

Assessment of Patients Satisfaction towards Nursing Care in Mosul City Hospitals

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ABSTRACT

Background and aim: Patients' satisfaction has been used as a significant indicator of quality services provided by health care personnel. Consequently, the most important predictor of patients, overall satisfaction with hospital care is particularly related to their satisfaction with nursing care. Because nurses comprise the majority of health care providers. The aim of the current study is to assess the patients' satisfaction toward nursing care provided in medical and surgical units in Mosul city hospitals.

Materials and method: A descriptive study represented in a purposive sample consisted of 1000 patients, the study was carried out at three different hospitals include Ibn Sina, Al Jumhory and Al Salam teaching hospitals. The study was conducted at medical and surgical Units; the data were collected through the use of constructing a questionnaire which consists of two parts, demographic characteristics and patients' satisfaction toward nursing care. Content validity was determined by presenting the questionnaire to a panel of 17 experts. The data were analyzed through the application of descriptive statistics and inferential statistical analysis.

Results: Results of the current study revealed that more than half of patients were male 569(56.9%). The most of patients was married 785(78.5%).The majority of patients were from rural 562(56.2%), additionally, the male more satisfied than female and surgical patients' satisfaction more than medical patients. the old age satisfaction more than another age groups, such as the lower level education high satisfied, the married patients more satisfied from other, the unemployed patients more satisfaction, the patients had not previous hospitalization more satisfaction. The patients are more satisfaction toward nursing skills from other domains. While there were a statistical significant difference between patient satisfaction toward nursing care provided and patients characteristics.

Conclusion: The current study concluded that patients were satisfied to nursing care

Recommendation: the study recommended that further studies should be conducted concerning patients satisfaction with nursing care provided in all hospitals.

Keywords: Patients satisfaction, Assessment, Nursing care.

INTRODUCTION

Patient satisfaction has been used as an indicator of quality services provided by health care personnel, the most important predictor of patient's overall satisfaction with hospital care is particularly related to their satisfaction with nursing care (Al Qahtani and Al Dahi, 2015). patients' satisfaction with nursing care is an important component for all health care professionals (Kuosmanen, 2006).

The first study of patient satisfaction in nursing occurred in 1956. Assessment of the patient so satisfying is viewed by the authors as vital and necessary in modern health care due to rising costs and the need for resourcefulness and efficiency of health care delivered by health institutions. Patient satisfaction is viewed as a significant and valid measure of efficiency in health care delivery. Patients are often active and usually capable of forming opinions regarding care received.

Patient satisfaction has gained the attention from global scholars. Researches in the developed countries such as United States (US), United Kingdom (UK) and Canada have pointed out the importance of patients' satisfaction as the core quality indicator, particularly in the area of nursing care. 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 patients' hospitalization experience (Wagner and Bear, 2009).

Patient satisfaction is defined as the extent of the resemblance between the expected quality of care and the actual received care. Patient satisfaction with nursing care is important for any health care agency because nurses comprise the majority of health care providers and they provide care for patients 24 hours a day (Mohsen, 2004).

Assessing patient satisfaction with nursing

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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 (Laschinger *et. al.*, 2006).

Nursing services is one of the most important components of hospital services which has two major objectives; nursing care of sick patients and prevention of disease and promotion of health. Nurses form a very important group, which is the largest single technical group of personal engaged in hospital care next to doctors and consume almost one

third of hospital cost. A hospital may be soundly organized, beautifully situated and well equipped, but if the nursing care is not of high quality, the hospital will fail in its responsibility of providing care (Brain *et. al.*, 2002).

MATERIALS AND METHOD

A descriptive study was adopted to achieve the objectives of the present study for the period from 1st October 2013 till the 30th of March 2016. The data were collected from Mosul city which is the second most important city in Iraq. It is located in the Northwest region of Iraq. The study was carried out in medical and surgical wards in Ibn Sena teaching hospital, Al-Salam teaching hospital and Al-Jumhory teaching hospital. Purposive sampling (1000) patients participated in this study; data were collected by questionnaire and interview techniques.

RESULTS

Table (1):Demographic Characteristics of the Study Samples.

