

“A Study to Assess the Level of Satisfaction of Patient With Cancer Towards Nursing Care In Metro Cancer Hospital, Jabalpur (M.P.)

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ABSTRACT

Background And Objectives: ‘Pain’ is the most common reason for seeking health care. Relief of cancer pain and discomfort is a major nursing intervention and one that requires skill in both the art and science of nursing. The effectiveness of pain management increases the patients satisfaction. Patient satisfaction is an important quality indicator of health care in the hospital setting the process of hospitalization is very traumatic experience for many patients is mould from his own life pattern. During the patient stay in hospital if the needs are met, they feel satisfied with health care services and if their needs are not met, they feel dissatisfied.

Material and method: The order to accomplish the main objective of the study i.e. to assess the level of satisfaction of patient with nursing care was selected an evaluate survey approach that involve finding out the nursing care given to the patients.

Interpretation and conclusion: The overall aspect wise mean knowledge score was 43.8 percent with an SD of 15.7 percent. The highest mean knowledge score was found on general information (54%). The mean knowledge score varied from 34.6 percent to 54 percent on different aspects of cancer pain management. t-test and F-test implied there is a statistically significant association between selected demographic variables and knowledge of cancer pain management at 5 percent level.

Results: The overall mean knowledge score was found to be 48.8 percent and S.D. 16.7 percent. Majority (60%) of respondents knew the sources of cancer pain, 42 percent of them were aware of the effect of inadequate cancer pain assessment, 54 percent of the respondents knew cancer pain management strategy, 58 percent of respondents were of the opinion that non pharmacological approaches are helpful to relieve cancer pain and 28 percent respondents were able to identify the barriers of effective pain control. A significant association has been observed between knowledge of staff nurses with selected demographic variables.

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I. Introduction

The most intelligent creation of God, man is always in search of happiness, peace and satisfaction and very rarely he finds them together. During a mans life span his health oscillates on the health-illness continuous. Which makes him seek help from the health care providers and healers to reach the goal of happiness, peace and satisfaction. A sick person when it is unmanageable may take help of institutional care. A hospital is a service including where customer satisfaction is of paramount importance

The word cancer came from the Latin word “Carcinoma” meaning crab. It is most dreaded disease and refers to all malignant tumors caused by the abnormal growth of a body cell or a group of cells (**Herald Health**)¹. Client satisfaction means the users perception of the quality of service he receives. Perception of care are influenced by the expectations of the persons who uses that care as well as the actual nature of the care received. Thus evaluation of the client satisfaction will help the researcher to under the clients expectations of care rendered to the clients and will also aid in making recommendation for promise of better care.

Patient satisfaction is an important quality indicator of health care in the hospital setting the process of hospitalization is very traumatic experience for many patient is mould from his own life pattern. During the patient stay in hospital if the needs are met they feel satisfied with health care services and if their needs are not met, they feel dissatisfied. Satisfaction is very essential for recovery to health for a person who is ill (**Mammon, 1970**)². Nursing is very important component of total health care services of an institution (**Huber 1996**)³. In hospital, nurses spend more time the patient than any other health professional and they are continuously in contact with the patient so patient satisfaction in general is greatly influenced by the nursing care provided by nurse. Assessing and identifying patients needs developing strategies and implementing nursing intervention are part of nursing care this the quality of nursing care need to be evaluated from time to time and

patients are the best judges to evaluate the care they have received.

Patient satisfaction is relevant to nursing care because nurses often are the ones who have the most time and that are in close contact with patients, if patients are dissatisfied with care in a particular hospital then they may neglect important follow up care.

Cancer is known to be the most feared of all diseases feared for more than heart disease. The word cancer is viewed as being synonymous with death pain and disfigurement.

NEED FOR STUDY

It is today the second largest killer disease in the world, next to the heart ailments. The term comes more than 200 years ago.

An estimated 30% of Americans now living will experience cancer at some point in their lives. An estimated 1,284,900 persons were diagnosed with cancer in 2002 (excluding non-melanoma skin cancer and carcinomas) more than 8 million Americans alive today have a history of cancers, and 5-year survival rate is now 62%.

II. Methodology

Research methodology is a way to systematically solve the research problem. It may be understood as a science of studying how research is done scientifically. In the study the various steps that are generally adopted by a researcher in studying his research problem are listed behind them.

The purpose of this section is to communicate to the readers what the investigator did and the way to solve the research problem to assess the evaluatory survey approach. This section in the research report often gets the reader about the major methodology decision **Pollett (1999)**.

