PATIENT SATISFACTION WITH THE QUALITY OF NURSING CARE PROVIDED IN SELECTED HOSPITALS, UAE

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Abstract :

Background: Patient satisfaction evaluations reflect the expectations from the patients' point of view and compare with the realities of the care received.

Objective: to assess patient satisfaction with the quality of nursing care provided in the medical ward.

Materials and Methods: A Descriptive cross-sectional research design was utilized in this study. A total of 110 patients were included in the study, both Male and Female, who were admitted to the medical ward in Ibrahim Bin Hamad Obeidallah Hospital. A standardized tool, the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ), was used to measure the extent of anticipated needs and assess patient satisfaction following short-stay hospitalization. Written consent was taken from the included patients.

Results: The study reported that 50% of the studied patients were highly satisfied with the overall nursing care services; however, considerable proportions were not satisfied. The result also reported no statistical differences in patients' satisfaction with demographic characteristics except with age.

Conclusion: The study recommended that hospitals consider mechanisms to improve the nurses' communication skills and interpersonal relationships beyond training on direct patient care. Concerned authorities should improve the caring environment in the usual classes to make patients more satisfied.

Key Words: Adult Patients, Nursing Care, Patient Satisfaction, Quality

I.   INTRODUCTION:

The partnership between patients and healthcare providers is considered an essential part of healthcare quality. Patients in different healthcare settings want to assume more control and involvement in decision-making (Kennedy et al, 2017). The emphasis on quality of care and outcome measurement led to increased recognition of the role of patients' perception of care in improving the quality of care provided and, therefore, became a significant element in the modern healthcare plan and management (Pantaleon, 2019). Therefore, patients' perceptions related to the quality of care provided have been considered seriously in assessing and evaluating healthcare services. Among them is patient satisfaction which has been assumed as an instrumental component in monitoring a hospital's quality of care (Atallah, 2013). A very important aspect of patient satisfaction is nursing care. Nurses are involved in almost every aspect of patient care and interact with patients more often than any other healthcare professional in a hospital (Karaca and Durna, 2019). The literature showed that several factors that contribute to patient satisfaction could be personal, institutional, or environmental.

In summary, patients' satisfaction with nursing care depends mainly on patients' perception of the quality of nursing care. Patients tend to perceive the quality of nursing care as being individualized, having a professional manner and caring attitude, which may explain variations in patients' satisfaction if nursing care provided is different from what the patients expect. Although patient satisfaction has been examined thoroughly in the literature, there is still a well-documented discrepancy between nurses' and patients' ratings of the quality of nursing health care provided (Atallah, 2013). In the UAE, about 80% of the nurses are non-UAE and are coming from countries such as the Philippines, India, South Africa, and Malaysia.

Cultural differences may have a role in patients' perceptions and may influence them. Patients' satisfaction with nursing care considering the barriers of culture and language. This study came to address this issue and further increase our knowledge about patients' satisfaction related to the quality of nursing care provided at one major public healthcare institution in the UAE.

II. OBJECTIVES:

1. Assess the level of patient satisfaction with the Quality of Nursing Care.
2. Identify differences in patients' satisfaction with the quality of nursing care provided related to selected demographic characteristics.
3. Determine the correlation between patient satisfaction and Overall perception of quality of care.

III. MATERIALS AND METHODS:

A quantitative, Cross-Sectional, Descriptive research design was used in this study. The study was conducted in the medical ward of Ibrahim Bin Hamad Obaidullah Hospital, UAE. A total of 110 patients who met the inclusion criteria were included in the current study with a non-probability convenience sampling technique used to select the samples.

A structured, standardized questionnaire consisting of two sections was used in the study.

3.1.Section-1: Demographic variables Questionnaire:

It was concerned with sociodemographic characteristics of patients understudies, such as their Gender, Age, Marital status, educational level, Manner of admission to the ward, and status of hospitalization in the last 2 years (Number of times) & Hospital accommodation.

3.2.Section-2: Patient Satisfaction with Nursing Care Quality Questionnaire

The PSNCQQ was designed to measure the extent of anticipated need and assess patient satisfaction following short-stay hospitalization. The scale was developed by a multidisciplinary research team at the Hospital Corporation of America.

The scale consists of 19 items about features of a wide range of nursing activities, including nurses' attention, kindness, respect, courtesy, skills, competence, and fulfillment of patient needs. As it is short and can be completed easily, it has very good psychometric properties that can be used by managers in quality improvement activities. Participants' responses are provided using a 5-point Likert-type scale. Total possible scores range from 19–95. Lower total scores indicate greater satisfaction with nursing care. The scoring of the scale was:1= excellent, 2 = very good, 3 = good, 4 = fair, and 5 = poor (Milutinović et al, 2012).

Permission from the Institutional Review Board of Gulf Medical University and the Ministry of Health and Prevention (EHS) was obtained. An electronic survey using Google form was used to collect the data. If the nurses were willing and agreed to participate, informed consent was obtained before starting the survey. The time frame was 10-15 minutes to answer the tools.

