

Perception of Nursing Care among Patients at SRM General Hospital, Kattankulathur, Kancheepuram District

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Abstract

Background: An significant point that reflects on the understanding of the standard of treatment rendered by the patient is healthcare service. Measuring the experience of nursing care patients can be helpful in improving the quality of nursing services by encouraging the setting of treatment standards and measuring both patient outcomes and quality perceptions.

Objectives: The primary aim of this study was to define the understanding of quality nursing care by the patient.

Method: To assess patients' understanding of the quality of nursing care in medical wards and surgical wards of a selected hospital, a cross-sectional descriptive research design was used. A total of 100 patients participated in the study using a purpose-based sampling methodology based on inclusion criteria, such as adult medical and surgical patients 18 years of age or older who spent at least 3 days or more in the hospital. The satisfaction of patients with the quality of nursing care (PSNCQQ) questionnaire, a standardised instrument, was used to assess the perception of the quality of nursing care by patients.

Result: The report showed 89 percent of high-quality care, 11 percent of decent quality nursing care and 0 percent of low-quality nursing care. The great benefit for members of the health care team is enhancing the standard of nursing care according to the understanding of the patient. The primary source of the health care scheme is providing high quality nursing care.

Conclusion: The results showed that nurses should inform patients about the application and protocol and provide sufficient condition, diagnosis and treatment descriptions to ensure patient satisfaction and high-quality nursing care.

Keywords: Assess, patients, perception, and nursing care.

Introduction

A growing trial in any sector would impact the healthcare industry today as well¹. Healthcare delivery is a central factor that reflects on the patient's understanding of the quality of the care they receive². Assessing the

quality of nurses' services is vital and so nurses are forced to sustain and enhance the standard of their nursing care³. Patients' perception of nursing has been known as the most important indicator of overall patient satisfaction and an essential target of any healthcare organization⁴. Measuring the perception of patients about nursing care may be successful in improving the quality of nursing services by promoting the development of standards for treatment by tracking both outcomes and patients' perceptions of quality⁵.

Patients communicate their needs with respect to what they need, like, want, expect and demand about the nursing care they receive. The understanding of patients

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with the quality of nursing aid is that the required component within the hospital and it is helpful to improve the regular patient-supported reading⁶. Patients may expect more detail on their condition, choices for treatment, procedure, and nursing care. The key objective of health care providers is to achieve excellence in nursing care through the desires and perceptions of the quality of nursing care patients⁷. Hence the purpose of this study was to establish the understanding of quality nursing care by the patient.

Method and Materials

A descriptive cross-sectional research design was used to test the impression of patients about the quality of nursing care in a selected hospital’s medical wards and surgical wards. Complete 100 patients recruited for the study based on inclusion criteria such as adult medical patients aged 18 years or older, who have spent at least 3 days or more in the ward, able to understand Tamil or English and agreed to participate in this study and signed informed consent, and selected patients were interviewed. Before starting the study, the SRMIST had obtained ethical approval. The researcher met each participant and explained the study intent and the instrument. -- participant who decided to complete the instrument was also given written and orally informed consent to take part in the research. Those who were unable to read nor write were aided in completing the questionnaire.

The PSNCQQ was designed to quantify the degree of anticipated need, evaluate patient satisfaction following short-stay hospitalisation, and determine at a minimum level the impact of socio-demographic, personal and other factors⁸ The scale was developed using the Hospital Quality Questionnaire Patient Judgements, developed by a multidisciplinary research team at the Hospital Corporation of America. The scale was developed for managers to apply in areas needing change, to provide patient-oriented outcomes, and to recognise positive and poor aspects of the nursing care process. Things were focused on variables that were established as essential elements of nursing patient satisfaction. The PSNCQQ can be integrated into current quality control systems in hospitals. Besides, given its relevance to the patient care process as a consequence measure, the PSNCQQ can be used as an evidence-based predictor to detect improvements in departmental and institutional processes. This input gives the nursing administrators valuable knowledge. Replies to the

participants are given using a Likert-type 5-point scale. The scoring level was defined as low-quality nursing care (< 50%), acceptable or good-quality nursing care (50-75%), and high-quality nursing care (> 75%). The original English instrument was translated into Tamil and the reliability was obtained using 0.92-value Spearman-Brown formula. The data were analysed using statistics of descriptive and inferential type.

