

## PATIENT'S SATISFACTION WITH NURSING CARE IN EMERGENCY DEPARTMENT AT PUBLIC HOSPITAL IN AL-NAJAF AL-ASHRAF GOVERNORATE

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### Abstract:

**Objective:** this study aimed to assess Objective: To assess patient's satisfaction with nursing care in Emergency department at Public Hospital in Al-Najaf Al-Ashraf Governorate and to find out relationship between patients satisfaction and their socio-demographic data. **Methodology:** A descriptive study design (cross section) was carried out through the present study in order to achieve the early stated objectives. From period 15th of December 2017 to 20th of May 2018, in order to assess nursing care provided for patients in emergency department. A non-probability (purposive sample) of (150) patients who were admitted to AL-Sadder medical City, AL-Hakeem General hospital, AL-Zahraa teaching hospital and medal AL-furat Hospital / Emergency Department for treatment were included in the study. Data collected through using a questionnaire consisting of two parts: part I: patient demographic data contain (7) items, and part II: Clinical Data: Patient Satisfaction with Nursing Care Quality scale (PSNCS) consists of (16) items which distributed according to domains of satisfaction. Validity of the study instrument is conducted through a group of experts who have a years of experience in nursing field, In this study the data were analyzed by using of (SPSS) program V19 (statistical package for science service), and the statistical package. Below is the statistical data analysis methods to evaluate the study result. **Results:** The study shows that majority of patients are satisfied with nursing care that provided for them in emergency, most of patients are satisfied with nursing care in all hospital department, patient satisfaction significantly associated with participants' education level. **Conclusion:** Generally, The study confirms that the most of patients are satisfied with nursing care in all hospital and there are significant relationship between patient's satisfaction with nursing care and level of education of patient.

## INTRODUCTION

Patient satisfaction has been viewed as a valid outcome measure of a healthcare delivery system. Satisfaction evaluations reflect the expectations from the patients' point of view and compare with the realities of the care received<sup>(3)</sup>. Nurses spend more time with their patients each day than from any other health care provider and have most interactions with patients and their families because they provide hour to hour care and promotes frequently to the family the instruction given by the physician as well as the care plan and the way of the care<sup>(1)</sup>. Nurses take an important part to control infection in patients by nursing interventions, research investigation, and education of patient. However, numerous familiar nursing interventions to control infection depend on the belief or expert point of view but without scientific inspection. In Iraq, increasing mortality rate is considered as a health problem. The subject on patient satisfaction has drawn much attention for research particularly in the specialized areas such as emergency departments, coronary care units, orthopedic wards and psychiatric units<sup>(2)</sup>. Quality of nursing care is frankly connected with patient's prospectation as it is the inner standard of patients to grade the provided care. Nurses can achieve the patient's confidence if it focuses on patient satisfaction to raise the strength of relationship between the patient confident and quality of nursing care<sup>(4)</sup>.

## METHODOLOGY

A descriptive study design (cross section) was carried out through the present study in order to achieve the early stated objectives. The Study conducted in Al-Najaf City/Al-Najaf Al-Ashraf Health Directorate/ Governmental hospital/ Emergency Department from period 15th of December 2017 to 20th of May 2018. A non-probability (purposive sample) of (150) patients who were admitted to AL-Sadder medical City, AL-Hakeem General hospital, AL-Zahraa teaching hospital and medal AL-furat Hospital / Emergency Department for treatment were included in the study. An assessment tool were used to determinate patient's satisfaction with nursing care in Emergency Department at governmental hospital in Al-Najaf AL- Ashraf. The final copy consists of two parts:

**Part 1:** patient Demographic Data

The first section of the questionnaire included demographic information which includes residency gender, age, marital status, educational level, employment status, socio-economic status, and length of hospitalization

**Part 2:** Clinical Data: Patient Satisfaction with Nursing Care Quality scale (PSNCS)

The second section consists of the questionnaire related to PSNCS. The questionnaire was adapted and developed based on Interaction Model of Client Health Behavior which consists of 18 items. A three-point Likert scale is used (1=unsatisfied, 2= partially satisfied and 3=satisfied,). The questionnaire was developed in English language and subsequently being translated into Arabic language.

