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PATIENT SATISFACTION WITH NURSING CARE AT A TERTIARY HEALTHCARE INSTITUTION IN NORTHERN NIGERIA

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Abstract

Background: Patient satisfaction with the quality of nursing care is an important gauge of the quality of care provided in hospitals and provides the opportunity for organization managers and policy makers to achieve a better understanding of patient views and perceptions and the extent of their involvement for improving the quality of care and services. **Objective:** To determine the level of patient's satisfaction with nursing care at Federal Medical Centre Bida (FMCB). **Method:** This was a descriptive cross-sectional study of patients at FMCB using stratified random sampling. A modified 16-item Patient Satisfaction with Nursing Care Questionnaire (PSNCQ) developed by Laschinger and Hall was adapted for the study. A total of 111 inpatients and 272 outpatients were selected to participate in this study from four wards and five outpatient clinics. **Results:** The majority (62.1%) of patients were females, and 55.7% were between the ages of 21 and 40 years, with a mean age of 38.6 ± 13.5 years. A significant number of the participants (83.6%) rated that nurses provide clear and complete explanations about investigations and treatment. Two hundred and sixty-three (79.8%) participants reported that they were satisfied with the way and manner nurses provided them with information about their health status and progress, and 69.5% were satisfied with the nurses' willingness to answer their questions. A good portion (72%) of the participants reported that they were satisfied with the overall quality of nursing care provided in the hospital. **Conclusion:** Most of the participants were satisfied with all aspects of nursing care, and 72% of the patients rated that they were satisfied with the overall quality of nursing care provided in the hospital. There was a statistically significant difference between age, marital status, and patient satisfaction.

Keywords: patient satisfaction, nursing care, quality of nursing care, quality of healthcare, Nigeria

INTRODUCTION

Patient satisfaction with the quality of nursing care is an important indicator of the quality of care provided in hospitals (Laschinger & Hall, 2005). Healthcare industries have seen recent reforms towards continuous quality improvement, which has gained global impetus since in the 1990s (Aerlyn & Paul, 2003). Recently, healthcare managers have shifted towards a business-driven approach of turning patient satisfaction surveys into a quality improvement tool for overall organizational performance (Kathryn, David & Susan, 2004).

Nursing care is a major healthcare service that significantly contributes to the patient healing process. Nurses constantly stay by the patients' side to satisfy their needs, constituting an unquestionably large component of maintaining and restoring their health (Dzomeku, et al, 2013; Parasuraman, Berry & Zeithaml, 1991). The nursing care provided by nurses has been reported as the most important predictor of overall satisfaction with hospital care, and satisfactory nursing care quality is an important goal of any health care organization (Mrayyan, 2006). Consequently, dissatisfaction with nursing care services may further lead to lower utilization of nursing care services by patients (Johansson, Oleni & Fridlund, 2002; Yunus, 2004). As a result, many researchers have acknowledged that patient satisfaction is not simply a measure of quality but rather the goal of health care delivery (Merkouris, 1999).

Patient satisfaction has been defined as the opinion of patients regarding the care received from the nursing staff (Hinshaw & Atwood, 1982). This is similar to Donabedian's (1980) opinion that patient satisfaction is representative of a patient's opinion of the quality of care in all its aspect but specifically as it concerns the interpersonal (Donabedian, 1980). Most recently, Mrayyan (2006) defined patient satisfaction as the degree to which nursing care meets patient expectations in terms of the art of care, the technical quality, the physical environment, the availability and continuity of care and the efficacy/outcome of care.

Patient satisfaction with nursing care is the best indicator of high-quality healthcare; it is used for the assessment and planning of healthcare

services; therefore, there is a positive connection between patient satisfaction and nursing care (Schmidt, 2003). Patient satisfaction increases in an organization where more personalized (individualized) nursing care is provided (Johansson, Oleni, & Fridlund, 2002).

Patient satisfaction has become increasingly popular as a critical component in the measurement of quality of care. Satisfaction is one of the care outcomes for healthcare. Understanding how things are from the patient's perspective should be a central part of quality improvement. The level of patient satisfaction with nursing care is an important indicator of the quality of care provided in hospitals (Laschinger and Hall, 2005). Therefore, patient satisfaction can be improved when healthcare workers meet the expectations of patients, equally patient experience with healthcare services can have a direct impact on the patient care (Parasuraman, Berry & Zeithaml, 1991). Patient satisfaction is an indispensable attribute of quality nursing care in any health institution. Care assessed to be of high quality according to clinical, economic or other provider-defined criteria is not ideal if the patient feels dissatisfied (Dzomeku, et al. 2013).

