

Research article**Patient satisfaction and expectation regarding nursing care provided in selected public and private hospitals in rural areas of Uttara Kannada district, Karnataka, India- A comparative study**

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Abstract

Nursing service is one of the most important components of hospital service. High level of satisfaction and expectation with nursing care services is the main key to the success of hospitals. **Aim:** This study is aimed to compare the patient satisfaction and expectation regarding nursing care provided in selected public and private hospitals in rural areas of Uttara Kannada. **Method:** A Total of 100 patients (50 samples from each Public and Private Hospitals) were selected from public and private hospitals by using the purposive sampling technique. Data were collected by using the Likert scale on satisfaction and Expectation checklist of nursing care. **Result:** The data revealed that mean patient satisfaction regarding nursing care in private Hospital was 77.89 and in public hospital 75.02 and there is no significant difference ($t=1.79 < t_{0.05}=1.98$ at the $p \leq 0.05$ level of significance) between the Patient Satisfaction regarding Nursing care provided in selected Private and Public hospital. The mean patient expectation regarding nursing care was found 13.71 in private Hospital and 15.32 in public Hospitals and there is significant difference ($t=3.09 > t_{0.05}=1.98$ at the $p \leq 0.05$ level of significance) between the patient Expectation regarding nursing care provided in selected Private and Public hospital. Data revealed that there is a significant association between the Gender, Religion and the History of the Previous Hospitalization with the level of Satisfaction and there is a significant association between the marital status and patient expectation with nursing care. **Conclusion:** The study concluded that Vagarious and systematic staff development, in service and training programs can be conducted to improve patient care.

Keywords: Satisfaction, Expectation Comparative, Nursing care, Patient, Public, Private, Rural Area

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1. Introduction

A nurse's role is to restore the health and alleviate patients suffering. They are the main personnel who directly provide nursing services to patients. Their main responsibilities are to provide primary treatment care and coordinate with other healthcare professionals in caring patients. Nursing service is one of the most important components of hospital service. The level of patient satisfaction and expectation with nursing care is an important indicator of the quality of care provided in hospitals [1].

Patient satisfaction and expectation with nursing care are known to predict patient outcomes. Nursing care offered by the largest single technical group in any hospital is

known to often determine the overall quality of care offered [2]. Satisfying patients' expectations has always been important to health care providers, and it has become even more important in recent years. Over the past decade, patients have taken a more active role in their treatment as a result of their concerns with the safety, quality, and cost of their care [3]. As patients have become better educated and more assertive consumers of medical services, their level of satisfaction and expectation with services they receive has become a critical concern for the healthcare profession, making the measurement of patient satisfaction and expectation a critical endeavor [4].

In order to achieve patients' satisfaction consistently, data about what the patient expects should be analyzed

before nursing care is delivered not at the end of a care episode in an attempt to bridge the gap between patients' perceptions of quality of care and those of the nurses [5, 6]. High level of satisfaction and expectation with nursing care services is the main key to the success of hospitals. The nurse needs to be aware of various factors that might improve or decorate [7].

In INDIA a recent survey conducted by the high power health commission showed that nearly 45% of patients admitted to hospitals for various reasons are found to be unsatisfied with service provided by the health team members. This is due to increasing demands of healthcare services, shortage of health care providers and lack of time [8].

The researchers observed that the quality of nursing care has considerably failed to meet the satisfaction and expectations of the patients during the clinical postings in various private and public hospitals. Many patients expected more than the nursing care provided to them. This is evident in many hospitals settings especially in public hospitals in rural areas.

2. Methods and materials

A non-experimental comparative research design was adopted to assess the patient satisfaction and expectation regarding nursing care provided in selected public and private hospitals in rural areas of Uttara Kannada. 100 patients were selected (50 from Public and 50 from Private Hospitals) by using purposive sampling technique, who are admitted to selected public and private hospitals from the Taluk Government Hospital, Honavar and St. Ignatius Hospital, Honavar simultaneously and independently. The data was collected by using the Likert scale on the satisfaction of nursing care and Checklist on the expectation of nursing care. The data was collected after obtaining the Prior permission from the concerned authority and formal consent from all the subjects. The data was collected and recorded systematically from each subject and was organized on the master data sheet to facilitate computer entry. Collected data will be analyzed by descriptive statistics and inferential statistics. The comparison was done by using the unpaired t-test and found the association by using the chi-square test.

