

## Patient's Opinion on Nursing Care

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### ABSTRACT

**Background:** Patient's opinion regarding nursing care is now increasingly used as the tool for quality evaluation and improvement. This study provides feedback on the quality of nursing care and should form an integral part of the quality assurance system in the setting of nursing care. The objectives of this study were to determine the patient overall opinion regarding three aspects of nursing care, comparison of the patient opinion regarding nursing care among patient in different wards of an institute.

**Methods:** A cross-sectional study was done using random sampling method within the various wards of BPKIHS hospital. Total 140 patients, 20 from each ward, were included in the research study utilizing the structured questionnaire adapted by Hinshaw and Atwood.

**Results:** The analysis of three types of nursing care (technical, interpersonal and communication aspect) indicates that the respondents had better opinion of technical aspect of nursing care as compared to other two aspects of nursing care. The mean of percent scores for technical aspect (94.00), interpersonal aspect (91.81) and communication aspect (77.36) among the patients of orthopedic ward is the highest for the rest of the wards. A significant relationship between the technical aspect of nursing care and the age of patients ( $P= 0.043$ ) as well as a significant relationship between interpersonal aspect of nursing care and age of patients ( $P= 0.0280$ ) has been found. The relationship of respondents' opinion of nursing care with their geographical region revealed a significant difference of interpersonal aspect of nursing care with their geographical region ( $P=0.019$ ).

**Conclusion:** This study reveals the need for improvement in communication aspect of nursing care for the overall improvement of quality of care and ultimately increasing the level of patient satisfaction and similar type of research study should be conducted in other center as well.

**Key words:** care, communication, interpersonal, nursing

### INTRODUCTION

Nursing care refers to care of others, usually patient in the hospital. It involves any activities ranging from carrying out complicated technical procedures to as simple as holding a hand which has also become one measure of quality of nursing care. The central focus of nursing care is the person receiving care and includes the physical, emotional, social, and spiritual dimensions of that person. Therefore, it is now increasingly used as the basis for quality management and improvement.<sup>1,2</sup>

Research has indicated that the patient sometimes thinks it is inappropriate for him to initiate interactions with health care professionals. Consequently, patients often do not provide feedback to nurses about their perceptions of the care they are receiving. In this proposed study, by assessing the patient's opinion towards nursing personnel and nursing care, we can determine a basis for quality nursing care.

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In a research study conducted by the College of Nursing, Brigham Young University, it was found that patients expressed satisfaction with the nurse-patient interaction when nurses informed, explained and instructed on specific aspects of treatment, and taught general principles of care.<sup>3</sup>

Further, the nursing personnel of B. P. Koirala Institute of Health Sciences (BPKIHS) conducted a research in 1999 on "Satisfaction of clients and their relatives receiving nursing care" in various units excluding Emergency, Operation Theater and intensive care unit/cardiac care unit (ICU/CCU).<sup>4</sup> Since the time, no research has been found regarding patients' opinion toward nursing care in BPKIHS. This type of studies enables the organization and professionals to evaluate the performance of service and correct the pitfalls.

## METHODS

A cross-sectional survey to assess patients' opinion of nursing care in BPKIHS was done after ethical approval and patient consent. The patients' age, gender, educational status, geographical region, socio-economic statuses were compared and their respective ward. The study was conducted on patients hospitalized in the various units of BPKIHS hospital: Medicine, Surgery, Orthopedics, Gynecology, Eye/ENT, and Dermatology. The patient opinion regarding nursing care was focused on the nursing care provided by the nursing staff, student nurses and auxiliary nurse midwives of above mentioned wards.

A total number of 140 patients were selected randomly from the random number table that were above 14 years old, hospitalized in various above mentioned wards of hospital with sound mental status along with more than three days hospital stay.

Twenty patients were selected randomly from each ward and self-explanation of the questionnaires was done along with the utilization of visual analogue scale especially for the patients who were illiterate. The data were collected with the help of structured questionnaire and structured interview.

The instrument is adapted from the 1982 Hinshaw and Atwood instrument. It is a 28-item Likert scale that asks patients to rate how strongly they agree or disagree that nurses perform activities in dimension of nursing: technical skill, communication skill and interpersonal skill. Hinshaw and Atwood in 1982 adapted the instrument for an inpatient population and were reported to show acceptable levels of validity.

Internal consistency reliability as reported by Hinshaw and Atwood was as high as 0.91 and 0.90.<sup>5</sup> Following

collection of the data, the reliability was tested using the Cronbach Alpha statistic. In addition, the pre-test was conducted on seven patients hospitalized in BPKIHS.

Descriptive statistics were used for the analysis: standard deviation and mean for interval data; frequency and percentage for nominal data; frequency and percentage for ordinal data. Analysis was done using ANOVA (D) test to determine the association of patient's opinion of nursing care with respect to their demographic attributes and the various departments of BPKIHS.

## RESULTS

The mean of percent score value and standard deviation of the responses given by 140 patients for each scale (altogether 28) has been studied. The patients rating on question, "The nurses in BPKIHS are precise in doing their work" has the maximum mean score, which indicates higher level of satisfaction among respondents in area of nursing care.

