

Adult inpatient satisfaction and associated factors towards nursing care at Felege Hiwot Referral Hospital, Amhara Regional State, Northwest Ethiopia

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Abstract

Background: Patients' satisfaction has been used as a significant indicator of quality health service provided by health care personnel. Assessing the satisfaction of inpatients with nursing care is crucial in order to identify the area of dissatisfaction and at the same time improve the nursing care services.

Objective: To assess the level of adult inpatient satisfaction and determinant factors with nursing care.

Methods: A facility based cross-sectional study was conducted from June 1-30, 2017. Data was analyzed using SPSS version 20. Both bivariate and multivariate logistic regression was conducted to examine the effect of independent variables on inpatients' satisfaction with nursing care at 0.05 level of significance.

Result: A total of 382 admitted patients were participated in the study yielding a response rate of 96.9%. Participants who were farmers, rural residents, and female took the greater percentage. The overall level of satisfaction was 55.1%. Sex and occupation, were the only predictors of patient level of satisfaction with nursing care.

Conclusion: The study revealed that level of inpatient satisfaction with nursing care was low. Hence the hospitals should consider mechanisms to improve the nurses' way of communication and relationship beyond training on direct patient care.

Key Words: Nursing Care, Inpatient Satisfaction, Admission Ward.

Introduction

Patients' satisfaction has been used as a significant indicator of quality services provided by health care personnel (Fitzpatrick 1999; Nahed 2013). Reviewing of relevant literature that supports assessment of patient satisfaction is a tool to determine the level of health care delivery, analyze the existing situation and workout strategy to improve it (Fitzpatrick R 1999). Despite the enormous number of studies in Western countries over the past decade on patient satisfaction, it seems that consensus on its definition remains a matter of stipulation. Patient satisfaction is a term that can be interpreted differently by patients and its meaning can also differ for one patient at different times (Larson 1996; Sitzia 1997). It is conventional fact that satisfaction influences whether a person seeks medical advice, complies with treatment and maintains a continuing relationship with practitioners (Margaret B 2000). There was also a significant statistical relationship between satisfaction and income category of respondents. Respondents in the low-income category were more satisfied with the service of nursing cares (Comlay 2001; Paul A august 2010). A very important aspect of patient satisfaction depends on 'nursing care; because nurses involved in almost every aspect of client's care, interact with patients more often than any other health care personnel and translates information imparted by physicians technically and professionally with a humane touch. A hospital may be soundly organized, beautifully situated and well equipped, but if the nursing care is not quality, the hospital will fail in its responsibility of providing care (Tahir 2014). Nursing that may be rated by the profession as of

high quality may not be seen that way by the patient. Patient satisfaction is an important patient-centered outcome measure which is accepted as a standard measure of quality of care, and is steadily gaining in popularity (Andrew 1999 ; Walash 1998). Patient's participation and involvement in their care and decision making can increase control of self and understanding (Staniszewska 1998; Samuel 2009).

Materials and Methods

Facility based cross-sectional study was conducted at Felege hiwot Referral Hospital from June 1-30/2017 in 382 patients who had been admitted to the six wards. Sample size was determined using single population proportion formula and allocated proportionally to each wards using simple random sampling technique. The data were collected using self-administrative structured questionnaire and analyzed using SPSS version 20. Bivariate and multivariate analyses were carried out to determine the associations between the dependent and independent variables at 0.05 level of confidence.

Results

This study had a response rate of 96.7%. The mean age of the respondents were 39.19 (SD $\pm$ 16.53) years, with range of 18 and 84 years old. Predominantly, 206 (53.9%) were females, and 336 (88%) of the respondents were orthodox by religion. Concerning the educational status, 42.1% had attended formal education. Nearly 70.9% of respondents were married. Farmers and merchants accounted for 52.6% and 17.1% respectively. Just about 55.7% of the respondents were rural residents (Table 1).