3. Result

The data were analyzed and interpreted in the light of the objectives and hypothesis formulated for the study. The data showed that 49% of the subjects were in the age group of 21-30 years, 55% subjects were males and Majority 85% of the samples belong to Hindu religion. Findings of the marital status reviewed that majority of the subjects 55% belonged to single, the majority of the 48% had income range Rs. 5000- Rs. 10000, 50 % had a history of the previous Hospitalization. It was found that majority 48% subjects were hospitalized more than two days in the present stay. From the distribution of samples

according to the degree of satisfaction, it was found that in the public hospital 8% of the sample were moderately satisfied and 92% are highly satisfied with the nursing care provided. And in private hospitals 2% of the samples are least satisfied, 4 % are moderately satisfied and 94% are highly satisfied with the nursing care provided.

The distribution of samples according to the level of expectation was found that in the public hospital majority 84% are more expectation whereas in private hospitals 72 % are more expectation.

Table No 1: Significant difference between the Patient Satisfaction and Expectation regarding Nursing care provided in selected Public and Private hospital

| n=100 | | | | | |
|--------------|---------|-------|---------|-------|-----------|
| Variable | Area | Range | Mean | Sd | t-value |
| Satisfaction | Private | 18-90 | 77.89 | 9.576 | 1.779(NS) |
| | Public | 18-90 | 75.02 | 7.178 | |
| Expectation | private | 5-18 | 13.7200 | 2.89 | 3.090*(S) |
| | Public | 11-18 | 15.3200 | 2.23 | |

*= Significant NS=Non Significant, $t_{98}=1.98$ at $p \leq 0.05$ level of significance

The data revealed (Fig:1) that mean patient satisfaction regarding nursing care in private Hospital was 77.89 and in public hospital 75.02 and it shows that (Table:1) there is no significant difference ($t=1.79 < t_{98}=1.98$ at $p \leq 0.05$ level of significance) between the Patient Satisfaction regarding Nursing care provided in selected Private and Public hospital. The mean patient expectation (Fig:1) regarding nursing care was found to be 13.72 in private Hospital and 15.32 in public Hospitals and found that (Table:1), there is significant difference ($t=3.09 > t_{98}=1.98$ at $p \leq 0.05$ level of significance) between the patient Expectation regarding nursing care provided in selected Private and Public hospital.

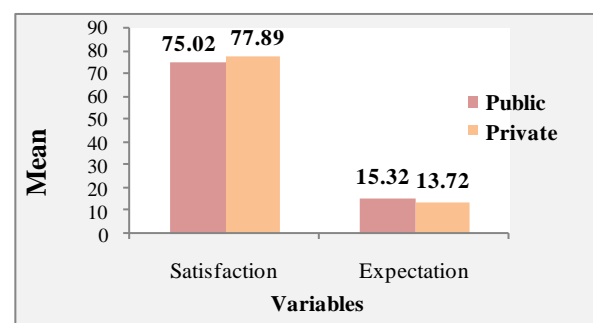


Figure No 1: Mean Satisfaction and Expectation scores regarding nursing care among the patients from public and private Hospitals

Data also revealed that there is a significant association between the Gender, Religion and the History of the Previous Hospitalization with the level of Satisfaction and there is a significant association between the marital status and patient expectation with nursing care.

4. Discussion and conclusion

The patient's needs are the central core of interest when it comes to nursing care. measurement of their satisfaction and expectation gives a clear picture of how far the nursing care is effective and has an impact on the patient's needs. A Comparative study of patient's expectation quality in selected hospitals was conducted in 2016 at Bosnia shows that the overall mean value and standard deviation of expectation equal to 10.4 and 28 respectively. The study concluded that the expectation had not been met in any of the examined dimensions [9]. A comparative study of patient satisfaction with nursing care in public and private hospitals was conducted in the year 2013 at Ludhiana, shows that mean patient satisfaction with nursing care score was significantly higher in private hospitals (80.83+_15.83) as compared to public hospitals (64.88+_ 21.36) [10]. This study gives an idea to another researcher in the near future regarding the areas of nursing care that needs to be improved in order to meet the expectation of the individuals under her care and to develop evidence-based practice. Moreover, the study recommended that Vagarious and systematic staff development, In-service and training programs, can be conducted to improve patient care.

Conflict of Interest - None

Sources of Funding: Self-Founded.

Ethical Clearance: Ethical Clearance obtained by Ethical Clearance cell, St. Ignatius Institute of Health Science, Honavara, Uttar Kannada, Karnataka

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