Patient satisfaction forms an integral part and recognizable indicator of the quality of nursing care provided to patients, in addition to assessing the provided services (Donabedian, 1980). Nevertheless, satisfaction is a subjective concept for the patient, and professionals must accept its existence, regardless of the validity of the patient's view. Patient feelings are what matters, even if staff perception is different, because patient satisfaction evaluation is connected with the behaviors of the patients and can be used to improve nursing care (Linder-Pelz 1982; Bond & Thomas, 1992).

Patient satisfaction with nursing care is particularly important because nurses constitute the major healthcare workforce, and they constantly stay by the patient side to satisfy their needs. Studies by Yellen, Davis & Ricard, 2002; Merkouris, Papathanassoglou & Lemonidou, (2004) have shown the significance of nursing intervention in shaping the patient's total satisfaction with care and services. In developed countries such as America and Great Britain, measuring patient satisfaction is legally established and constitutes

a precondition for the accreditation of hospitals (JCAHO 1991). A study conducted by Dzomeku (2013) found that there was a communication gap between nurses and their patients, which led to patient dissatisfaction with nursing care. The study recommended urgent attention be paid to enhance patient satisfaction and, at the same time, ensure that quality-nursing care was rendered.

Patients' evaluation of care is a realistic tool to provide opportunities for improvement, enhance strategic decision making, reduce costs, meet patients' expectations, frame strategies for effective management, monitor healthcare performance of health plans and provide benchmarking across healthcare institutions (Iftikhar *et al.*, 2011; Nicholas, *et al.* 2005; Oyvind, Ingeborg, & Hilde, 2011; Shou-Hisa, Ming-Chin & Tung-uang, 2003). There is a call for routine patient assessment surveys by health institutions in all aspects of nursing care to improve the quality of service rendered to patients. Therefore, the nursing profession must analyze its practice in the face of these global developments to ensure that its practice is in line with the global standard and the satisfaction of its customers in order to maintain its relevance in the healthcare industry and society at large (Dzomeku *et al.*, 2013). In line with this, this study aims to determine the level of patient satisfaction with nursing care provided at Federal Medical Centre, Bida.

Objective of the study

To determine the level of patients satisfaction with nursing care and the perspectives of the care and services provided by the hospital.

METHODS AND MATERIALS

Setting: The study site is Federal Medical Centre Bida (FMCB), which started as General Hospital Bida in 1927. It was built by the British Colonial administration of Northern Nigeria and later became Federal Medical Centre on April 3rd, 1997. The 200-bed hospital is the only tertiary health institution in Niger State. The hospital is composed of various departments and specialties in the fields of healthcare services.

Study Design: This was a descriptive cross-sectional study of patients at the FMCB.

Study Population: The target population of the study was both male and female patients admitted to FMCB during the study period, with the exception of pediatric patients. According to the hospital statistics for 2013, available in the Department of Health information, there were 11,192 admissions and 115,622 outpatient attendances. When pediatrics statistics were removed, 9,177 admissions and 112,327 outpatient attendance remained. These gave a total target population of 121,504.

Sampling technique: The sampling technique deployed was stratified random sampling.

Sample size: A sample size of 383 was computed using an online sample size calculator (The Survey System; <http://www.surveysystem.com/sscalc.htm>). Based on stratified random sampling, 29 percent of inpatients and 71 percent of outpatients were recruited from the four wards and five clinics in the hospital.

To achieve equal representation from the participants, 111 inpatients, and 272 outpatients were selected for this study from four wards and five outpatient clinics. The wards included Medical, Surgical, Obstetrics and Gynecology and others (Psychiatric, Accident and Emergency and amenity), and the five outpatient clinics included the General Outpatient Department (GOPD), the Specialist Outpatient Department (SpOPD), the Consultative outpatient clinic, the National Health Insurance Scheme (NHIS) Clinic, the Ante Natal Clinic and the Anti-Retroviral (Monitoring and Evaluation) Clinic.