Further, the total mean of percent score of the sample for the technical and interpersonal aspect of nursing care is relatively higher than for the communication aspect of nursing care. The male respondents were 55% of the total sample and female respondents were 45% of the total sample.

In this research study, most of the respondents were in the age group of 15-25 years and it was 25.7% of the total sample. Least percentage (2.8%) of the respondents was from the age group 75-85 years. The average age of the sample was 50 years (45-55 years).

Regarding the educational status of the respondent most of the patients interviewed were illiterate (33.6%) but nearly equal amount of respondents were of secondary level education passed (34%) and only 12.1% of the patients were higher secondary level educated.

Distribution of patients according to geographical region revealed larger numbers of respondents were from rural region (58.6%) and 41.4% of the respondents were from urban region.

Similarly the economic status of the respondents indicated that majority of respondents had economic status of rupees >4404/person/yr (94.3%) and only 5.7% of the respondents had economic status of rupees <4404/person/yr i.e. below the poverty line of Nepal.

*The above table indicates that there exists a significant difference of the patients' opinion among three aspects of nursing care.*

The mean value of three aspects of nursing care is highest among the patients of orthopedic ward and mean value

of technical aspect and communication aspect of nursing care is least among respondents of medical ward and least mean value of interpersonal aspect in surgical ward in comparison with patients of other wards of BPKIHS.

Thus, it is found that the patients of older age group (75-85) years have better opinion of nursing care and the higher level of satisfaction than rest of the age groups. Similarly, the patients of younger age group (15-25) years

**Table 1. Comparison of patient's opinion in relation with three aspects of nursing care**

Aspects of nursing care	n	Mean + SD	F-value	P-value
Technical Skill	140	90.48+ 11.17		
Interpersonal Skill	140	84.50+14.64	82.448	0.000
Communication Skill	140	69.78+15.46		

n=numbers of patient, SD=Standard Deviation

**Table 2. Respondents' opinion of nursing care in relation to various departments**

Sn	Department	Technical Skill	Interpersonal Skill	Communication Skill
1	MEDICINE			
	Mean	88.37	81.67	66.25
	N	20	20	20
	SD	11.19	12.85	18.89
2	SURGERY			
	Mean	89.63	80.28	69.03
	N	20	20	20
	SD	12.57	17.33	15.17
3	ENT			
	Mean	89.50	83.89	69.17
	N	20	20	20
	SD	11.34	14.66	11.61
4	EYE			
	Mean	93.38	90.14	70.42
	N	20	20	20
	SD	11.25	13.71	15.75
5	ORTHOPEDICS			
	Mean	94.00	91.81	77.36
	N	20	20	20
	SD	7.54	14.26	15.80
6	GYNECOLOGY			
	Mean	88.38	80.56	67.64
	N	20	20	20
	SD	15.07	15.08	12.85
7	DERMATOLOGY			
	Mean	90.12	83.19	68.61
	N	20	20	20
	SD	7.67	11.52	16.81
	p-value	0.546	0.058	0.377

N=numbers of patient, SD=standard deviation

**Table 3. Respondents' opinion of three aspects of nursing care in relation to their demographic attributes**  
**Respondents' opinion of three aspects of nursing care in relation to their age**

SN	Age (years)	Technical skill	Interpersonal skill	Communication skill
1	15-25			
	Mean	85.56	78.40	63.97
	N	36	36	36
	SD	11.92	15.57	14.88
2	25-35			
	Mean	91.57	81.79	70.78
	N	27	27	27
	SD	6.01	14.11	15.87
3	35-45			
	Mean	91.94	88.58	72.69
	N	18	18	18
	SD	12.11	13.33	16.37
4	45-55			
	Mean	89.32	85.98	70.83
	N	22	22	22
	SD	14.04	14.71	17.81
6	55-65			
	Mean	94.43	88.01	73.23
	N	22	22	22
	SD	11.23	13.99	12.38
7	65-75			
	Mean	93.64	91.67	68.69
	N	11	11	11
	SD	7.01	10.07	13.50
8	75-85			
	Mean	96.88	92.36	80.56
	N	4	4	4
	SD	4.73	9.45	13.03
	p-value	0.043	0.028	NS (0.170)

N=numbers of patient. SD=Standard Deviation  
 The above table further shows that there is a significant relationship between the technical aspect and interpersonal aspect of nursing care and the age of patients.

