



PATIENTS' SATISFACTION WITH NURSING CARE IN CALABAR, NIGERIA

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INTRODUCTION



- ❑ Nursing care is a major supportive service provided to hospitalized patients 24 hours a day.
- ❑ Nurses constitute majority of health care providers (El-Nagger, Ahmed, Elsayed, & Khamis, 2013; Sharew, Bizuneh, Assefa, & Habtewold, 2018).
- ❑ Evidence suggests that one of the most important indicators of the overall quality of care provided by the health care institution is related to patient satisfaction with nursing care (El-Nagger, Ahmed, Elsayed & Khamis, 2013).





INTRODUCTION Contd



- ❑ Therefore, patient satisfaction with nursing care is the most important predictor of patients' overall satisfaction with hospital care (Alasad, Abu Tabar & Aburuz, 2015).



- ❑ Patient satisfaction is defined as health care recipient's reaction to salient aspects of the context, process and result of their service experience (Alhusband & Abuarub, 2009).





INTRODUCTION Contd



- ❑ Assessment of the patient, caregiver, and family experience of healthcare offers the prospect for consideration and perfection of nursing care and positive patient outcomes (Berkowitz, 2016).
- ❑ There are studies on patient satisfaction in Egypt (El-Nagger, Ahmed, Elsayed, & Khamis, 2013); Poland (Gutysz-WojnikaDyk Cudak & Ozga, 2012) among others.
- ❑ However, there is no study utilizing “The Newcastle Satisfaction with Nursing Scale” (NSNS) to assess patient satisfaction in Nigeria.





OBJECTIVES OF THE STUDY



The study sought to assess patients' experiences and satisfaction with nursing care in Calabar, Nigeria





MATERIALS & METHODS



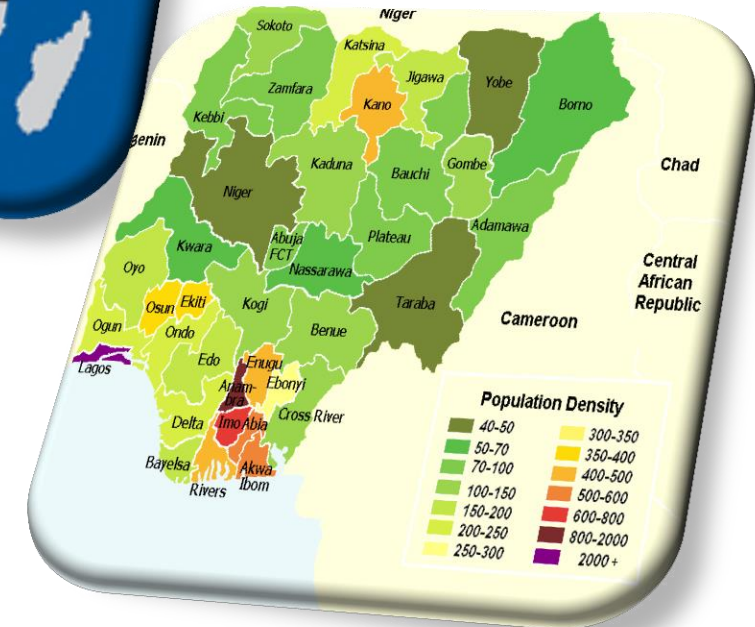
Study design

- Descriptive design



Study setting

- Calabar, Nigeria



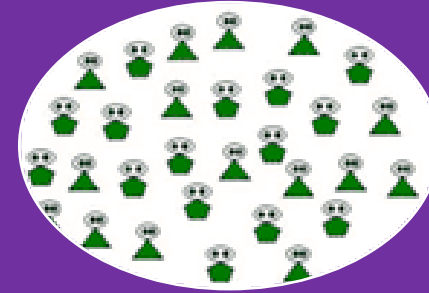


MATERIALS & METHODS



Population of study

Consisted of 286 patients in two public hospitals in Calabar (the two hospitals used for the purpose of comparative data)



Sampling strategy:

- Convenience sample from secondary and tertiary health care facilities was done)





DATA COLLECTION



- Patients' experiences and satisfaction with nursing care were explored using the modified Newcastle Satisfaction with Nursing Scale (NSNS) which was adapted to meet the peculiarities of Nigerian patients).
- The respondents rated their experience of nursing care on 26 items, using a seven-point Likert scale (1=disagree completely, 7=agree completely).





DATA COLLECTION Contd.



- Responses for each item was summed and transformed to give an overall experience score, with a potential range of 1-100, where 100 represent the best possible experience.
- Respondents rated their satisfaction with various aspect of nursing care using a five point Likert scale (1 = not at all satisfied, 5 = completely satisfied).





DATA COLLECTION Contd.



- ❑ This section consisted of 19 items.
- ❑ Responses for each item was summed and transformed to give an overall satisfaction score of 1-100, where 100 denoted complete satisfaction.





ETHICAL CONSIDERATIONS



- The proposal for this study was approved by the Ethical Committee, University of Calabar Teaching Hospital.
- Informed consent was obtained from the participants
- Study processes adhered to ethical protocols (confidentiality and anonymity)





DATA ANALYSIS



- Data were computer analyzed using SPSS for Windows version 20.
- Interrelationships between variables were tested using population t test and independent t test.





RESULTS/DISCUSSION



Table 1: Socio-demographic characteristics of respondents

Characteristics	Frequencies	percentages
Gender		
Male	147	51.4
Female	139	48.6
Total	286	100
Marital status		
Never married	140	49
married	111	38.8
separated	35	12.2
Total	286	100
Educational level		
Primary	17	5.9
secondary	83	29
Tertiary	180	63
Others	6	2.1
Total	286	100





RESULTS/DISCUSSION



- ❑ Majority of the respondents were males 147 (51.4%) and never married 140 (49%) had tertiary education 180 (62.9).
- ❑ The mean (SD) age of the respondents was 34.13 ± 12.95 .
- ❑ Results also indicated that majority of the respondents 202(70.6%) had moderate level of experience with nursing care and satisfaction with nursing care 198(69.2%).





RESULTS/DISCUSSION Contd.



- ❑ The finding is supported by Alhusban, & Abualrub (2009) who carried out a study in Jordan with NSNS and the result showed a score of 72% (good) for level of experience of nursing care.
- ❑ Patients' rating of their level of satisfaction with nursing care as being moderate is also supported by Tang, Soong & Lym (2012).





RESULTS/DISCUSSION Contd.



- The level of experience with nursing care was not significant (104.29 ± 19.24 ; $t=.262$; $df=285$; $p < 0.05$)
- The level of satisfaction with nursing care was significantly high (60.13 ± 14.52 ; $t=3.651$; $df=285$; $p < 0.05$).
- A comparison of patients' satisfaction with nursing care and experiences with nursing care in the two hospitals indicated that patients were more satisfied with care in the secondary care facility than in the tertiary care facility although there was no significant statistical difference.





RESULTS/DISCUSSION Contd.



- ❑ The difference in the level of experience and satisfaction with nursing care in the secondary health facility may be related to the introduction of clinical governance and orientation of nurses on this concept in that health facility.





CONCLUSION



- ❑ Respondents had moderate level of satisfaction with nursing care and experience of nursing care including higher level of satisfaction and experience of care in the secondary health care facility used.





LIMITATION/RECOMMENDATION



- The limitation of the result is that it can not be generalize because of the sampling technique that was used and the study did not cover the whole state or country.
- The study highlights the need to enhance patients' satisfaction with nursing care through intervention which will improve nursing care especially in the tertiary care facility.





**Patient
satisfaction with
nursing care
heralds**



**QUALITY
CARE**





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