The data were collected through the utilization of the developed questionnaire, and by means of structured interview technique with the subject who individually interviewed, and each subject was interviewed in the same way by using the similar questionnaire for the subjects of the study sample at the emergency department. The data collection was carried out from March 22th, to 25th April, 2018.

## Results & discussion

Table (1) Distribution of patient by their Socio-Demographic Characteristics. (No.150)

Demographic data	Rating and intervals	Frequency	Percent
Gender	Male	81	54.0
	Female	69	46.0
	Total	150	100.0
Age / years	<= 19	11	7.3
	20 - 24	11	7.3
	25 - 29	25	16.7
	30 - 34	17	11.3
	35+	86	57.3
	Total	150	100.0
	Marital status	Single	19
Married		120	80.0
Widowed		8	5.3
Divorced		2	1.3
Separated		1	.7
Total		150	100.0
Education levels	Illiterate	40	26.7
	Able to read and write	44	29.3
	Primary school	25	16.7
	Intermediate school	8	5.3
	Secondary school	17	11.3
	Institute	6	4.0
	College	10	6.7
	Total	150	100.0

Cont. table (1)

Occupational status	Employee	21	14.0
	Free job	44	29.3
	Retired	8	5.3
	Housewife	52	34.7
	Jobless	18	12.0
	Student	7	4.7
	Total	150	100.0
Monthly income	Sufficient	41	27.3
	Barely sufficient	61	40.7
	Insufficient	48	32.0
	Total	150	100.0
Residency	Rural	30	20.0
	Urban	120	80.0
	Total	150	100.0
Hospitals	Al-Sader	57	38.0
	Al-Hakeem	46	30.7
	Al-Zahra	23	15.3
	Al-Furat	24	16.0
	Total	150	100.0
duration of staying in hospitals / hours	<= 12	53	35.3
	13 - 24	62	41.3
	37 - 48	21	14.0
	49+	14	9.3
	Total	150	100.0

Table (1) reveals the most of the research sample (54%) are male within age group ( $\geq 35$ ) years old (80%) of them are married. The finding is consistent with results of Alsaqri, (2016) he said in his study the majority of research sample are male and they are married. Also Rajeswar, (2011), and Ijeoma, *et al.*, (2011) which mentioned in their study result that the majority of sample are male within age group (41-50 years), who are married.

Concerning the level of education, the highest percent of study sample (29.3%) are able to read and write. This result in contact with Eyasu, *et al.*, (2016) and Levandovski, *et al.*, (2015) they claimed in their study the majority of study sample who are incomplete primary school while this result disagree with Godiyal, *et al.*, (2014), they revealed in their study most patients are middle education .

Regarding occupational status, about (34.7%) are housewife, (80%) of them living in urban residential area. This result matched with Al-Khafaji, and Hameed, (2016), they pointed in their study that the majority of research sample are housewife and living in urban, In addition Aman, and Abbas, (2016) and El-Nagger, *et al.*, (2013) they pointed in their study high percentage of respondent live in urban area but Eyasu, *et al.*, (2016) they found in their study most of participate living in rural area.

Concerning with socio-economic status, the most of the study subjects there, income is barely sufficient (40%). This result matched with Zavare, *et al.*, (2010) they pointed in their study that family monthly income of the respondents is sufficient to meet essential needs of life.

Concerning with hospitalization most of them admitted to AL-Sadder Medical City and stay in emergency department for treatment from (13-24) hours. This result claimed with Tang, *et al.*, ( 2013) and Rajeswar, ( 2011), they emphasized in their study the majority of patient stay in hospital  $\leq 10$  days but this result disagree with Winklerová, and Jarošová, ( 2013) they found in their study the majority of patient stay longer than one week.

**Table (2) assessment of patient's satisfaction with nursing care**

Assessment of Patients Satisfaction	Freq.	%
Satisfied	125	83.3
Partially Satisfied	23	15.3
Unsatisfied	2	1.3
<b>Total</b>	<b>150</b>	<b>100.0</b>

The study result according to table (2) shows the majority of patients are satisfied with nursing care that provided for them at emergency department. Buchanan, *et al.*, (2015) and Konduru, *et al.*, (2015) mentioned in their study the majority of the study subjects are good satisfied with care that provided.

