

ASSESSMENT OF FAMILY SATISFACTION REGARDING QUALITY OF NURSING CARE IN TERTIARY CARE PUBLIC SECTOR HOSPITALS OF PESHAWAR

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ABSTRACT

OBJECTIVES

The aim of this study was to assess the level of family members' satisfaction regarding nursing care in three major public sector tertiary care hospitals of Peshawar.

METHODOLOGY

A descriptive cross sectional survey was carried out at the in-patient's departments of three tertiary care hospitals of Peshawar. Convenient method of sampling was used to include 400 family members of IPD patients. An adopted, modified, pilot tested and interviewer-administered questionnaire (comprising of 34 questions) was used to assess the satisfaction level of study participants regarding quality of nursing care. Approval for conducting this study was obtained from Ethics Review Board of Khyber Medical University. SPSS version 22 was used for analyzing the data.

RESULTS

The study findings indicate that most of the study participants (83%) were somehow satisfied regarding quality nursing care provided to their patients, 11% were barely satisfied and only 06% were not satisfied at all. Most of the family members were satisfied from nurse's knowledge, clinical skills, professional behavior, communication and information given by them.

CONCLUSION

Though a very low number of participants were completely satisfied with nursing care, majority of the family members were somehow satisfied from the quality of nursing care provided to their patients in the three public sector hospitals of Peshawar.

KEYWORDS: Quality, Family members, Nurses, Satisfaction, Nursing care

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INTRODUCTION

Family members play a key role in the hospitalization of patients by coordinating between

patient and healthcare providers for optimal patient outcomes.¹ Family is an essential element of patient care as they not only support patient financially but also help in physical and psychological care of the patients.^{2,3} Nurses and healthcare providers usually focus on the needs of the patients and comparatively pay less attention to the family members. The participation of family in healthcare help in the provision of safe, skilled and effective care to patients to meet their basic needs coordination of patient care, in developing countries like Pakistan the role of family members is more important in provision of safe and timely care to patients. Literature reports the role of family members as vitally significant in patient care. A national satisfaction survey was conducted in

United State of America (USA) in 2007, and 92,433 survey respondents participated at survey. Majority of the participants rated satisfaction level with the nursing care facilities as “good” (50.4%), followed by “excellent” (31.6%) or “fair” (14.6%). The participant’s least satisfied represented the smallest proportion 3.4%.⁷ Another study reported by Haya Al- Fozan measured both patients and family care provider’s satisfaction with the eight domains of care; knowledge and given information, skills, caring, communication, decision making, family contribution, professional conducts, and global rating.⁶ Similarly, a study from India concluded that, most of the participants were dissatisfied with the information given about the support services such as billing section, pharmacy, post office, and bank. However, with regard to comfort needs, majority of the subjects were very satisfied with the care received. Provision of comfort measures ensures pleasant stay for the patient and family members.⁸ A study from Australian highlighted that patients more than 80 years, female and aged care units assume that physical sides of the care provided by nurses were more vital as compared to younger patients with age group 65–80 years, male and medical wards.¹¹ Study regarding family satisfaction from Norwegian hospitals reported varying level of patients and family satisfaction with nursing care.¹² In Pakistan only two published studies were found on patient satisfaction with nursing care. One study from DI Khan found that 45% of the admitted patients were satisfied from nursing care delivered in nominated public sector hospital, while 55% of the patients were not satisfied.¹³ Another study from Karachi showed that overall patient’s satisfaction level regarding nursing care was 63.7%.¹⁴ Overall in Pakistan, it has been observed that there is low quality of health services in public sector hospitals.¹³ Little is known regarding the family satisfaction with nursing care in public sector hospitals in Pakistan. Search retrieval using google scholar and pub med didn’t retrieve any published study on family satisfaction regarding nursing care in Pakistan. Therefore, this study was aimed to determine family satisfaction with nursing care provided to their patients at three tertiary care public sector hospitals of Peshawar during hospitalization.^{5,6} Unlike developing countries where nurses play central role in

METHODOLOGY

This study used a quantitative cross sectional study design. Convent sampling technique was used for

recruiting the participants. The calculated sample size was 403 participants. Family members whose patients were admitted in one of the three public sector tertiary care hospitals of Peshawar were recruited to the study. A structured, investigator lead questionnaire was used for collection of data. Newcastle Satisfaction with Nursing Scale (NSNS), was used to find out family satisfaction level¹⁵, which is validated tool. Written informed consent was taken from the participants prior to data collection. Data was collected from March 2017 to August 2017. IBM SPSS Statistics version 22 was used for the analysis of the research data. Percentages were calculated for the analysis of socio-demographic characteristics and for the overall study tool as well.

RESULTS

Total 403 family members participated in the study. Table 1 shows that most of the participants were male 228 (57%), majority were married 226 (56%) and 223 (55%) were resident of rural areas.

Table 1 Family members’ information related to gender, marital status and residence (n=403).

S.No	Description of Variables	f	%age
1	Gender	Male	228 57%
		Female	175 43%
2	Marital Status	Married	226 56%
		Unmarried	174 43%
		Others	03 01%
3	Residence	Rural	223 55%
		Urban	180 45%

As far as the relationship of the admitted patients with family members is concerned, 112 (28%) were sons, 88 (22%) were patient’s father, 75 (18%) were patient’s daughter, 67 (17%) were patient’s mother and 61 (15%) had other type of relationship with patients. Of the participants, 213 (53%) had monthly income less than 15000/Rs. or equal to it, 91 (23%) of the participants have monthly income between 16,000 and 30,000, 33 (8%) participants had monthly income between 31,000 and 45,000/Rs. whereas 64 (16%) of the participants had monthly income more than 45,000/Rs. Most of the family members had their patients admitted in medical wards of the three tertiary care hospitals that were 156 (39%), while in case of period from that patients admitted in hospital most of the family members stay in hospital with their patient from 2 to 4 days that were 171 (43%).