**Table No. 4 Relationship of respondents' opinion of nursing care with their geographical region**

SN	Geographical region	Technical skill	Interpersonal skill	Communication skill
1	Urban			
	Mean	89.22	81.08	66.81
	N	58	58	58
	SD	12.48	14.77	17.14
2	Rural			
	Mean	91.37	86.92	71.88
	N	82	82	82
	SD	10.13	14.14	13.88
	p-value	NS (0.264)	0.019	NS (0.056)

N=Numbers of patient. SD=standard deviation

**Table 5. Aspects That the Respondents Liked About Nursing Services in BPKIHS**

SN	Likes	Frequency (n= 140)	Percent
1	The nurses provide good care	45	32.11
2	The nurses administer medications at the right time and do the things for me at the right time.	33	23.57
3	The nurses speak politely	19	13.57
4	The nurses are of good nature.	15	10.71
5	The nurses maintain the cleanliness of the ward.	15	10.71
6	The nurses are attentive to me.	14	10
7	Liked all the three aspects of nursing care.	74	52.85
8	The nurses provide suggestions.	6	4.28
9	The nurses understand my problems	3	2.14
10	The nurses provide good explanations to me.	5	3.57

n=numbers of patient

**Table 6. Aspects That the Respondents Disliked About Nursing Services in BPKIHS**

SN	Dislikes	Frequency (n=140)	Percent
1	The nurses are less attentive to me	7	5
2	The nurses do not provide clear and concise explanations	6	4.28
3	The nurses are not friendly to me.	4	2.85
4	The nurses do not speak politely to me	3	2.14
5	The nurses do not allow to use the hospital facilities properly	1	0.71
6	The nurses discriminate among the patients	1	0.71

n=numbers of patient

**Table No. 7 Respondents' Suggestions to Improve Nursing Care in BPKIHS**

SN	Suggestions	Frequency (n = 140)	Percent
1	The nurses should maintain the nursing services being provided as it is.	91	65
2	The nurses should provide good care.	24	17.14
3	The nurses should be more friendly and attentive.	19	14.57
4	The nurses should give proper explanations of why tests are ordered.	12	10
5	The nurses should have good nature	3	2.14
6	The nurses should provide care in timely manner.	2	1.42
7	The nurses should have no discrimination	2	1.42
8	The nurses should provide medications at the right time.	1	0.71
9	The nurses should maintain the cleanliness of the ward	1	0.71
10	The nurses should maintain the patient's privacy	1	0.71
11	The nurses should explain about the disease condition	1	0.71

n=numbers of patients

have lower level of satisfaction regarding the nursing care as compared to rest of the age groups. Therefore, it shows that the patient's opinion of three aspects of nursing care varies with age of the patients.

Analysis of the respondents' opinion of three aspects of nursing care in relation to their gender, educational level and economic status showed that there exists no significant relationship. The majority of the respondents (132) had economic status of rupees >4404/person/yr, which is above the poverty line of Nepal.

“What are the aspects you like and dislike regarding nursing services in BPKIHS?” Majority of the respondents were satisfied with all the aspects of nursing services being provided while few of them responded that the nurses were less attentive to them and were not friendly.

“Respondents' suggestions to improve nursing care in BPKIHS”

From the given table it can be conferred that majority of the respondents liked the services provided by the nurses and suggest them to maintain it whereas minority of the respondents want more clear and concise explanation of why tests are ordered to them: which is basically the communication aspect of nursing care.

## DISCUSSION

In the study area of BPKIHS, most of the respondents were younger and it was 25.7% of the total sample, similar with A. Brédart et al and Debra R.<sup>6,7</sup>. The male respondents were comparatively more than the female respondents were. Most of the patients interviewed were illiterate followed by secondary level of education. Majority of respondents had economic status more than poverty line. Larger numbers of respondents were from rural region than urban region.

While determining the patient opinion regarding three aspects of nursing care i.e., technical skill, interpersonal skill and communication skill, there exists a significant difference of the patients' opinion among three aspects of nursing. And it can be conferred that the respondents had better opinion of technical aspect of nursing care as compared to other two aspects of nursing care. It provides the information that the communication skill of the nurses of study area is being lagging as compared to other skills. Improvement in this aspect of nursing care will definitely upgrade the quality of nursing care being provided in BPKIHS.

“Nursing in a technological environment: Nursing care in the operating room” conducted by Rosalind B; and “Defining and “Measuring Interpersonal Continuity

of Care” reported by Saultz; also “Satisfaction with care’: associations with health-related quality of life and psychosocial function among Swedish patients with endocrine gastrointestinal tumours” done by Von E L et al.<sup>8-10</sup>

In context of the comparison of the patient opinion regarding nursing care among patient demographic variables and different wards of service of BPKIHS, a variety of results were found.

There is a significant relationship between the technical aspect of nursing care and the age of patients as well as a significant relationship between interpersonal aspect of nursing care and age of patients. However, there is no significant relationship of communication aspect of nursing care with age of the patients. Also is a significant difference of interpersonal aspect of nursing care with their geographical region while there is no significant difference of other two aspects of nursing care with geographical region.

The nursing care in three nursing aspects: technical, interpersonal and communication is relatively higher among the patients of **orthopedic ward** in comparison with patients of other ward services. The study also revealed that there is no significant difference among three aspects of nursing care in relation to various departments of BPKIHS.

## CONCLUSIONS

The research study reveals the need for improvement in communication aspect of nursing care for the overall improvement of quality of care which ultimately increases the level of patient satisfaction in BPKIHS. No journal or articles were found with similar or contrasting type of research style. Similar type of research study should be conducted frequently to assess the effectiveness of the educational programs provided to the nursing personnel and assess the quality of nursing care in BPKIHS.

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