**Table (3.3) relationship between the patient's satisfaction with nursing care and their demographic data**

Demographic data	Chi-square Value	Df	p-value
Gender	2.065	2	.356 NS
Age / years	6.397	8	.603 NS
Marital status	3.827	8	.872 NS

<b>Level of Education</b>	<b>25.741</b>	<b>12</b>	<b>.012 S</b>
<b>Occupational status</b>	<b>6.502</b>	<b>10</b>	<b>.771 NS</b>
<b>Monthly Income</b>	<b>5.727</b>	<b>4</b>	<b>.220 NS</b>
<b>Residency</b>	<b>4.091</b>	<b>2</b>	<b>.129 NS</b>
<b>Duration of staying in hospitals</b>	<b>9.803</b>	<b>6</b>	<b>.133 NS</b>

According to table (3.3), there is non- significant relationship between patient satisfaction and patient's demographic data except with their level of education at p-value 0.012.

This result disagree with Konduru, *et al.*, (2015) they stated in their study that there is a significant association between the level of nursing care satisfaction among patients and their (age, gender, No. of days Hospitalized) at p-value 0.03, 0.02 and 0.03 respectively, and non- significant association among (Marital status. Education, Occupation, Income).

Eyasu, *et al.*, (2016), they pointed in their study is a significant relation between patients (sex, age, residence, educational status, marital status, and occupation) and their satisfaction.

Also this result consisting with Farahani, *et al.*, (2014) they reported in their study no significant correlation between patient satisfaction with nursing care and the participants age, gender and length of hospital stay however, significant correlation which observed between patient satisfaction and participants' education level (P-value = 0.002).

**Table (4) mean difference of the patient's satisfaction with nursing care according to their levels of educations**

<b>Levels of education</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>	<b>F</b>	<b>Sig.</b>
<b>Illiterate</b>	<b>40</b>	<b>2.7531</b>	<b>.29176</b>	<b>2.630</b>	<b>.019 S</b>
<b>Able to read and write</b>	<b>44</b>	<b>2.7486</b>	<b>.31162</b>		
<b>Primary school</b>	<b>25</b>	<b>2.6800</b>	<b>.31058</b>		
<b>Intermediate school</b>	<b>8</b>	<b>2.6563</b>	<b>.32562</b>		
<b>Secondary school</b>	<b>17</b>	<b>2.6324</b>	<b>.33866</b>		
<b>Institute</b>	<b>6</b>	<b>2.4063</b>	<b>.47885</b>		
<b>College</b>	<b>10</b>	<b>2.4063</b>	<b>.41063</b>		

According to the above table (4) in the result, the mean difference of the patient's satisfaction with nursing care according to their levels of educations is illiterate. This result reinforced with a study done by Buchanan, *et al.*, (2015), Joolae, *et al.*, (2008) and Liu, *et al.*, (2006) they reported in their study that patient satisfaction was significantly associated with participants' education level.

The researcher believe that the educational status of patients influenced on their expectations of care, as patients with high levels of education were reported to be dissatisfied about nursing care. Patient satisfaction is a state in which patients not merely feel they are receiving the necessary care and treatment, but they include sense of satisfaction with the hospital environment and the quality of the care. Full fulfilment is happen when patients have a tendency to coming to that organization at future referrals and they recommend it to other patients.

## CONCLUSIONS:

- The most study subject are male within age group more than or equal 35 yearold, live in urban residential area than in those in rural, and more common in married farther than single one
- The majority of research sample are satisfied about nursing care in AL- furat hospital.
- Generally, The study confirms that the most of patients are satisfied with nursing care in all hospital
- There are significant relationship between patients satisfaction with nursing care and level of education of patient

## RECOMMENDATIONS:

- Assessing quality of nursing care in emergency department continuously, so that we can apply the quality improvement and/or quality assurance in this department .
- Health education programs and training sessions about quality of nursing care should be implemented for nurses to increase and improve their abilities in managing patient.
- We suggested that several factors such as improving socio-environment in term of privacy and interpersonal manner in the care, and improving the facilities of the hospitals, should be taken into consideration in order to improve the overall satisfaction.
- Encourage good relationship between nurses and patients. participate in their

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