Study tool: The authors adapted a modified 16-item Patient Satisfaction with Nursing Care Questionnaire (PSNCQ) developed by Laschinger and Hall (2005), after obtaining permission to use it. The questionnaire has a 4-point Likert scale ranging from very good (4) to poor (1). It should be noted that 'very good' and 'good' are considered satisfaction, while 'fair' and 'poor' ratings are considered dissatisfaction with nursing care.

Data analysis and management: Data analysis was performed using the SPSS 16.0 version. Descriptive analysis were performed

on categorize data using the mean and standard deviation, while Chi-square tests were used to determine significance, with the p-value set at $P=0.05$.

Ethics consideration: Ethical approval was obtained from the Hospital Research Ethics Committee (HREC) of the Federal Medical Centre Bida. In addition, informed consent was also obtained from individual participants before administration of the questionnaire.

Inclusion and exclusion criteria: All inpatients and outpatients receiving care at Federal Medical

Centre, Bida, were eligible to participate in the study, with the exception of unstable patients due to either emergency or mental illness, patients who were to be discharged on the day of data collection and were not willing to participate, inpatients hospitalized with less than 2 nights at the time of data collection, and patients who were below the age of 18 years.

RESULTS

Of the 383 patients recruited for this study, 343 participants completed and returned their questionnaires, resulting in a response rate of 89.6%.

Table I Socio-demographic variables of participants

VARIABLE	FREQUENCY	PERCENTAGE
Gender		
Male	127	37.9
Female	208	62.1
	n=335	
Age in Years		
18 – 20	22	6.5
21 – 30	88	25.8
31 – 40	102	29.9
41 – 50	63	18.5
51 – 60	35	10.3
≥61	31	9.0
	n=341	
Marital Status		
Single	65	19.1
Married	266	78.5
Others	8	2.4
	n=339	
Religion		
Islam	195	58.0
Christianity	139	41.5
Others	1	0.5
	n=335	
Highest educational Level		
Non-literate	14	4.1
Primary	17	5.2
Secondary	78	23.7
Post-secondary	171	60.0

Quranic	63	19.1
Number of Hospitalization in the past two years	n=343	
Once	97	30.1
Twice	99	30.7
Thrice	48	14.9
4 times	39	12.1
> 4 times	39	12.1
	n=322	

The majority (62.1%) of the patients were females, and 55.7% were between the ages of 21 and 40 years, with a mean age of 38.6 ± 13.5 years. Additionally, 78.5% of the total participants were married. A total of 58.0% of the patients were Muslims, and 60.0% held post-secondary certificates, 23.7% had secondary education, 5.2% had primary education, 19.1% had Quranic education and 4.1% reported to be without any formal education (Table I).

Table II. Participants expressed satisfaction with nursing care

VARIABLE	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
How clear and complete were the explanations given by the nurses about the investigations and treatment? (n=341)	67	(19.6)	92	(27.0)	126	(37.0)	34	(10.0)	22	(6.4)
How good was the information provided to you by the nurses regarding your health status and progress? (n=340)	31	(9.0)	95	(27.9)	137	(40.9)	49	(14.0)	28	(8.2)
How willing to answer your questions were nurses? (n=337)	39	(11.6)	87	(25.8)	111	(32.9)	53	(15.7)	47	(13.9)
Nurses communicate with respect (n=328)	20	(6.1)	89	(27.1)	125	(38.1)	84	(25.6)	10	(3.1)
Involvement of your significant others in your care (n=340)	40	(11.8)	82	(24.1)	101	(29.7)	62	(18.2)	55	(16.2)
Friendliness and kindness of the nurses to you (n=341)	40	(11.7)	75	(22.0)	105	(30.8)	86	(25.2)	35	(10.2)
Attention of nurses to your condition (n=341)	41	(12.0)	89	(26.1)	133	(39.0)	59	(17.3)	19	(5.6)
Recognition of your opinion by the nurses (n=340)	16	(4.7)	58	(17.1)	160	(47.1)	78	(22.9)	28	(8.2)
Consideration of your health needs (n=342)	23	(6.7)	67	(19.6)	121	(35.4)	97	(28.4)	34	(9.9)
Helpfulness of the nurses to you (n=341)	28	(8.2)	71	(20.8)	144	(42.2)	61	(17.9)	37	(10.9)
Response of the nurses to your calls (n=336)	5	(1.5)	110	(32.7)	134	(39.9)	60	(17.9)	27	(8.0)
Daily routines of the nurses (n=338)	42	(12.4)	72	(21.3)	120	(35.5)	57	(16.9)	47	(13.9)