Table 1: Socio-demographic characteristics of inpatients who were admitted at Felege hiwot Referral Hospital, Amhara Regional State , northwest Ethiopia, June 2017 (N=382)

Socio-demographic variables	Category	Number	Percent
Sex	Male	176	46.1
	Female	206	53.9
Age	18-25	76	19.9
	26-34	120	31.4
	35-45	77	20.2
	46+ years	109	28.5
	Married	271	70.9
Marital status	Single	82	21.5
	Divorced	28	7.3
	Widowed	1	0.3
	Illiterate	219	57.4
Educational status	Read & write only	3	0.8
	Primary school	68	17.8
	High school	58	15.2
	Higher institution	34	8.9
Occupational status	Farmer	201	52.6
	Merchant	65	17.1
	Employee	35	9.2
	Students	31	8.1
	Other	50	12.8
	Rural	213	55.75
Residence	Urban	144	37.69
	Rural-urban	25	6.5

Admission characteristics: Nearly 29%, 22.5% and 23% respondents were recruited from surgical, medical and gyn/obstetrics wards respectively. Around 80.6% of the inpatients stayed in the hospital for 2-10 days, and the mean length of stays was

10.41days (SD=5.27). About 82.3% of the respondents had not previous history of hospital admission for some illnesses, and 84.6% of participants reported that no particular nurse was in charge of providing care (Table 2).

Table 2: Admission characteristics of participants at Felege hiwot referral hospital, June 2017

Variables		Frequency	Percent
Ward	Surgical ward	110	28.8
	Gynecology and obstetrics ward	88	23.1
	Medical ward	86	22.5
	Orthopedics ward	61	15.9
	Eye ward	23	6.0
	Private wing ward	14	3.7
Previous experience of admission	Yes	68	17.8
	No	314	82.3
One nurse in charge of providing care	Yes	59	15.4
	No	323	84.6
Duration of stay	2-10	308	80.60
	11-21	42	10.99
	22+	32	8.41

Inpatient satisfaction: Overall of inpatient satisfaction was 55.1%. The five items that inpatients scored on nursing care service were above the mean: namely, the amount of nurses knew your care (78.8%), nurses' helpfulness (55%), nurses' treatment of patients as an individual (54%), nurses' willingness to respond patients' request (53.8%) and nurses' readiness to listen patients' worries and concerns (52%). Conversely, inpatients gave lowest scores for the following three items, how quickly nurses came when you called them (42.6%), amount and type of information nurses gave to patients about their condition and treatment (43.2%), and the way nurses explain things to patients (43.4%) (Table 3).

Around 127 (44.9%) and 106 (33.2%) of the participants respond by saying good and very good in respect to the general nursing care they received during their stay at the wards respectively.

Determinants of satisfaction: The overall patient satisfaction rate with nursing care was 44.9%. Hence 53.2%, of male, 39.4% of female, 50% of farmers, and 67.6% of employees were satisfied. With regards to duration of admission, 45.8% of those stayed 2-10 day, 42.3% of those stayed 11-21 days, and 58.3% of those who stayed for more than 22 days were satisfied. On the other hand, 48% of those patients who had previous history of admission and 39.5% of those with no history of admission were satisfied.

Table 3: Level of inpatient satisfaction (in %) on different satisfaction items with nursing care service at Felege Hiwot Referral Hospital, June 2017

