

A Study To Assess The Patient's Satisfaction On Nursing Care In Emergency Department

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Abstract: This present study was undertaken to assess the patient's satisfaction on nursing care in emergency department. This was a descriptive study of before and after control group design conducted at Christian Mission Hospital, Madurai in Tamil Nadu. The samples were collected through purposive sampling technique. The tool used for data collection was a structured questionnaire developed by the researcher. This current study finding revealed that the high percentage of patients in emergency department rated their satisfaction of nursing care as "high satisfaction". Thus, Patient satisfaction surveys should become a regular outcome monitoring feature in all the hospitals to deliver quality of care at emergency departments.

Keywords: emergency department (ED), Patient satisfaction,

I. Introduction

"This life is not for complaint but for satisfaction"

---- Henry David Thoreau

As focus has shifted from the healthcare providers to the healthcare consumers; patient satisfaction is being increasingly used worldwide for the assessment of quality of services provided by healthcare institutions. Satisfaction is an important issue in health care nowadays. According to Trout, statistics show that the number of ED clients is steadily increasing. Patients are not always satisfied with the care received at emergency departments. The emergency department (ED) is considered to act as a gatekeeper of treatment for patients. This is an indicator of the importance of planning quality services based on the needs of these patients. Thereby, EDs must achieve customer satisfaction by providing quality services. To understand patient satisfaction, "patient's perception" of care must first be understood. Of all the healthcare workers nurses spend maximum time with the patients. Therefore, the nurse is in a unique position to influence and promote effective consumer relationships. This study is conducted on the following reasons:

- Though patient satisfaction surveys with nursing care are routinely conducted in the developed world to monitor and improve the quality of care, the same is not true for the developing world especially in the Indian subcontinent.
- Although it may seem impossible to keep all clients satisfied, we can achieve a high level of satisfaction by routine satisfaction surveys can have a profound effect on the quality of nursing care.

Statement Of The Problem

A descriptive study to assess the patient's satisfaction on nursing care in emergency department at Christian Mission Hospital, Madurai.

Objectives

1. To identify the patient's satisfaction level in emergency department related to nursing care.
2. To associate the patient's satisfaction on nursing care in emergency department with selected demographic variables.

Conceptual Framework: Based on Imogene King's goal attainment (1981)

Methods

- **Research Approach-** Quantitative
- **Research Design-** Descriptive Design.
- **Setting-** conducted at Christian Mission Hospital, Madurai.
- **Sample-** patients who were admitted in the emergency department
- **Sample Size-** 30 in numbers
- **Sampling Technique-** non-probability-Purposive sampling
- **Criteria for sample selection**

- **Inclusion:**
 - ▶ Patients who were:
 - ▶ admitted only in the emergency department includes casualty and ICU
 - ▶ in a position to respond (not semiconscious or unconscious)
 - ▶ consented to participate
 - ▶ patients with length of stay more than 48 hours
- **Exclusion:**
 - ▶ patients with length of stay less than 48 hours

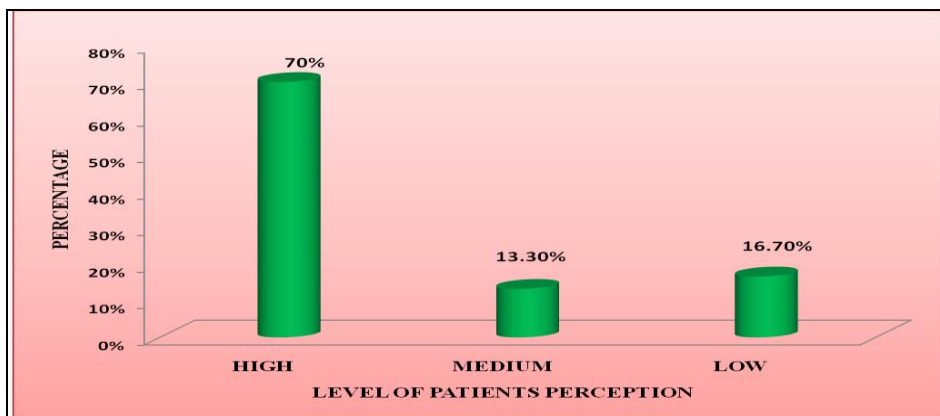
Description of the instrument

- **Part 1-** Demographic data
- **Part 2-** Structured questionnaire included 30 questions based on a three point Likert scale with 3 components like Hospital environment, nursing care in meeting the needs, and nurses' interpersonal relationship.