Table 2: Type of wards and length of stay of patients in different wards (n=403)

S.No	Description		f	%age
1.	Ward Type	Medical Ward	156	39%
		Surgical Ward	63	16%
		Obstetrics and Gynecology Ward	52	13%
		Others	132	33%
2.	Length of Stay	24 Hours	122	30%
		02-04 Days	171	43%
		4 Days or more	110	27%

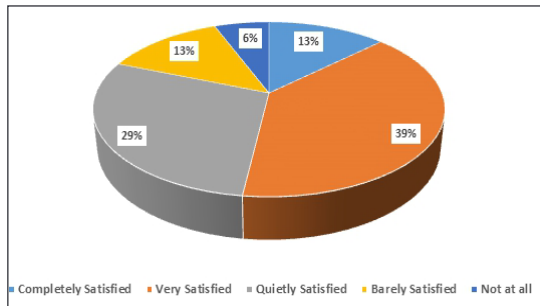


Chart 1: Family Member's Satisfaction Level Regarding Nursing Care

A very low number (13%) of the family members were completely satisfied with the care provided to their relatives in the hospital where as 39% of the family members were satisfied with the nursing care of their patients. The areas rated by participants as per study tool were clinical skills of nurses, care and communications skills, involvement in decision making and patient care and professional behavior of nurses. Most (79%) of the study participants were satisfied regarding the nurses' clinical skills, of which 15% were completely satisfied, 38% very satisfied and 25% quite satisfied. In the domain of care and communication skill of nurses, 17% were completely satisfied, 44% very satisfied, and 24% quite satisfied. Likewise, majority (82%) of the study participants were satisfied regarding the family involvement in patient care and helping them in decision making where as (86%) of the professional behavior during their hospital stay.

DISCUSSIONS

The study results showed that although a very low number of participants, that is, only 13% of the participants were completely satisfied, majority of

the family members were somehow satisfied with the nursing caring delivered in the three public sector hospitals. Overall satisfaction level of the current study was approximately 81%, so this result was congruent with the result of a Canadian based study conducted in 2002, showed that 84% of the participants were satisfied from the care delivered by the nurses to their patients. Another study also agreed with the current study results 52%. An Indian base study results was also congruent with the results of the recent study and showed that 89% of the participants were fully satisfied with nursing care.⁸ In case of nurses provide information and knowledge about patients care so around 67% of the participants were either very satisfied or quite satisfied. The current study result are consistent with the result of an Indian based study conducted by Rajeswari 2011, which reported 76% of the participants were satisfied with the information delivered by nurses about the patient care.¹¹ While the current results are different from an Ethiopian based study which concluded that (44.8%) of the participants were satisfied with the nursing provided information.²⁰ Participant's satisfaction level (very satisfied or quite satisfied) regarding the nurse's clinical skills was 65%. The current study results are congruent with an Ethiopian study conducted by Tahir et al. in 2014, the result of that study showed that 62% of the participants were satisfied with nurses clinical expertise and dealing with family members during hospitalization.²⁰ While a Saudian study conducted by Haya Al- Fozan in 2013, the result of that was not similar with the current study result and showed that 87% of the participants were satisfied with nurses clinical skills.⁶ In case of nursing care and communications 68% of the participants were very satisfied or quite satisfied. This result was different to the a study conducted by Tahir et al. in 2014 and the study conducted by Haya Al- Fozan in 2013, the results of these studies were 56% and 88% respectively.^{6,20} In case of family involvement in nursing care 65% of the participants were very satisfied or quite satisfied. The findings by Haya Al- Fozan in 2013 showed that (93%) of participants were satisfied with the nursing ability of involvement of family in patient care.⁶ Study participants who were very satisfied or quite satisfied with the nurses professional behavior were 63%. This study result was agreed with the study conducted by Bekele Chaka in 2005, the result of that study showed that 69% of the participants were satisfied with nursing professional behavior.²¹ While a study conducted by Haya Al- Fozan in 2013 was

not similar with the current study result and showed that (91%) of the study participants were agreed with the nurses professional behavior.⁶ This study may be different because of the developed nursing profession in the Saudi Arabia and due to increase literacy rate over there.

LIMITATIONS

This current study was conducted on the family members whose patients were admitted in hospital. The study findings can not be generalized because it was performed in only three public sector hospitals with limited sample size.

CONCLUSION

Majority of the family associates were satisfied from the nursing care delivered in the three public sector hospitals of the Peshawar city. This verifies that the nurses have the ability to deliver culturally acceptable high quality care; however, opportunities for enhancement in care always needed. Enhancing the quality and quantity of nurse-patient and nurse-family communication may lead to huge increase in the satisfaction of the family associates whose loved one are admitted in hospital. Gauging and understanding satisfaction with care delivered in hospital will improve the efficacy of resources used for these patients. Therefore, it is necessary that nurses are prepared with essential knowledge and skills for employing efficient nursing care that is necessary for individual patient as well as for the family members.

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