Results and Discussion

Result indicates that 24% belong to 21-30 years of age, 17% belong to 31-40 years of age, 13% belong to 41-50 years of age, 34% belong to 51-60 years of age, 12% belong to > 60 years of age. As far as sex is concerned, 40% belong to males and 60% belong to females. 78% belong to the Hindu faith, 9% belong to the Muslims, 13% belong to the Christians. 75% of monthly income belongs to 12000-17000, 11% belongs to 17000-22000, 13% belongs to 22000-37000, 1% belongs to 37000-50000000, 1% belongs to 37000-5000000. As for marital status, 70% belong to married people, 18% belong to unmarried people, 2% belong to divorced people. 58 percent of schooling belongs to primary education, 14 percent to secondary education, 5 percent to diplomas, 17 percent to undergraduates, 6 percent to postgraduates. In terms of occupation, 20 percent belong to specialists, 11 percent belong to technicians, 25 percent belong to skilled employees and business sales workers, 21 percent belong to skilled agricultural and fishery workers, 17 percent belong to elementary workers, 6 percent belong to unemployed workers. As for the area of living, 50% belongs to urban areas, 50% to rural areas. 58 percent belongs to only once, 22 percent belongs to twice, 11 percent belongs to three times, 9 percent belongs to > 3 times, with respect to the number of times hospitalised. 69 percent belong to one week with regard to none of the days hospitalised, 20 percent belong to two weeks, 7 percent belong to 3 weeks, 4 percent belong to > 3 weeks.

Table 1 : Level of Quality Nursing Care N=100

S.No.	Quality of Nursing	No. of Respondents	Percentage
1	Low	0	0%
2	Good	11	11%
3	High	89	89%

Table 1 reveals that 89% of patients receive high-quality nursing care, 11% receive good-quality nursing care, and 0% receive low-quality nursing care.

Table 2: Association between the knowledge level on Nursing Quality and demographic variable N=100

S.No.	Demographic Variable	Class	Quality of Nursing		Chi-Square value	DF	P-value
			Good	High			
1	Ages in years	21-30 Years	3	21	1.069	4	0.899
		31-40 Years	1	16			
		41-50 Years	1	12			
		51-60 Years	4	30			
		> 60 years	2	10			
2	Sex	Male	3	37	0.834	1	0.361
		Female	8	52			
3	Religion	Hindu	9	69	0.168	2	0.919
		Muslim	1	8			
		Christian	1	12			
4	Monthly Income	Rs.12000-17000	9	66	1.815	3	0.612
		Rs.17000-22000	0	11			
		Rs.22000-37000	2	11			
		Rs.37000-50,000	0	1			
5	Marital Status	Married	8	62	0.271	3	0.965
		Unmarried	2	16			
		Divorced	0	2			
		Widowed	1	9			
6	Education	Primary education	5	53	4.175	4	0.383
		Secondary education	2	12			
		Diploma	0	5			
		Undergraduate	2	15			
		Postgraduate	2	4			
7	Occupation	Professionals	3	17	6.341	5	0.274
		Technicians	2	9			
		Skilled workers and Market sales worker	2	23			
		Skilled agricultural and Fishery worker	2	19			
		Elementary occupation	0	17			
		Unemployed	2	4			
8	Area of living	Urban	4	46	0.919	1	0.338
		Rural	7	43			
9	No.of times hospitalized	Only once	7	51	6.949	3	0.074
		Twice	1	21			
		3 times	0	11			
		> 3 times	3	6			
10	No.of days hospitalized	1 week	9	60	1.601	3	0.659
		2 week	1	19			
		3 week	1	6			
		> 3 week	0	4			

*Significant at 5% level **-Significant at 1% level

Communication skills of health professionals play a pivotal role in ensuring patients feel valued and taken care of. Allocating sufficient time to speak and listen to patients and providing information is a prerequisite for patient satisfaction, as it ensures patients are less stressed and more engaged and well-adjusted. The study's first aim of evaluating the perception of nursing care among patients at SRM General Hospital. The result revealed that 89 percent of patients receive high-quality nursing care, 11 percent of patients receive good quality nursing care and 0 percent receive low-quality care. Khan et al., 2007 conducted a study on patient satisfaction with Henderson's basic model of nursing aid regarding medical aid. The study did not hide the fact that forty-fifth patients were happy about the quality of nursing aid and fifty-five were partially unhappy about the quality of medical aid and ninth patients didn't feel like talking to a worker nurse⁹.

The study's second aim to link the perception of nursing care among patients with their selected demographic variables. No significant association exists between the opinion regarding nursing quality and patient demographic variables ($p < 0.055$). Lumby (2005) conducted a study with a valid form, four hundredth of the population, on patient satisfaction with medical aid. According to the current study, eighty-four patients were happy with nursing aid and fifty-four patients did not feel comfortable talking to nurses. Patients' full age, sex, and educational levels had no significant influence on patient satisfaction in this study. Lots of sample size required to validate¹⁰.

Conclusion

The results showed that 89% of high-quality care, 11% good quality nursing care and 0% low-quality nursing care. Nurses should inform patients about each application and procedure, and provide the necessary explanations about disease, diagnosis, and treatment to ensure patient satisfaction and quality nursing care.

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