Variables		No.	%
Gender	Male	569	56.9
	Female	431	43.1
	Total	1000	100%
Age	18-27	163	16.3
	28-37	180	18.0
	38-47	233	23.3
	48-57	242	24.2
	58-more than	182	18.2
	M ± SD	43.04 ± 15.96	
	Total	1000	100%
Residence	Urban	438	43.8
	Rural	562	56.2
	Total	1000	100%
Social status	Single	98	9.8
	Married	785	78.5
	Widow	69	6.9
	Divorced	48	4.8
Educational levels	read and write	201	20.1
	Primary school	338	33.8
	Intermediate school	322	32.2
	Secondary school	76	7.6
	College or Institution	63	6.3
	Total	1000	100%
Occupational status	Employed	229	22.9
	Unemployed	224	22.4
	retired	181	18.1
	Housewife	288	28.8
	Another work	78	7.8
	Total	1000	100%
Previous admission	1 st . time	242	24.2

	2 nd . Time	326	32.6
	3 rd . time and more.	432	43.2
	Total	1000	100%
Type of disease	Chronic	488	48.8
	Acute	512	51.2
	Total	1000	100%
Type of admission	Emergency	535	53.5
	Non-emergency	465	46.5
	Total	1000	100%
Wards	Medical	500	50.0
	Surgical	500	50.0
	Total	1000	100%

Table (2): Client's Responses to Satisfaction items Within 5- Level Scale by Total Frequencies and Percentages.

Variables	communication	skills	Environment	Information	GMS.
	MS.	MS.	MS.	MS.	
Gender					
Male	3.56	3.99	3.85	4.02	3.84
Female	3.73	4.02	3.82	3.66	3.8
Age					
18-27	3.58	4.09	3.87	3.71	3.81
28-37	3.8	4.21	3.79	3.74	3.9
38-47	3.69	4.13	3.71	4.02	3.88
48-57	3.61	4.11	3.78	4.1	3.88
58-more	3.76	4.2	3.9	4.06	3.99
educational level					
Write and read	4.07	4.1	3.83	3.78	3.9
Primary	3.74	4.2	3.82	3.78	3.95
Intermediate	3.76	4.18	3.86	4	3.91
Secondary	3.73	4.21	3.8	4.06	3.9
collage	3.65	3.93	3.9	4.02	3.86
Social status					
Single	3.53	4.11	3.74	3.76	3.79
Married	3.75	4.16	3.84	3.96	3.93
Divorced	3.72	4.23	3.8	3.76	3.89
widow	3.6	4.05	3.98	3.91	3.87
Occupational					
Employed	3.74	4.21	3.91	3.85	3.93
Unemployed	3.93	4.17	3.94	4.18	4.05
Self employed	3.74	4.19	3.8	3.73	3.88
Housewife	3.63	4.07	3.79	3.65	3.79
Retired	3.56	4.06	3.74	4.09	3.85
Admission					
Emergency	3.74	4.18	3.89	3.91	3.93
Nonemergency	3.69	4.12	3.77	3.95	3.88
Previous admission					
1 st .time	3.74	4.12	3.92	4.04	3.94
2 nd .time	3.7	4.21	3.8	3.9	3.9
3 rd .time and more	3.72	4.14	3.81	3.8	3.89
Department					
Surgical	3.7	4.12	3.95	4.12	3.95
Medical	3.73	4.13	3.71	3.83	3.86

MS = Mean score. GMS = Grand mean score.

Table (3): Comparison of the Patients Satisfaction Domains Regarding to Their Gender.

Categories	Gender	No.	X	S.D	T.obs	P≤ 0.05
Nurses Communication	Male	569	55.59	7.08	1.31	NS
	Female	431	56.17	6.68		
Nurses Skills	Male	569	57.99	7.35	1.26	NS
	Female	431	58.57	7.03		
Nurses Environment	Male	569	42.28	6.43	0.56	NS
	Female	431	42.04	6.88		
Nurses Information Provided	Male	569	41.11	6.94	7.84	S
	Female	431	36.9	10.01		

t critical = 1.96 DF= 998 NO. =Number. X= Mean score. SD. = Stander deviation.

Table (4): Comparison of the Patients Satisfaction Domains Regarding to Residence.

Categories	Residence	No.	X	S.D	T.obs	P≤ 0.05
Nurses Communication	Urban	438	55.06	7.44	2.47	S
	Rural	562	56.14	6.24		
Nurses Skills	Urban	438	57.60	7.27	2.39	S
	Rural	562	58.71	7.08		
Nurses Environment	Urban	438	41.51	6.96	2.41	S
	Rural	562	42.53	6.29		
Nurses Information Provided	Urban	438	39.62	7.85	1.31	NS
	Rural	562	38.89	9.20		

t critical = 1.96. DF= 998. SD = Stander deviation. S = Significant .NS = No significant. No = Number.

Table (5): One-way Analysis of Variance for the Difference Between Patients Satisfaction Domains and Their Age.

Categories	S.O.V	SS	MS	F.Obs
Nurses Communication	Between Groups	1050.73	262.68	5.59 S
	Within Groups	46756.30	46.99	
	Total	47807.03		
Nurses Skills	Between Groups	132.12	33.03	0.63 NS
	Within Groups	51941.87	52.20	
	Total	52073.99		
Nurses Environment	Between Groups	867.19	216.79	5.01 S
	Within Groups	43006.95	43.22	
	Total	43874.14		
Nurses Information Provided	Between Groups	2881.63	720.40	9.95 S
	Within Groups	71987.15	72.34	
	Total	74868.79		

F critical = 2.21 DF= 999. S = Significant. NS = No significant. S.O.V = Statement of variance. SS = sum square. MS = mean score.

