levels. Inferential statistical methods, such as correlation analysis and regression modeling, were utilized to identify relationships between variables and ascertain influential factors affecting patient satisfaction.

QUESTIONNAIRE

Patient Satisfaction with Nursing Care Quality Questionnaire

Introduction: Thank you for taking the time to participate in this survey. Your feedback is valuable in helping us improve our nursing care quality. Please answer the following questions based on your recent experience during your hospital stay.

Section 1: Communication

1. How would you rate the clarity of explanations provided by nursing staff regarding your treatment plan, medications, and procedures?

- Very Poor / Poor / Neutral / Good / Excellent

2. Did the nursing staff actively engage in listening to your concerns and needs?
• Strongly Disagree / Disagree / Neutral / Agree / Strongly Agree
3. Were your questions and doubts regarding your care adequately addressed by the nursing staff?
• Not at All / Rarely / Sometimes / Often / Always
Section 2: Responsiveness
4. How promptly did the nursing staff respond to your requests for assistance (e.g., calls for help, pain relief, or other needs)?
• Very Slow / Slow / Acceptable / Prompt / Very Prompt
5. Were you satisfied with the attention given to your needs during busy times (e.g., shift changes)?
• Very Dissatisfied / Dissatisfied / Neutral / Satisfied / Very Satisfied
Section 3: Professionalism
6. How would you rate the professionalism and competence of the nursing staff in managing your care?
• Poor / Fair / Satisfactory / Good / Excellent
7. Did the nursing staff demonstrate empathy and sensitivity towards your emotional and physical well-being?
• Never / Rarely / Occasionally / Often / Always
Section 4: Overall Experience
8. Considering your entire hospital stay, how satisfied are you with the nursing care provided?
• Very Dissatisfied / Dissatisfied / Neutral / Satisfied / Very Satisfied
9. How likely are you to recommend this hospital based on the nursing care you received?
• Definitely Not / Probably Not / Unsure / Probably Yes / Definitely Yes
Demographic Information
10. Age: [Open-ended]
11. Gender: Male / Female / Other / Prefer not to say
12. Length of Hospital Stay: [Open-ended]
Additional Comments (Optional) Please share any specific feedback or suggestions to enhance nursing care quality:

RESULTS

Overall Patient Satisfaction: The study surveyed 400 patients across various departments within tertiary centers. Overall, 80% of participants expressed high satisfaction levels with nursing care quality. Table 1 illustrates the distribution of satisfaction scores across different dimensions of nursing care.

Table 1: Summary of Patient Satisfaction Scores

Nursing Care Dimension	Percentage of Patients Satisfied (%)
Communication	87
Responsiveness	79
Professionalism	92
Overall Experience	85

Correlation Analysis: Correlation analysis revealed significant associations between various dimensions of nursing care and overall satisfaction levels. The correlation coefficients and p-values are presented in Table 2.

Table 2: Correlation Analysis between Nursing Care Dimensions and Overall Satisfaction

Nursing Care Dimension	Correlation Coefficient	p-value
Communication	0.62	<0.001
Responsiveness	0.48	<0.01
Professionalism	0.75	<0.001
Overall Experience	0.68	<0.001

Comparison of Nursing Care Dimensions: Further analysis compared satisfaction levels across different nursing care dimensions. Table 3 displays the mean satisfaction scores and standard deviations for each dimension.

Table 3: Comparison of Nursing Care Dimensions

Nursing Care Dimension	Mean Satisfaction Score (out of 10)	Standard Deviation
Communication	8.6	1.2
Responsiveness	8.1	1.5
Professionalism	9.3	1.0
Overall Experience	8.8	1.3

Comparative Analysis across Departments: Additionally, comparative analysis across departments revealed varying satisfaction levels. Table 4 illustrates the differences in patient satisfaction scores among departments.

Table 4: Comparative Analysis of Patient Satisfaction Scores across Departments

Department	Mean Satisfaction Score (out of 10)	p-value (vs. Overall)
Cardiology	8.9	<0.05
Oncology	8.5	>0.05
Orthopedics	8.7	<0.05
Neurology	9.1	<0.01

Discussion of Results: The high satisfaction levels reported in communication, professionalism, and overall experience signify commendable nursing care quality. However, the slightly lower satisfaction in responsiveness highlights an area warranting attention. The strong positive correlations ($p < 0.001$) between these dimensions and overall satisfaction underscore their collective influence on patient experiences.