The results of the patient's ratings of satisfaction with nursing care are shown in Table II. A significant number of the participants (83.6%) reported that nurses provide clear and complete explanations about investigations and treatment to them. Two hundred and sixty-three (79.8%) participants reported that they were satisfied with the way and manner nurses provided them with information about their health status and progress, followed by satisfaction with the nurses' willing to answer their questions (69.5%), communicate with respect (71.3%), involve their significant others in their care (65.6%), friendly and kindness to them (64.5%), give attention to their condition (77.1%) and recognize their opinions (68.9%).

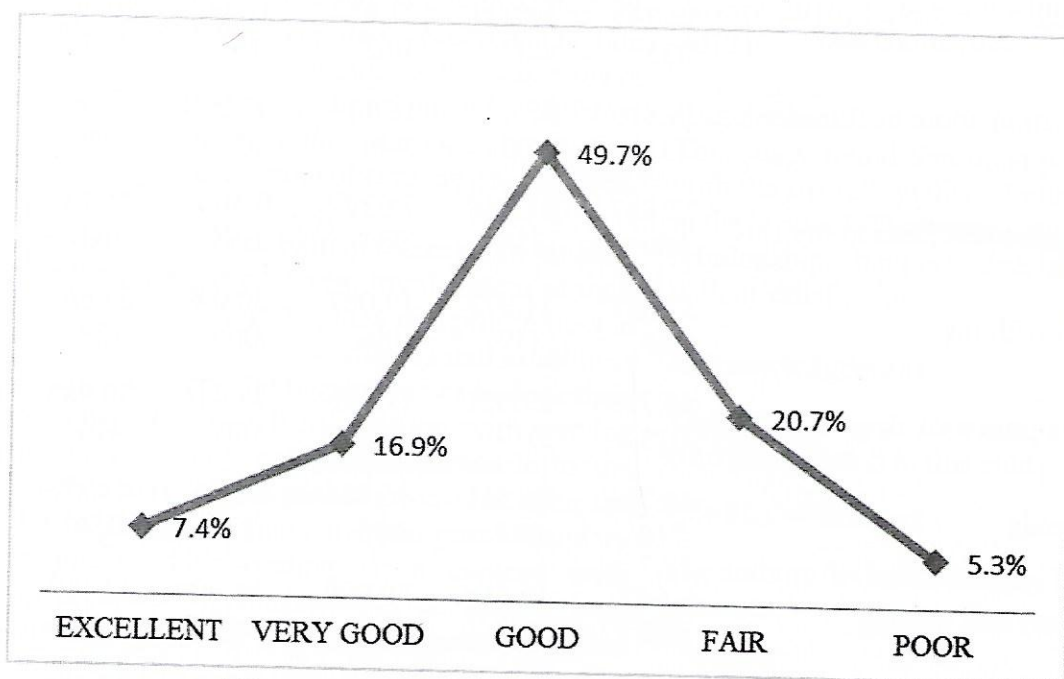


Figure I. Overall quality of care and services received (n=338)

Two hundred and fifty (70%) patients reported that they were satisfied with the overall quality of care and services of the hospital (Fig. 1).

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor

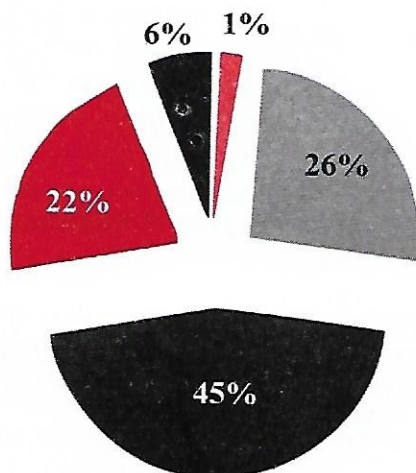


Figure II. Overall quality of nursing care received (n=325)

Fundamentally, two hundred and four (72%) participants reported that they were satisfied with the overall quality of nursing care provided in the hospital (Fig. II), and two hundred and four (72%) agreed that they would recommend this hospital to their families and friends.