DISCUSSION

Part I: Discussion patients demographic characteristics.

Analysis of the results of patients demographic characteristics indicated that the 596(56.9 %) of them were male and 431 (43.1%) were female. Our study results is in agreement with Al Qahtani and Al Dahi (2015) founded the male 246(59.4 %) and female 186

(40.6%). Additionally, another study which submitted by Soufi *et. al.* (2010) show that patients respondents (53.7 %) were male and (46.3%) were female .Analysis of the results indicated that the male more satisfied than female. The results is in agreement with study donated by Al Qahtani and Al Dahi (2015) and Ahmad and Alasad (2004) founded the male more satisfied than female. According to the age

Analysis of the results of present study indicated that is common age group between (48 -57) years and constituted 242 (24.2 %) of the total sample and the Mean \pm standard deviation of age was (43.04 \pm 15.69) years. Shnishil and Mansour (2013) founded the more age group (51-60) years and constituted 37 (24.66%) and the Mean \pm standard deviation of age was (45.3 \pm 14.2) years. Al-Assaf (2009) founded the Mean \pm standard deviation of age from the participants was (44.09 \pm 14.87) years.

Analysis of the results of present study indicated that patients with age group (58- more) most satisfied from others. This result is in agreement with El Awa *et. al.* (2010) who reported that older patients are generally more satisfied than younger patients. This may be attributed to that patients at age fifteen years were at the stage of adolescent that is characterized by different reactions toward hospitalization and the role that the illness may play in their life depending on the quality of the support systems available to them, in addition to physical changes related to the transition from childhood to maturity and disease process may be responsible for psychological instability that reflects their dissatisfaction.

The educational level of the patients participants in the present study analysis indicated that the 338 (33.8 %) of them were have Primary school. Shnishil and Mansour (2013) founded the more of educational level was primary school 37(24.7%). Ziaei (2011) reported that was the Primary school is about 125 (27.2%), the results of present study also denoted that the lower levels of education had higher levels of satisfaction. Such findings were consistent with findings of Alasad and Ahmad (2003); Fleischer *et. al.* (2009) found that patients with higher levels of education had lower levels of satisfaction with nursing care .

The results of present study also denoted that the majority of participant were married and constitute 785 (78.5 %) of the total sample. Tang *et al.* (2013)¹⁵. reported the (66%) from the sample was married. Soufi *et. al.* (2010) founded that was 148 (69.2%) of the sample married.

Part II: Discussion Patients Satisfaction toward Nursing Care Domains

Communication domain data analyses show that satisfaction of patients with nurses' communication was higher (3.7). Our results of my study is in agreement with the study presented by Abdel Maqsood and other (2012)(16) El-Nagger *et. al.* (2013). Nurses skills domain data analyses show that

satisfaction of patients with Nurses skills was high scoring (4.1). This result of study is in agreement with the study donated by Abdel Maqsood *et. al.* (2012). Nurses environment domain data analyses show that satisfaction of patients with nurses environment was high scoring (3.8). This result of study is in agreement with the study donated by Papastavrou *et. al.* (2014). Nurses information provided domain data analysis show that satisfaction of patients with Nurses information provided was (3.9). This result of study is in agreement with the study donated by Azizi-Fini *et. al.* (2012).

CONCLUSION

The current study concluded that patients were satisfied regarding nursing care provided in Abn sina, Al jumhory and Al salam Teaching Hospitals in the Mosul. The surgical wards patients in this study reported high level of satisfaction with the nursing care they received. Professional-technical competencies was found to be contributed highest towards their satisfaction and followed by Information provided. Information provided appeared to be an area requires further improvement in order to enhance patients satisfaction particularly in the medical wards setting of this hospital. The aspect of patients satisfaction is indeed a very essential determinant of nursing service quality. Nursing administrators and nurses can utilize the findings to recognize the strengths and weaknesses of nursing services and adopt necessary measures in enhancing quality of nursing care in order to increase patient satisfaction.

RECOMMENDATIONS

The study concluded that nursing curriculums should give attention for developing the communication skills and information provided of their students side by side with other skills and also nurses should practice these skills in their working places. Further studies should be conducted concerning patients satisfaction with nursing care provided in all hospitals. Replication of the study in a different location with a larger sample could provide reliability as well as validity to the findings of this study. Furthermore, recommendation for further research would also to include the use of qualitative approach to explore the patients' perception of satisfaction and meaning of 'quality care'.

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