IV. ANALYSIS AND RESULTS:
4.1.Description of demographic characteristics

The table shows that more than one-quarter of the studied patients (26.4%) were aged from 30 to <40 years. Two-thirds of them (60%) were female, and less than half (48.2%) were married, with different education categories. The table also presents that More than half of them were hospitalized twice and thrice, 48.2% of the patients rated their health as a good state before their recent hospital stay. Approximately one-third of patients (34.5%) responded as they were admitted through the emergency department, and more than half of them(52.7%) were hospitalized in a shared room with one person.

4.2. Level of Patients' Satisfaction Regarding Quality of Nursing Care

Figure I: The figure showed that half of the studied patients (50%) had a high level of satisfaction regarding the quality of nursing care, while less than one-fifth of them (19.1%) responded with low satisfaction regarding the quality of nursing care.

Figure II: Approximately one-quarter of the studied patients (23.65) reported that they strongly recommended the hospital to family and friends; more than one-third (38.2%) of them agreed, while only (4.5%) somewhat disagreed with this recommendation.

4.3. **Differences in patients' satisfaction with the quality of nursing care provided related to selected demographic characteristics.**

Shows the relation between the personal characteristics of studied patients and their satisfaction response. According to the table, there was a statistically significant positive relationship between patient satisfaction and age ($p=0.025*$), while other variables did not relate to patient satisfaction.

4.4. Correlation between patient satisfaction and Overall perception of quality of care.

Presents the correlation between patient satisfaction and Overall perception of quality of care. There was a highly statistically significant positive correlation between patient satisfaction and Overall perception of quality of care.

Table 1. Number and Percent of the studied patients according to personal characteristics (n=110)

Personal Characteristics	Frequency	Percent (%)
Age		
18: <30 years	19	17.3
30: <40 years	29	26.4
40: <50 years	27	24.5
50: 60 years	12	10.9
More than 60 years	23	20.9
Gender		
Male	44	40.0
Female	66	60.0
Marital status		
Single	35	31.8
Married	53	48.2
Divorced	14	12.7
Widowed	08	07.3
Level of education		
Diploma	27	24.5
Bachelor's degree	24	21.8
Master's degree	08	07.3
Other	51	46.4
Status of hospitalization in the last 2 years (Number of times):		
Once	28	25.4
Twice	31	28.2
Three times	31	28.2
Four times	11	10.0
Five times or more	09	08.2
Perceived health:		
Excellent	19	17.3
Good	53	48.2
Fair	32	29.1
Poor	03	02.7
Very Poor	01	00.9
Not Sure	02	01.8

Manner of admission to ward:		
From Emergency Department	38	34.5
Transfer from another healthcare facility	30	27.3
Directly from the patient admissions department	21	19.1
After daily operations and tests	14	12.7
Other	07	06.4
Hospital accommodation:		
Private room	52	47.3
Shared room with one person	58	52.7
Shared room with two persons or more	00	00.0

Level of Patients' Satisfaction Regarding Quality of Nursing Care

- high satisfaction: 50
- moderate satisfaction: 30.9
- low satisfaction: 19.1

Recommendation level of the Hospital to Family and Friends

- Strongly agree: 23.6
- Somewhat agree: 33.6
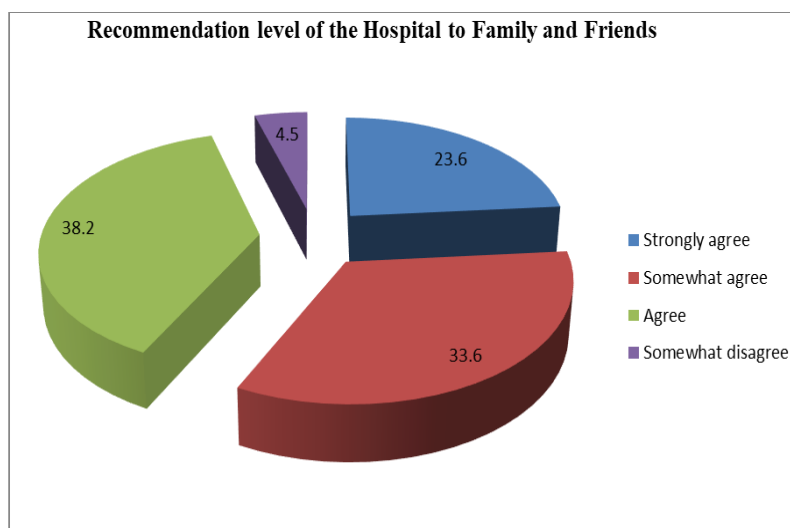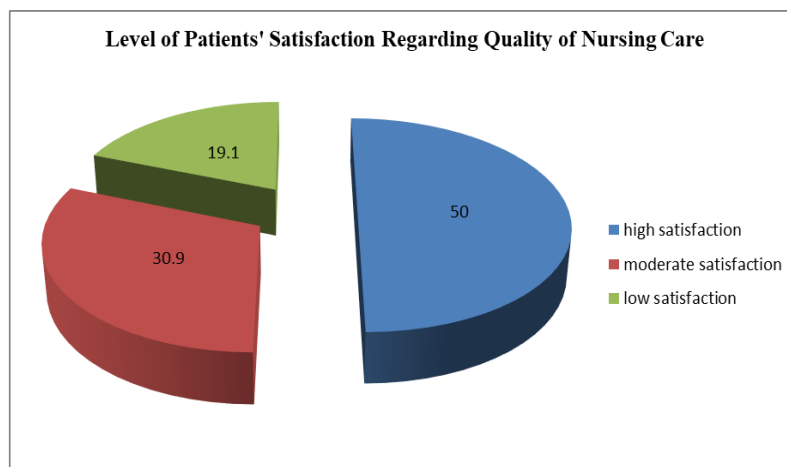- Agree: 38.2
- Somewhat disagree: 4.5