RESEARCH APPROACH

The order to accomplish the main objective of the study i.e. to assess the level of satisfaction of patient with nursing care was selected an evaluatory survey approach that involves finding out the nursing care given to the patients.

RESEARCH DESIGN

A research overall plan for obtaining answer to the research question or for testing the research hypothesis is referred as research design. Evaluatory survey approach was chosen for this study to assess the level of the satisfaction of patient with cancer towards nursing care.

SETTING

Settings are the more specific places where data collection will occur. The study was conducted in the medical and surgical ward in Metro Cancer Hospital, Jabalpur, it is a 200-bedded hospital.

POPULATION

The term population refers to the aggregation of all subjects or all the objects or members that conform to a set of specifications. 100 patients who were admitted during the period of data collection at Metro Cancer Hospital, Jabalpur (M.P.).

SAMPLE

Sample consists of a subset of the units that composed the population. Sampling refers to the process of selecting a portion of the population to represent the entire population. 100 patients with cancer who meet the inclusion criteria were selected for the study by purposive sampling technique.

SAMPLE TECHNIQUE

In this study purposive sampling technique is used. Purposive sampling is based on the belief that a researcher's knowledge at least the population can be used to pick up the cases. Every day cancer patients who were co-operative met the inclusion criteria during the data collection in medical and surgical ward in Metro Cancer Hospital, Jabalpur, (M.P.) were listed.

CRITERIA FOR SAMPLING

Inclusion Criteria

- a. Patient who have received care by the staff
- b. Patient who are willing to participate in the study
- c. Patient who can communicate in Hindi or English.

Exclusion Criteria

- a. Critically ill patient
- b. Not willing to participate in the study

c. CONTENT VALIDITY

The content validity was obtained by consulting experts in the various field of nursing the experts were requested. To given the opinion charity and appropriateness. Suggestions were given to modify the item simplifying the language avoiding repetitions of some word and also selection of items.

d. RELIABILITY OF TOOL

The reliability co-efficient of the knowledge was computed by: $r = 0.97$.

e. METHOD OF DATA COLLECTION

The investigator obtaining permission from the Medical Director of Metro Cancer Hospital, Jabalpur (M.P.) data for the final study was collected between 27.03.2018 – 2.04.2018.

The investigators introduced Himself and explained the purpose of the study to the patient. Then obtained the consent and planned the time of collecting data. The investigator collected the data by using standard interview schedule and structured questionnaire. The patients were interviewed 27.03.2018 – 2.04.2018. The tool was administered to 100 respondents prior to the data collection. The purpose of the study was explained to the respondents and informal consent was obtained. The investigator did not face any difficulty in collecting data from respondents. Since most of the respondent were co-operative and willing to participate in the study.

PLAN FOR DATA ANALYSIS:

Data analysis is the systematic organization and synthesis of research data and the listing of research hypothesis. In the patient study data based on the objectives. The data obtained from 100 patients who all are admitted in the cancer hospital.

The data analysis is as follows.

- Organize data in Master Sheet.
- Computed frequencies and percentage of socio-demographic data obtained on structured interview schedule.
- The 5 post rage scale to determine level of satisfaction of respondent will regard to nursing cause. Would be analytically in term of frequency percentage, range, means, mean percentage and standard deviation. Computed chi-square test to determine the relationship between the socio-demographic data and the level of satisfaction

III. Results

The chapter deals with analysis and interpretation of data collected to evaluate the level of satisfaction of patient towards nursing care.

Analysis of the data is a process by which quantitative information is reduced, summarized, organized, evaluated, interpreted and communicated in a meaningful way (**Polit and Hungler, 1995**).

The analysis and interpretation of data of this study are based on data collected through structured interview schedule of cancer patients.

MAJOR FINDINGS OF THE STUDY

Findings related to sociodemographic data

The sample of 100 patients has 61% male and 39% female. Majority 60% patient were between the age group of 34-44.

Findings on the levels of satisfaction

Out of 100 patients with cancer were 82% extremely satisfied majority were 12% very satisfied and remaining patients 6% were satisfied with nursing care.

The mean overall score of satisfaction of patient is 90.6% with a percentage of 100.

No patient came under the level somewhat satisfied and not satisfied.

Percentage scores reveal the satisfaction of patient with nursing event. Rest and sleep was highest 95%, therapeutic care was the least 92%.