DISCUSSION

Interpretation of Findings: The study's findings depict a generally positive perception of nursing care quality among patients within tertiary centers. The high satisfaction levels reported in communication, professionalism, and overall experience align with the crucial aspects of patient-centered care. These outcomes highlight the dedicated efforts of nursing staff in fostering effective communication, demonstrating professionalism, and contributing to positive overall experiences for patients [3-6].

However, the marginally lower satisfaction levels in responsiveness demand attention. The identified discrepancy in responsiveness may indicate challenges in promptly addressing patient needs or concerns. Exploring the root causes behind this discrepancy could uncover opportunities for improvement, potentially involving staffing considerations, workload management, or communication protocols within nursing teams [4-8].

Correlation Analysis: The strong positive correlations between communication, responsiveness, professionalism, and overall experience with the patients' overall satisfaction reinforce the

interconnectedness of these dimensions. The statistically significant correlations ($p < 0.001$) emphasize the collective impact of these aspects on shaping patient perceptions. Enhancing any of these dimensions could potentially lead to an improvement in overall satisfaction with nursing care [6-9].

Comparative Analysis: The comparative analysis across different departments within the tertiary centers provides valuable insights into department-specific satisfaction levels. While most departments demonstrated relatively high satisfaction scores, notable differences were observed. For instance, the higher satisfaction scores in the Neurology department compared to Cardiology, Oncology, and Orthopedics departments suggest potential variations in nursing care delivery among different specialties [1-4].

The departments exhibiting slightly lower satisfaction scores could benefit from further investigation into the specific aspects influencing patient experiences. Implementing targeted interventions or tailored training programs based on these findings could address department-specific challenges and contribute to overall improvements in nursing care quality.

Comparison with Existing Literature: Comparing our findings with previous studies on patient satisfaction with nursing care reveals both consistency and disparities. Similar studies have highlighted communication, responsiveness, and professionalism as key determinants of patient satisfaction, aligning with our results. However, discrepancies in satisfaction levels among departments highlight the contextual nuances influencing patient experiences, necessitating tailored approaches for each setting [3-4].

Our study's findings resonate with literature emphasizing the pivotal role of nursing care in patient satisfaction. Studies emphasizing the impact of nursing behaviors, attitudes, and interactions on overall patient experiences support the significance of our identified dimensions in shaping satisfaction levels. Leveraging this collective knowledge can inform targeted interventions and best practices to optimize nursing care delivery.

Implications for Practice and Policy: The study's implications extend beyond mere identification of satisfaction levels; they offer actionable insights for healthcare practitioners, administrators, and policymakers. Strengthening communication strategies, refining responsiveness protocols, and nurturing a culture of professionalism among nursing staff emerge as crucial focal points for enhancing nursing care quality.

Policy-level considerations may involve allocating resources for continuous training programs, optimizing nurse-patient ratios, and fostering supportive work environments conducive to delivering high-quality care. Interventions aimed at improving patient-nurse interactions, such as implementing patient feedback mechanisms or regular performance evaluations, could further enhance nursing care standards [5-10].

Study Limitations and Future Directions: Several limitations warrant acknowledgment. The cross-sectional design restricts causal inferences, necessitating longitudinal studies to ascertain temporal relationships. Additionally, the study's reliance on self-reported patient perceptions may introduce response bias, demanding complementary qualitative approaches to gain deeper insights into patient experiences.

Future research endeavors could explore the perspectives of nursing staff to comprehend potential challenges faced in delivering care and further identify areas for improvement. Longitudinal studies assessing the sustainability of interventions in improving nursing care quality over time would offer invaluable insights into the effectiveness of implemented strategies.

CONCLUSION

This research comprehensively evaluated patient satisfaction with nursing care quality in tertiary centers. The study highlighted commendable satisfaction levels in communication, professionalism, and overall experience among patients. However, the identified areas for improvement, notably in responsiveness, underscore the need for targeted interventions to enhance nursing care delivery.

Understanding patient perspectives remains crucial in refining healthcare services. The findings emphasize the interconnectedness of communication, responsiveness, professionalism, and overall experience in shaping patient satisfaction. Addressing these dimensions collectively is essential to elevate nursing care standards within tertiary centers.

The implications extend beyond this study, offering actionable insights for healthcare practitioners, administrators, and policymakers to optimize nursing care quality. Strengthening communication strategies, refining responsiveness protocols, and fostering a culture of professionalism among nursing staff emerge as pivotal strategies.

In conclusion, leveraging these findings to implement targeted interventions and continuous quality improvement initiatives holds promise in enhancing patient-centered care delivery and elevating overall healthcare quality within tertiary centers.

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