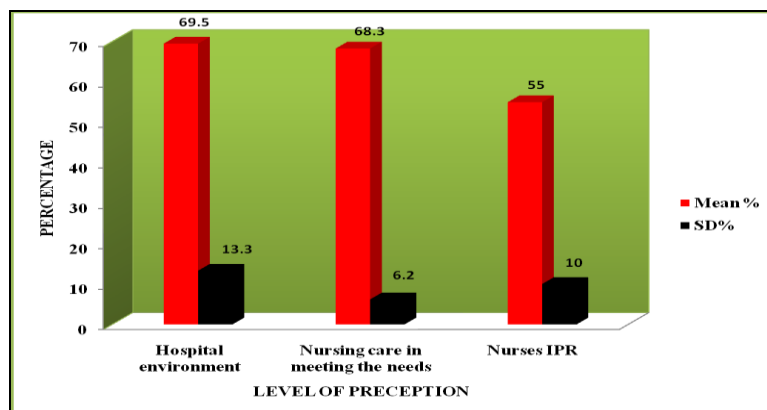
II. Results

- **Demographic Data:**
 - ▶ The majority of the subjects studied were male 20 (66.7%), and 10(33.3%) were female.
 - ▶ Further analysis of the data revealed that in terms of the literacy, the largest group 18 (60%) were literate and the least represented group 12(40%) were illiterate.
 - ▶ It was observed that a higher percentage 21(70%) of patients with length of stay was less than five days whereas 9(30%) were stayed more than five days.

- **Patients Satisfaction:**
 - ▶ Among a sample of 30 patients in emergency department, the highest percentage 21(70%) perceived high satisfaction, whereas 4(13.3%) and 5(16.7%) were perceived medium and low level satisfaction regarding nursing care respectively.



- ▶ The highest satisfaction rates were observed in the terms of Hospital environment (69.5%), nursing care in meeting the needs (68.3%) and nurses' interpersonal relationship (55%).



- The mean score of overall satisfaction was found to be 64 with a SD of 9.8

NO	PATIENT PERCEPTION	STATEMENTS	MAX SCORE	RESPONDENTS PERCEPTION			
				MEAN	SD	MEAN (%)	SD(%)
I	Hospital Environment	6	6	4.17	0.8	69.5	13.3
II	Nursing care in meeting the needs	17	17	11.6	1.06	68.3	6.2
III	Nurses Inter Personal Relationship	7	7	3.85	0.7	55	10
	Overall	30	30	19.62	2.56	64	9.8

III. Discussion

- ❖ In total, 21(70%) of the patients in emergency department rated their satisfaction of nursing care as high satisfaction.
- ❖ Gender effect on patient's satisfaction reveals a high satisfaction among female.
- ❖ Patients with shorter lengths of stay (less than 5 days) were highly satisfied.
- ❖ There was an association between satisfaction and educational level.

IV. Conclusion

The current study reveals that while a very high percentage of patients had a high satisfaction regarding satisfaction of nursing care, but fair percentage of patients had a patient's satisfaction on "nurses' interpersonal relationship" in the aspects of nursing care as less than adequate. Thus inferring that, therefore identifying areas for quality improvements are important, to know where to take action to deliver quality of care at emergency departments.

V. Recommendation

Since the emergency department (ED) has become the hospital's front door, patient satisfaction surveys should become a regular outcome monitoring feature in all the hospitals in order to provide optimal ED services. Also In-service training programs for nurses, with special emphasis on communication are need of the hour and should become a regular exercise.

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