Satisfaction items	Very dissatisfy	Dissatisfy	Neutral	Satisfy	Very Satisfy	Mean Satisfaction	St. deviation
The amount of time nurses spent with you	29.6	30	18.6	20.7	0.84	2.33(46.6)	1.134
How often nurses checked to see if you were okay	37.7	19.4	13	14	8	2.42(48.4)	1.380
nurse being around you when need them	27	25	19	27	1.7	2.51(50.2)	1.201
Nurses knew your care	4.2	4.2	1.7	73	16.5	3.94(78.8)	0.856
How quickly nurses came when you called them	38	29	15.6	15.2	1.7	2.13(43.6)	1.135
The way the nurses made you feel at home	28.3	31.7	22.8	15.2	1.7	2.3(46)	1.091
Amount of information nurse gave to you about your treatment	36.6	32.6	13.5	13.5	3.8	2.16(43.2)	1.169
Nurses' helpfulness	16.9	26.2	28.3	21.6	6.8	2.75(55)	1.171
The way nurses explained things to you	32.6	35.5	16.5	12.7	2.5	2.17(43.4)	1.098
The nurses helped your relatives or caregivers	28.8	34.3	22.4	13.1	1.5	2.24(44.8)	1.040
Nurses' manner in going about their work	21.6	25.8	25.4	13.1	1.3	2.61(52.2)	1.156
Nurses' treatment of you as an individual	17.7	30.5	29.2	15.8	5	2.7(54.1)	1.181
How nurses listened to your worries and Concerns	17.8	30.5	22.8	21.2	5	2.6(52)	1.175
The amount of freedom you were given on the ward	21.6	41.5	19.4	15.6	1.7	2.34(46.8)	1.038
How willing nurses were to respond to your requests	18.2	27.9	27.5	19.1	7.2	2.69(53.8)	1.182
The amount of privacy nurses gave you	30.5	28.8	20.8	16.5	2.3	2.33(46.6)	1.172
Nurses' awareness of your needs	24.5	32.2	22.8	18.2	2.2	2.41(48.2)	1.109
Overall rate of satisfaction	25.4	28.5	20.5	33.5	21.6	2.51(55.1)	

With regard to wards of admission, 46.1% of medical, 39.3% of surgical, and 47.7% of gynecological and obstetric wards inpatients were satisfied with nursing care service. The multivariate analysis showed the significant association of patient

level of satisfaction with sex; males were about two times satisfied than females (95% CI, 1.9(1.08-3.19)), occupation; employees were 0.42 times less likely satisfied than farmers (95% CL, 0.42 (0.21-0.82) (Table 4).

Table 4: Association between inpatients' characteristics and satisfaction level towards nurses services at Felege hiwot Referral Hospital, Bahir Dar City, Amhara Regional State, June 2017

Characteristics	Category	Level of satisfaction		COR (95%)	(AOR (95%))	P- value
		Satisfied	Not satisfied			
Sex	Male	93(53.7%)	83(46.3%)	1.74(1.03-2.95)	1.9(1.08-3.19)	0.025**
	Female	82(39.4%)	124(60.6%)	1	1	
Age	19-25	34(43.6%)	42(56.4%)	1	1	0.42
	26-34	(40.0%)	(60.0%)	0.86(0.45-1.6)	0.75(0.38-1.5)	
	35-45	(55.2%)	(44.8%)	1.6(0.77-3.2)	1.4(0.64-3.03)	
	46 +	(66.6%)	(35.4%)	2.6(0.22-29.2)	2.1(0.17-25)	
Occupation	Farmer	(50%)	(50%)	1	1	0.012
	Employee	(67.6%)	(32.3%)	0.43(0.22-0.84)	0.42(0.21-0.82)	
	Merchant	(59.2%)	(40.8%)	0.58(0.21-1.58)	0.61(0.22-1.6)	
	Others	(40%)	(60%)	1.23(0.59-2.57)	1.6(0.67-3.9)	
Educational status	Illiterate	(50%)	(50%)	1	1	0.41
	Read and write	(49%)	(51%)	0.96(0.47-1.9)	1.4(0.62-3.1)	
	Primary sc	(40%)	(60. %)	0.78(0.40-1.54)	1.31(0.53-3.50)	
	High sch	(35%)	(65%)	0.53(0.19-1.98)	0.72(0.17-3.0)	
Residence	Higher inst	(30.7%)	(69.3%)	0.4(0.17-0.1.13)	0.51(0.19-0.1.3)	0.18
	Rural	(48.9%)	(51.1%)	1	1	
	Urban	(39.2%)	(60.8%)	0.67(0.39-1.13)	0.97(0.35-2.7)	
Previous admission	Hx Yes	(48%)	(52%)	1	1	0.24
	No	(39, 5%)	(60.5%)	0.70(0.42-1.21)	0.70(0.39-1.27)	
	Duration of 2-10	(45.8%)	(54.2%)	1	1	
	11-21	(42.3%)	(57.7%)	0.84(0.42-1.4)	0.95(0.53-1.7)	
admission	22+	(58.3%)	(41.7%)	1.96(0.56-6.41)	2.1(0.64-6.6)	0.88

