

WHY PATIENTS ARE DISSATISFIED ON NURSING CARE SERVICES AT MENELIK HOSPITAL, ADDIS ABABA.

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ABSTRACT

Patient satisfaction with nursing care is considered an important factor in explaining patients' of service quality. Satisfied patients are more likely to comply with treatment, take an active role in their own care, continue using health care services and stay within a health provider. On the other hand unsatisfied patient will not come back to the hospital, and it will lead to loss of income from the patient, as well as wastage of government resources and most importantly healing process is obviously compromised. In Ethiopia, studies conducted so far are very limited on subject of inquiry. To assess reasons why patients are dissatisfied with nursing care services at Menelik Hospital, Addis Ababa, Ethiopia. Facility based Cross-sectional study was carried out in 372 study participants from June to July, 2016 interviewer administered structured questionnaires was employed to collect data. Data was analyzed using manual scientific calculator. Data was presented using texts, figures and tables. More than half 204(54.8%) of patients were satisfied of the amount of time that nurses were spending with them, about 240(64.5%) of patients were satisfied of nurses coming to patients up on call, majority 300(80.6%) of respondents were satisfied of nurses explanation on the continuity of care. Patients were mostly dissatisfied of 204(54.8%) on the capability of nurses on their job, 221(59.1%) on nurses knowledge on giving physical comfort and 272(73.1%) on the way nurses help at home. The result from this study showed more than half of respondents were dissatisfied with the nursing care services. As satisfaction of patients on nursing care service is low, nurse workers could give time for their patient, they could be actively engaging in their care services.

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INTRODUCTION

Nursing care is one of the major components of Health care delivery. It includes helping the patients in monitoring personal hygiene, helping in nutrition, environmental sanitation, examination, maintaining body temperature, providing safety and comfort, helping in adaptability and providing health education (1). Nursing care and healthcare facilities are interested in maintaining high levels of satisfaction in order to stay competitive in healthcare market (2). A component of effective health care services is the measurement of patient satisfaction. Patient satisfaction assists in the evolution of health care services from the patients' point of view. It also facilitates the identification of problem areas and generates ideas for resolving these problems (3).

Patient satisfaction measures have developed tremendous attractions in the sector of health care delivery services for the purpose of ascertaining the quality of health care services in general and nursing care in particular. Several authors, in the contemporary health care literature, have indicated that even though patient satisfaction is probably the most difficult to measure among other components in the quality of care cannot be set aside (4). Among a number of health care services delivered at health institutions, nursing care services constitute the most important part, and hence, play the most significant and pivotal role. Regarding this, it was indicated a major service that hospitalized patients are exposed to is nursing care,

with nursing personnel comprising the largest proportion of the health service community, and since most of the health care in hospitals is nursing care, it most closely influences the patients' satisfaction with the overall quality of care, and therefore, the importance of measuring patient satisfaction with nursing care cannot be emphasized enough (4).

Research that has been done on patient satisfaction revealed that nursing care was the major determinant of patient satisfaction. Care assessed to be of high quality according to clinical, economic or other provider-defined criteria is not ideal if the patient feels dissatisfied [5]. A study conducted in Iran showed that dissatisfaction with the nursing care services lead to developing negative attitudes towards the health care system, lower utilization of the nursing care services by the patients. For this reason, many researchers have acknowledged that patients' satisfaction is not simply a measure of quality, but the goal of health care delivery (6).

Study undergone in Ghana, towards in-patient satisfaction with nursing care revealed that about 33% of respondents were fully satisfied with their nursing care. From this satisfaction, 46% were satisfied with the attitude of nurses towards clients and their family, 41% were satisfied with the amount of privacy given as each bed had a screen which provided maximum privacy and about 36% of respondents were satisfied with nurses' capability in their

work and the amount of time nurses spent with them(5). It was indicated that the increase in consumerism in the health service has focused attention on patients' perceptions of, and satisfaction with, the services they receive, particularly nursing care services (7). A study conducted: for example, on adult patient satisfaction with nursing care at public hospitals in Addis Ababa, admitted in the medical, surgical and gynecological wards, depicted that the overall rating of satisfaction was 67%, with the top aspects that patients scored highest for their satisfaction with nursing care were the amount of freedom given, nurses capability in their work and nurses treatment of patients as an individual, and the aspects with which patients were least satisfied were the amount and type of information they received regarding their condition and treatment and also the amount nurses knew about patients' care(8).