Table III. Relationships among the variables

Variables	A*	MS*	R*	G*	HES*
	χ^2 PV	χ^2 PV	χ^2 PV	χ^2 PV	χ^2 PV
Nurses give clear and complete explanations about investigations and treatment	52.844 .035	40.321 .002	27.984 .062	16.605 .165	39.300 .119
Nurses give information about health status and progress	36.816 .431	35.175 .000	18.144 .446	13.252 .351	37.655 .159
Involvement of significant others in my care	73.887 .000	21.958 .234	7.639 .984	9.400 .668	21.785 .862
Nurses empathized with me	37.851 .385	11.973 .849	19.087 .386	20.049 .066	37.663 .159
Nurses respect my opinions	56.759 .015	27.021 .079	11.386 .877	27.416 .007	30.985 .416
Nurses meet my needs	30.756 .716	26.511 .089	36.786 .006	14.362 .278	43.378 .054
Nurses respond to my call quickly	9.647 .000	16.568 .553	39.900 .002	16.608 .165	55.891 .003
Nurses provide care with skills and competence	44.375 .159	37.073 .005	8.113 .977	6.612 .882	73.488 .000
Nurses provide a conducive and restful environment	30.116 .460	28.782 .017	28.782 .017	8.120 .617	73.488 .000
Nurses maintain my privacy	66.920 .001	15.782 .017	14.946 .666	8.404 .753	42.258 .068
Overall quality of care and services of the hospital	49.489 .067	22.158 .225	13.920 .734	40.371 .000	31.001 .415
Overall quality of nursing care in the hospital	49.147 .071	18.611 .416	31.012 .029	5.896 .921	49.769 .013

A*= Age, MS*= Marital Status, R*= Religion, G*= Gender, HES*=Highest Educational Status, PV*= P- value

Factors associated with the satisfaction of participants with nursing care are shown in Table III. There were significant relationships ($P<0.05$) between age, marital status, religion and highest educational level with some of the variables. Age and marital status positively affect the satisfaction of participants with nursing care.

Discussion

This study was carried out to describe the satisfaction of patients at Federal Medical Centre Bida, Niger State with the nursing care received. The discoveries of this study signified that the majority (72%) of patients were satisfied with the overall quality nursing care they received. This agrees with the results of Akhtari-Zavare *et al.* (2010), who reported that a vast majority (82.8%) of the respondents were satisfied with almost all aspects of nursing care they received. On one hand, this is also in agreement with Anastasios *et al.* (2013), who states that patients were satisfied with nursing care, and they were mostly satisfied with the technical aspect of care they were given.

This study noted that patients were more satisfied with the information given, involvement of their significant others, willingness and promptness in answering questions, friendliness and kindness of nurses to them and respect nurses had for their opinions. The overall satisfaction with nursing care in this study could be attributable to the fact that most of the patients were between the ages of 21 and 40 years and had post-secondary certificates. This finding is in contrast with that reported by Anastasios *et al.* (2013), who stated that most of the studied participants had a relatively low educational level, which is also observed in many articles in which patients were less satisfied with the information provided both during their orientation to the department and to their significant others (Abdel Maqsood, Oweis & Hasna 2012; Merkouris, Papathanassoglou & Lemonidou 2004). This finding, however, is juxtaposed to the nurses' convictions, who think that patients are actually satisfied and do not wish to receive any more information (Lemonidou, 2003). Conversely, patients expressed low satisfaction with the opportunities given to them for their participation in care. Nurses should be made more sensitive and aware of the importance of patient information and autonomy as well as their rights.

The findings of this study revealed strong, positive, significant relationships between highest educational level and overall nursing care received. The higher the educational level of the participants was, the higher the patients' satisfaction with nursing care. This result is similar to those of the study conducted by Bahrapour *et al.* (2005), which shows a significant relationship

between patient education and quality of nursing care given. On one hand, these results also corroborate the results of five studies conducted in tertiary hospitals in different countries, which established that nurses' courtesy, respect, careful listening and easy access of care were the strongest drivers of overall patient satisfaction (Abdel Maqsood, Oweis & Hasna 2012; Tonio, Joerg & Joachim 2011; Mehrnoosh & Akhtari-Zavare 2010; Palese *et al.*, 2011; Suhonen *et al.*, 2012).

Conclusion

This study found that most patients are satisfied with the overall quality of nursing care provided in the hospital. There were statistically significant relationships between age, marital status, and patient satisfaction.

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Conflict of interest

The authors declared that they have no conflicting interests.

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