Perception and Acceptance of Hospital Meals among In-Patients in a Tertiary Hospital in Nigeria

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<th>Faculty Name:</th>
<th>Omowumi R. Salau, MSc (Nursing), BNSc, RPHN, RN</th>
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<td>Nil</td>
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Goals and Objectives

Session goal:
• To describe the perception and acceptance of hospital meals among adult in-patients in a tertiary hospital in Nigeria.

Session objectives:
The Learner will be able
• to understand adult in-patients’ perception and acceptance of hospital meals in the selected hospital
• to understand the various factors influencing acceptance of hospital meals among adult in-patients
Introduction

• Hospital food and nutrition services play an important role in patient recovery and well-being.

• For patients, food service, to a certain extent, provides one of the few hospital experiences that they can control (Hartwell et al., 2008)

• Food service quality can also influence patients’ satisfaction with their overall hospital experience (McLymont, et al., 2003; Theurer, 2011)
Introduction

• Hospital foodservice has an image problem; before even tasting it, patients generally expect poor quality (Hartwell et al., 2006).

• Individual and personal opinion, belief and observation of in-patients about hospital meals (perception) goes a long way in determining their acceptance of it.

• Also, studies showed that hospital food services is a widespread problem all over the world (Hartwell et al., 2006; Theurer, 2011; Abdelhafez, et al., 2012).
Statement of Problem

• Our diet significantly affects our health.
• Hospital food services is an inseparable part of patient treatment process (Sahin et al., 2006)
• Hospital malnutrition is a main problem, as
  ➢ it increases the severity of illnesses,
  ➢ lengthens recovery duration, and
  ➢ length of stay in the hospital
• Every hospital faces the issue of generating a variety of diets for its patients based on their medical needs.
Statement of Problem

• However, hospital food service sometimes go unnoticed when evaluating patient overall hospital satisfaction.

• There is also dearth in the number of studies on the satisfaction with food services in health care facilities in the country hence;

• This study assess patients’ perception and acceptance of hospital meals in a tertiary hospital in Nigeria.
Objectives of the study

• To assess the perception of hospital meals among adult in-patients in Obafemi Awolowo University Teaching Hospitals Complex, Ile-Ife, Nigeria.

• To determine the level of acceptance of hospital meals among adult in-patients in the hospital

• Identify factors influencing acceptance of hospital meals among adult in-patients in the hospital.
Hypotheses tested

• No significant association between selected socio demographics (i.e. age, gender, educational status and monthly income) and in-patients perception.

• No significant association between types of diet (normal or special) and level of acceptance of hospital meals among in-patients.
Causal Model Of Patient Satisfaction
(Hwang, Eves & Desombre, 2003)

Patient Satisfaction on Meal Services

- Food properties dimension
- Environmental presentation dimension
- Catering System
- Convenience of timing meal served
- Appetite
- Regularity of finishing the food

Gender
Methodology

• **Research Design** - Descriptive cross-sectional

• **Research setting** - Ife Hospital Unit of the Obafemi Awolowo University Teaching Hospitals Complex, Osun State, Nigeria.

• **Sample Size determination**: Kennan’s sample size formula \( n = \frac{Nx}{(N-1) \ E^2 + x} \)

• **Sample Size** = 220 Adult in-patients

• **Sampling Technique**: Multistage sampling

• **Exclusion Criteria** : Children, mentally ill & patients below 16 years were excluded
Methodology (ctd.)

• **Research Instruments:** Questionnaire

• **Validity** by Face and Content method

• **Internal consistency**- Cronbach’s Alpha (0.79)

• **Ethical Clearance:** OAUTHC Research and Ethics Committee, Ile-Ife Nigeria

• **Informed consent from patients**

• **Analysis** – SPSS Version 20, descriptive & Inferential (Chi-square)

  Level of significance = $P \leq 0.05$
Results

Socio demographics:

- **Age range** - 16 - 105 years.
- **Highest age range** – 16-45 years (70.2%)
- **Mean age** - 45±15.6
- **Gender** - 70.6% females and 29.4% males
- **Level of education** -
  - Tertiary level - 44.3%
  - Secondary - 27.4%
  - None - 7.5%

**NHIS coverage** - Yes (56.7%) No (43.3%)
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<tr>
<th>Variable</th>
<th>Frequency</th>
<th>%</th>
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<td><strong>History of Previous Admission</strong></td>
<td></td>
<td></td>
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<tr>
<td>Yes</td>
<td>142</td>
<td>70.6</td>
</tr>
<tr>
<td>No</td>
<td>59</td>
<td>29.4</td>
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<tr>
<td><strong>Type of Diet</strong></td>
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<td></td>
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<tr>
<td>Normal Diet</td>
<td>88</td>
<td>43.8</td>
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<tr>
<td>Special</td>
<td>113</td>
<td>56.2</td>
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<td><strong>Range of Days on Admission</strong></td>
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<tr>
<td>1-15 days</td>
<td>182</td>
<td>90.5</td>
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<tr>
<td>16-30 days</td>
<td>11</td>
<td>5.5</td>
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<tr>
<td>More than 30 days</td>
<td>8</td>
<td>4.0</td>
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Fig 1: Level of Perception of Hospital Meals among In-Patients
Fig 2: Patients’ Level of Acceptance of Hospital Meals
Hypotheses tested: results

- Significant association found between types of diet and level of acceptance of hospital meals ($X^2 = 10.5; p = 0.005$).
- No significant association between
  - Age, ($X^2 = 16.25, p= 0.093$)
  - Educational level ($X^2 =5.92,p=0.655$) and
  - Monthly income($X^2 =5.05,p=0.887$) and their perception of hospital meals (Abdulhafez et al.,2012; Sahin et al.,2006)
Conclusion

• Patients on hospital admission have high expectations of the meals supplied from the hospital kitchen.

• There is good perception of hospital meals among the patients.

• However, there is low level of acceptance of hospital meals due to
  ➢ inability to choose their favorite meals;
  ➢ booking their daily menu,
  ➢ cultural and religious preferences,
  ➢ poor quality of food served,
  ➢ late presentation of meals
Recommendations

• Provision of favorite and culturally-sensitive meals with better options for choices in the diet requisition checklist.

• Patient should be given control over their meal choices, meal times, meal presentation

• Nurses need to act as adequate advocates in ensuring quality food is being provided.

• Need for a National Guideline or Policy on Patient Nutrition in Public Hospitals in Nigeria.
References


THANK YOU FOR LISTENING