Discussion

The overall rate of satisfaction with nursing care was 55.1%. This finding was similar with studies in eastern Ethiopia Hospitals (52.7%), but lower than studies in karad city tertiary care Hospital in India (74.1%) and black lion Hospital Ethiopia (90.1%). The difference might be related to the age of admitted patients that almost half of in patients in India were age greater than 50 years old who more likely satisfied. More over Black lion is also a national referral and teaching hospital that most experienced professional nurses are present and could provide better nursing care practices as compared to Felege hiwot regional referral hospital

(Molla 2014; Shinde 2014). When discussed with each rating of satisfaction item, the highest mean rate of satisfaction was 3.94, with the amount nurse knew patients' care, but studies conducted at Black Lion hospital with this satisfaction item scored 3.78, and the amount of freedom nurse given to patients ranked the highest 4.52. The study also revealed that patients were "satisfied" with "nurses" helpfulness and willingness to respond patients request, (M = 2.72) and (M=2.7) respectively. It is consistent with the findings of previous studies in Malaysia Sains university Hospital which showed that patients scored highest for their satisfaction with nurses' helpfulness (Teng 2012; Molla 2014; Tahir 2014).

On the other hand, the finding showed that only 44.8% satisfied with the attitude of nurses towards relatives', which is similar with a study conducted at Kwame Nkrumah University Hospital in Ghana result (46%). This showed that patients were dissatisfied in areas of greetings and politeness of the nurses towards their relatives (Dzomeku 2013). In addition, only 47% of inpatients were satisfied with the amount of privacy given, which is lower than studies at Black Lion Hospital 61%. The reason might be related with the number of beds or admitted patients in rooms. This finding disagrees the general belief that elements of privacy, respect and advocacy enhance patients' satisfaction with nursing care ((Walsh 2002; Chaka 2005).

This study also revealed that, patients were "least satisfied" ($M = 2.33$) with the amount of time nurses spent with them in contrast with studies in Black lion Hospital ($M=3.86$) and Sains Hospital in Malaysia ($M=3.26$). The possible explanation might be due to the nurse patient ratio of the study Hospital. Patients at Felege hiwot hospital also least satisfied with the information given to patients about their illness and treatment (43.2%) and with the way in which nurses explain issues to patients (43.4%). These findings are consistent with studies done in Black lion Hospital which showed 40% and 42% for amount of information and way to express respectively. The reason might be related to high number of respondents who were well educated and expect more information from nurses. Also it might be due to the complexity of the hospital services that make nurses busy to carryout the stated activities (Walsh 2002; Dzomeku 2013).

The level of patient satisfaction was found to be significantly associated with sex and occupation. Among hospitalized patients, males were 2 times more likely to be satisfied than females and were 0.42 times less likely satisfied than farmers. The result showed that, patient satisfaction decreased when level of education increased. The reason could be due to their high expectation of the services and comparing of these hospital employees with private health facilities (Shinde 2014). Age, length of stay, class of admission, residence and history of previous admission were not significantly associated with patient satisfaction. It was consistent with other study conducted in eastern Ethiopia (Tahir 2014).

Conclusion and Recommendations

The patients' overall level of satisfaction with nursing care service was found to be low compared with other studies. Patients were not satisfied with the given information, the way nurses explain issues and frequency of visits. This shows that patients are being less informed about their diagnosis, treatment and prognosis by nurses even though they expected. However they satisfied with the amount nurses know

their care, the nurses' willingness and helpfulness. Significant difference of patients' satisfaction was found in gender and occupation. The hospital management shall better to use the findings, communicate the issue with nurses and other stakeholders and arrange in-service training to nurses on pedagogy to improve their communication skills with patients.

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