Findings on the relationship between level of satisfaction and sociodemographic data

The patients level of satisfaction were not significantly associated with theirage, gender, habit education, occupation.

**Table 1:
Frequency and percentage distribution of subject by Age group.**

S.No.	Age in Years	No. of Students (Frequency)	Percentage
1	35 – 44	45	45%
2	45 – 54	55	55%
Total		100	100%

**Table 2:
Frequency Percentage distribution subject by Gender.**

S.No.	Sex	No. of Students (Frequency)	Percentage
1	Male	48	48%
2	Female	52	52%
Total		100	100%

**Table 3:
Frequency Percentage distribution subject by Admission Days.**

S.No.	Admission Days	No. of Students (Frequency)	Percentage
1	4 – 7	20	20%
2	> 7	80	80%
Total		100	100%

**Table 4:
Frequency Percentage distribution subject by religion.**

S.No.	Religion	No. of Students (Frequency)	Percentage
1	Hindu	64	64%
2	Christian	4	4%
3	Muslim	32	32%
Total		100	100%

Distribution of Subjects by Educational Status.

**Table 5:
Frequency Percentage distribution subject by Educational status.**

S.No.	Educational Status	No. of Students (Frequency)	Percentage
1	8 – 10 std.	6	6%
2	P.U.C.	34	34%
3	Graduate	60	60%
Total		100	100%

IV. Discussion

The present study has been undertaken to assess the level of satisfaction of patient who have cancer. In this section, the findings of the study are discussed, sometimes, the findings of the study are discussed, sometimes with references to the results obtained by other related studies under the following heading.

- 1) Findings related to socio demographic data of patients
- 2) Findings related to level of satisfaction of patient with nursing care
- 3) Finding related to association between level of satisfaction and sociodemographic data.

Findings related to sociodemographic data of patients

The present study shows majority of the patients were in the age group who are having cancer. In the total sample (n=100) majority were females.

The finding reveals that majority of the patients were professionals.

Findings related to level of satisfaction of patients with nursing care

The analyzed data show maximum 82% of patients were very satisfied with nursing care 12% were extremely satisfied 6% were satisfied with nursing care. None of them belonged to the category of somewhat satisfied and not satisfied level. This may be due to quality of care provided by the nurses. Findings reveal that the patients were overall satisfied with the nursing care. In fact patients need to be extremely satisfied with nursing care, which is the highest level of satisfaction, but majority 82% are only very satisfied i.e., at the second highest level

Percentage scores reveal that satisfaction of patients with nursing care is event. This may be as the hospital promotes adequate amount of clean bed sheets, nurses administer medication for relief of pain in time and provide comfortable bed etc. in the event therapeutic care patient satisfaction was the level 91.3%. These findings make us aware that people are health conscious and want an explanation for every procedure that is carried out. This finding also reflects the shortage of nurses and high turnover.

Finding related to the relationship between level of satisfaction and sociodemographic data

Statistical analysis of the data reveals that the variables of sociodemographic data have no influence over the satisfaction levels.

The sample in the study was classified in the age group 25-34, 35-44, 45-54 and above. It was found that age did not influence the level of satisfaction. The results conducted by the study done by Jaipaul and Rosenthal (2003) where elderly patients were satisfied with nursing care. Gender also has no influence on satisfaction level was the findings in the skin. Again this study conducted by Foss (2002). The authors concluded that the younger females were less satisfied than younger males

In the present study sociodemographic variables made no difference to the level of satisfaction. This may be because satisfaction is very personal and individualized feeling and the nurses have rendered the same quality and amount of care to all patients.

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V. Conclusion

On the basis of the findings of the study following conclusion were made:

- Patients were overall satisfied with nursing care provided to them.
- The activities of care, rest and relaxation ranked highest and therapeutic ranked the least among the patients level of satisfaction.
- There was no significant relationship between the level of satisfaction of the patient and social demographic variables.

IMPLICATIONS:

Healthy people were considered to be happy and satisfied good health enables people of all ages to do what they want to do, while poor health is an obstacle to this. Nurses have a vital role in maintaining the highest possible level of health of people.

Although the sample in this study is small and generalization is difficult the result shows that patient satisfaction survey can be used to improve the quality of nursing practice, administration, education and nursing research.

Nursing practice:

Findings of this study can be used to prepare guidelines for nursing care of cancer to improve the quality of care.

This study has helped to identify the aspects of care that has been neglected. This calls for more supervision and guidance for nurses to care for cancer patients.

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