It is everyone's most common experience to witness significant patient or client complaints and dissatisfactions with respect to hospital health care deliveries, particularly nursing care services, in many of the Ethiopian healthcare settings (9). To improve quality of care, planning and evaluation of health care services. Patients/clients themselves are the other most important beneficiaries of the results of this study. The objectives of this study were to determine adult patients' satisfaction and identify associated factors with nursing care at Menelik hospital.

In view of this a study conducted on adult patient satisfaction with nursing care at

public hospitals in Addis Ababa, reported least satisfied score were the amount and type of information they received regarding their condition and treatment (12). Thus, a scarcity of literature made it difficult to find research examining patients' satisfaction with nursing care in developing countries. It is also true for Ethiopia. So, patient satisfaction should find its way in to the design of services in developing countries (18). In this study, patient's satisfaction with nursing care will be determined in Menelik hospital for better understanding of the gap and effective quality of nursing care for future act.

Patient satisfaction with nursing care was conceptualized as the degree of congruence between patient's expectations of ideal nursing care and his/her perception of the real nursing care he/she receives (10). Excellence in care is what those in need of healthcare services wish for, and it is also the main goal for those providing the care. Maintaining a balance between care quality and cost is a challenge in today's healthcare institutions, where resources are limited and needs increasing (11). Although the significance of measuring patient satisfaction with nursing care can not be emphasized enough, currently the concern of patients' satisfaction with nursing care has attracted the attention of researchers across the globe. Because knowledge gained from patient satisfaction surveys can set a direction for quality improvement (12). On the other hand American nurse association (ANA)

patient satisfaction on nursing care is patient opinion of care received from nursing staff(13).

Patients' satisfaction will be determined by nurses' role in the hospital because they are frontline people and more acquainted bedside nursing care than any other health personnel in the hospital patients' satisfaction has been advocated as an outcome measure of quality nursing care (14).A study conducted in India on patient's satisfaction revealed about 58% of them were well satisfied with the nursing care (15). On this regard good satisfaction with nursing care was 23% in Obstetrics/gynecology, 19% in medicine and 24% in surgery and 12% in Obstetrics/Gynecology, 16% in medicine, 12% in Surgery was poor satisfaction (15).

Studies showed in vietnam and Uganda, poor quality of services in the public sector led to greater use of private providers (16), however, private health care services are usually costly for the majority of people in developing countries health institution (17). Study undergone in northwest Ethiopia in selected hospital indicated that patients who were under acute illness conditions were less likely to report overall satisfaction with nursing care services that those under chronic conditions (12).

Quality of nursing care is vital to patient outcomes and patient satisfaction. Patient satisfaction with nursing care is strongly associated with patients overall satisfaction with hospital experience. To ensure service improvement initiatives at appropriate levels in hospital is a prerequisite to

understand factors which influence patient satisfaction with nursing care. The measurement of patient satisfaction with nursing care is important to determine and meet patients' need in terms of care and to evaluate quality of care provided (14). When health care providers thoroughly understand the factors influencing patient satisfaction, they will be better able to make changes that will increase satisfaction with the care they deliver (19).

On this line, assessing the satisfaction of patients with nursing care is crucial in order to identify the area of dissatisfaction and at the same time improve the nursing services. Nursing services. Nursing services are not organized well in Addis Ababa. As patient satisfaction with nursing care was not assessed adequately or not at all gain attention in our country. So, this study would be the baseline information for government officials, policy makers, clinicians, nurses and other researchers on this direction.