Figure 2: Recommendation Level of the Hospital to Family and Friends

Table 2: Relation between personal characteristics with a satisfaction level of quality of nursing care.

Personal Characteristics	Mean	SD	F	(p) value
Age				
18: <30 years	44.15	15.28		
30: <40 years	38.03	11.01		
40: <50 years	39.41	12.67		
50: 60 years	29.41	04.03	2.922	0.025*
More than 60 years	35.13	14.40		
Gender				
Male	38.07	13.20	t= 0.015	0.903
Female	37.75	12.90		

Marital status				
Single	41.60	14.71	2.047	0.112
Married	35.30	12.18		
Divorced	40.28	12.32		
Widowed	34.50	07.27		
Level of education				
Diploma	39.07	13.43	0.995	0.398
Bachelor's degree	39.41	12.74		
Master's degree	30.75	08.11		
Other	37.64	13.43		
Status of hospitalization in the last 2 years (Number of times):				
Once	41.85	16.31	1.426	0.230
Twice	36.83	10.37		
3 Times	37.58	11.12		
4 Times	37.45	10.07		
5 Times or more	30.66	17.11		
Perceived health:				
Excellent	32.26	08.51	1.381	0.238
Good	40.07	13.11		
Fair	37.15	12.25		
Poor	42.33	29.36		
Very Poor	26.00	00.00		
Not Sure	44.00	25.45		
Manner of admission to ward:				
Admitted through the Emergency Department	38.89	15.31	1.466	0.218
From Emergency Department	35.36	12.39		
Transfer from another healthcare facility	42.71	13.05		
Directly from the patient admissions department	33.64	06.14		
After daily operations and tests	37.14	08.57		
Hospital accommodation:				
Private room	40.07	14.21	t= 2.858	0.094
Shared room with one person	35.91	11.68		
Shared room with two persons or more	0	0		

F: ANOVA test   t: independent t-tests   *Significant (P<0.05).

Table 3: Correlation between patient satisfaction and Overall perception of quality of care

Patient Satisfaction	Overall perception toward quality of care	
	r	p
	0.839	0.001**

*Significant (P<0.05).   **high Significant (P≤0.001).   Spearman's test for correlation

V. DISCUSSION:

Patient satisfaction is one of the most critical indicators of high-quality care. Patient satisfaction with nursing care can thus be used to gauge work quality (Ashish, Jie & Arnold, 2008).

This study indicated that half of the studied patients have high overall satisfaction regarding the quality of nursing care. The finding is a little lower than the studies conducted in Ethiopia, which revealed that the level

of patient satisfaction in nursing care was 52.7% (Mohite, Shinde& Gulavani, 2014). This might be related to the characteristics of hospitals studied (Patients and nurse staffing). However, it is greater than a study in Ghana (33%) and Pakistan revealed 45%[34] patients were satisfied with the care provided. The possible explanation for variations in those studies might be a lower sample size and the inclusion of a single institution. In addition, data collectors from a similar institution were involved in the data collection process, which may increase biased results (Dzomeku et al, 2013 & Kasa, 2019).

The current study showed that there was a statistically significant positive relationship between patient satisfaction and age (p=0.025*), while there is no relation with the other variables. The finding of this study seemed to agree with a previous study conducted in China which demonstrated a significant association between patient satisfaction and age (Karaca and Durna, 2019). Similarly, according to Shinde and Kapurkar, older respondents were more satisfied, probably because they were more social and accepting than younger or because they had more respect and care for providers (Kannan, 2020).

On the contrary, A recent study conducted in Turkey found that patients aged 56 years or older were less satisfied than other age groups. The present study reported that there was a highly statistically significant positive correlation between patient satisfaction and Overall perception of quality of care. On the contrary, a study conducted in South India concluded that patients' satisfaction did not correlate with nurses' performance (Nyongese, Onyango & Kakai, 2014).

VI. CONCLUSION

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 to enhance the quality of nursing care to increase patient satisfaction. The study recommended that hospitals consider mechanisms to improve the nurses' communication skills and interpersonal relationships beyond training on direct patient care. Replicating the study in a different location with a larger sample could provide reliability and validity to the findings of this study.

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