METHODS AND MATERIALS

The Study was conducted in Menelik II hospital, Addis Ababa from May to July, 2016. Institution based cross-sectional study method was used on 372 admitted patients and these study participants were selected by SRS Technique using lottery method. Adult patients whose age 18 and above years who were admitted in medical and surgical ward and who were stayed in the ward for 48 hrs were included in the study. Standardized structured interview questionnaire which was adapted and adopted from previous

studies was used. The questionnaire is consisting of question that enabled to asses socio-demographic, hospital and individual factors to assess patient satisfaction and first it was prepared in English and translated to Amharic and retranslated back to English for the purpose of checking the constancy of the question. The questionnaire was prepared in English, then translated into Amharic and then back translated in English to check for consistency by different language experts. The principal investigators were closely follow the data collection process and filled questionnaires was checked daily for completeness and cleaned before analysis and filled data was checked again before final analysis. After the data is edited and then analyzed was done by using SPSS version 20 software. Result was presented with texts, figures and tables. Ethical approval was obtained from both Kea Med Medical College Research and Menelik hospital. Furthermore, verbal consent was first request from each patient before going to data collection process. Participation in the study would be voluntary and based on each patient's ability to give informed consent. Participants were guaranteed confidentiality of the information collected. Non-participation couldn't have negative effect on care.

RESULTS

A total 372 administered questionnaires and the response rate was 100%. With regard to socio-demographic characteristics more than half 204(54.8%) of respondents responded to be male, and 204(54.8%) belongs to orthodox religion followers. Concerning to the marital status of respondents 240(64.5%) of respondents responded to be married (Table1).

Table 1: Socio-demographic characteristics of study subjects at Menelik II hospital, July, 2016.

S/no	Variables(n=372 for all)	Number	%
1	Age		
	<20	50	13.4
	21-30	40	10.7
	31-40	130	34.9
	41-50	98	26.3
	51+	54	14.5
2	Sex		
	Male	204	54.8
	Female	168	45.2
3	Religion		
	Orthodox	204	54.8
	Muslim	98	26.3
	Protestant	54	14.5
	Others	18	4.8
4	Ethnicity		
	Amhara	168	45.2
	Oromo	98	26.3
	Tigre	42	11.3
	SNNP	41	11.0
	Others	23	6.1
5	Educational status		
	Illiterate	150	40.3
	Read and write	96	25.8
	Elementary	88	23.6
	High school and above	39	10.3
6	Marital status		
	Married	240	64.5
	Single	123	33.0
	Divorce	6	1.6
	Others	3	0.8

Concerning reasons that patients were dissatisfied or satisfied from the perspectives of nursing care, more than half 204(54.8%) of patients were satisfied of

the amount of time that nurses were spending with them, about 240(64.5%) of patients were satisfied of nurses coming to patients up on call, majority 300(80.6%) of

respondents were satisfied of nurses explanation on the continuity of care. Patients were mostly dissatisfied of 204(54.8%) on the capability of nurses on

their job, 221(59.1%) on nurses knowledge on giving physical comfort and 272(73.1%) on the way nurses help at home (table 2).

Table 2: Reasons for satisfaction/dissatisfaction of participants at Minilik II hospital, June 2016.

s/no	Variables (n=372)	Satisfied		Dissatisfied	
		Num ber	%	Numb er	%
1	The amount of time nurses spent with you	204	54.8	168	45.2
2	How capable nurses were at their job	168	45.2	204	54.8
3	The nurses knew about your care and giving physical comfort	151	40.6	221	59.4
4	How quickly nurses came when you called for them	240	64.5	132	35.5
5	The way the nurses made you feel at home	100	26.9	272	73.1
6	The way nurses explained things to you about continuity of care	300	80.6	72	19.4
7	How nurses helped put your relatives; or friends' minds at rest	310	83.3	62	16.7
8	Nurses' manner in going about their work	65	17.5	317	82.5
9	The type of information nurses gave to you about your condition and treatment	200	53.8	172	46.2
10	Nurses' treatment of you as an individual	120	32.2	252	67.8
11	How nurses listened to your worries and concerns	130	34.9	242	65.1
12	The freedom you were given on the ward	168	45.2	204	54.8
13	How willing nurses were to respond to your requests	150	40.3	222	59.7
14	The privacy that nurses gave you	200	53.8	172	46.2
15	Nurses awareness of your needs and emotional and spiritual support	100	26.9	272	73.1

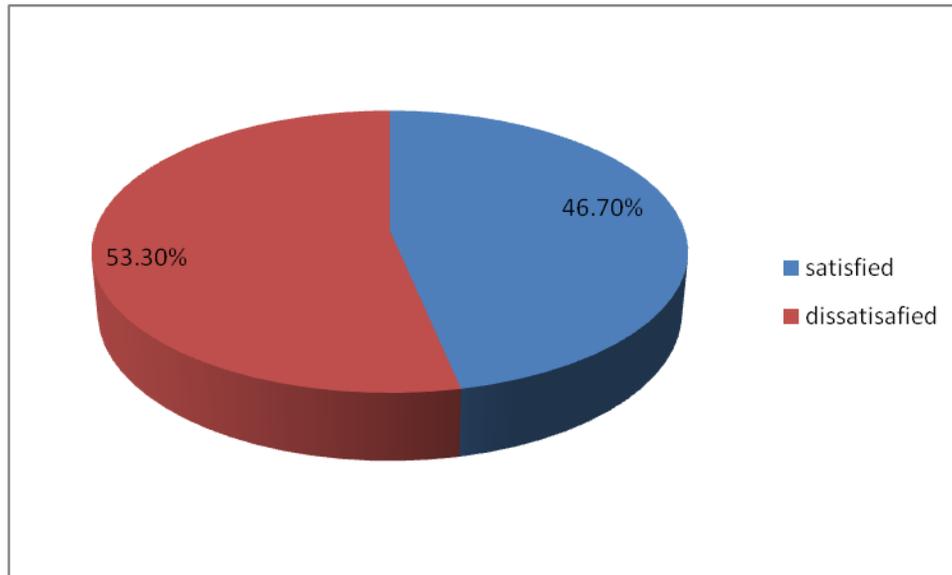


Figure 1: Satisfaction status of patients at Menelik II hospital, July 2016.

DISCUSSION

In this study the overall satisfaction status of study participants, 47.7% of patients were satisfied of nursing care services. Which is higher than the results of the study done in Ghana towards in-patient satisfaction with nursing care revealed that about 33% of respondents were fully satisfied with their nursing care, from this satisfaction, 46% were satisfied with the attitude of nurses towards clients and their family, 41% were satisfied with the amount of privacy given as each bed had a screen which provided maximum privacy and about 36% of respondents were satisfied with nurses' capability in their work and the amount of time nurses spent with them (5). This difference is may be due to a difference in duration of the study.

The result from this study showed that patients were mostly dissatisfied at Nurses' manner in going about their work, and satisfied most at how nurses helped

patients relatives; or friends' minds at rest but the study finding in Jordan showed communication and offering emotional support had lowest satisfaction score (18). On similar study the top aspects that patients scored highest for their satisfaction with nursing care were the feeling of privacy, nurses capability at their job, and nurses helpfulness (18). The results of this study showed that 47.7% of respondents were satisfied of nursing care services, which is lower than the study conducted in Addis Ababa, and Jordan 67% and 77% respectively(8,18).

The satisfaction level in this study was slightly lower than the survey done among 237 patient measuring satisfactions with nursing care of patients admitted in the medical words of the Philippine general hospital, a little over half or 50.8% were highly satisfied in the overall evaluation of

care. A little over half had previous hospitalization but no specifics were obtained (10). This difference becomes may be due to difference in sample size.

The result from this study is in line with results of cross-sectional study conducted at Pakistan revealed 45% patients were satisfied with care provided, while 55% were partially dissatisfied. On the aspects of care, patients reported a provided, positive level of satisfaction on providing privacy when needed and felt nurses were excellent as they were very regular in routine vital signs check-up (20).

Conclusion

The result from this study showed more than half of respondents were dissatisfied with the nursing care services. Patients were dissatisfied or satisfied from the perspectives of nursing care, more than half 204(54.8%) of patients were satisfied of the amount of time that nurses were spending with them, about 240(64.5%) of patients were satisfied of nurses coming to patients up on call, majority 300(80.6%) of respondents were satisfied of nurses explanation on the continuity of care. Patients were mostly dissatisfied of 204(54.8%) on the capability of nurses on their job, 221(59.1%) on nurses knowledge on giving physical comfort and 272(73.1%) on the way nurses help at home.

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