

## Exploring the Factors Influencing the Adult Hospitalized patients' Satisfaction, in Tertiary Care Hospitals' of South Punjab-Pakistan

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**Abstract-** Objectives: To explore the factors influencing adult patients' satisfaction with Nursing Care. To recommend the strategies to enhance adult patients level of satisfaction with Nursing Care.

Background: The degree to which patients are satisfied is a reflection of how they view the overall standard of the care they received. It is utilized to evaluate and plan healthcare and is the most essential indicator of high-quality care. Study Design: Qualitative phenomenological approach was used. Methods: Data collected through Semi structured interviews from 12 patients 1 August to 31 Oct 2021. Patients were selected by systematic random sampling from medical and surgical ward, convenience sampling were used in this study.

Thematic analysis was used for qualitative analysis. Results: The results showed the seven subthemes personal, physical and environmental factors, general experience as a patient, increase manpower, training of nurses and organizational approach. The result showed that patients were dissatisfied with the nursing care offered in the hospital as a whole. Patients had faced a lot of issues and patients give their suggestions to improve their satisfaction level.

Conclusion: This study concludes that the main factors which lead to low satisfaction are the lack of attention, apathy, scarcer knowledge, unhygienic environment and noise. While the suggestions given by the patients, the organization may have to pay more attention on these factors, arranged a training session for nurses and try to improve the working environment for nurses and patients as well to enhance their satisfaction level.

**Index Terms-** Patients' satisfaction, factors influencing patients' satisfaction, strategies.

### I. INTRODUCTION

It reflects whether or not a given services and care is meeting patients' expectations and is consistent with their preference and values.<sup>1</sup> Patients' satisfaction is view of the patients' regarding health care received and compared with the expected health care outcomes.<sup>2</sup>

According to Manzoor it is the condition of pleasure or enjoyment that patients' experience when they use the health services.<sup>3</sup> It is also noted by Karaca and Durna in 2019<sup>4</sup> that patient satisfaction is the key representative of care quality. Care on the part of hospital nursing staff is one of the most important aspects of health care services. Nursing care holds an important place in health care services. Patients' satisfaction regarding nursing care reflects upon the quality of services offered by a hospital; therefore, the importance

of patient satisfaction should be an important goal of any healthcare organization. Measuring patients' satisfaction regarding the nursing care system is essential to improve the nursing service quality by introducing new standards of care in a healthcare organization as nurses play an essential role during the complete period of stay of a patient in a hospital. The contentment of patients can be impacted by numerous variables. These might have to do with patients or healthcare providers.

Nursing care methods, nurse-patient interactions, nurses' proficiency, teamwork, communication, the ward environment and the nurse patient ratio in each ward are all substantially correlated with the quality of the care. Patients' sex, education level, race, socioeconomic status, health condition and expectations are identified as factors that have no impact on care and caring practices. These factors have been identified as moderate and variable predictors of patients' satisfaction.

The importance of communication between nurses and patients cannot be underrated. Patient satisfaction is directly correlated with interpersonal communication abilities and patient conduct.<sup>5</sup> To increase sustained access to care in developing countries, where quack practices compete with one another, clients must be ideally satisfied.

The development of a deep, trustworthy relationship between patients and care providers is a fundamental interpersonal process to improve the quality of patient care. Respect for patients, empathy, a feeling of protection, decline in anxiety, therapeutic contact, professionalism, professional expertise, giving patients time, and offering patients' concerns a proper attention are the key components of nurses' compassionate approaches.<sup>6</sup> The strongest indicator of the caliber of care, according to a research by Alasad, Abu Tabar and Abu Raz, is the level of patient satisfaction, when they are being treated in hospitals.<sup>7</sup> Patients, who are satisfied with their care are more likely to follow instructions, attend scheduled follow-up appointments, and make the most of the available medical services.

According to a study done in Korea, inadequate staffing resources, nurses' managerial skills, leadership, and cooperation of nurses in different work environments were all identified as important factors that cause the provision of neglected nursing care.<sup>8</sup> Patients in Pakistan were discovered to experience concerns with waiting times, such as

having to wait a lengthy period for examinations, consultations, and medical tests.<sup>9</sup> The main factors influencing on patients' satisfaction was timely medication, good knowledge of patients condition, individualized care, nurses reassurance, quick response to patients.

To increase patient satisfaction, the health care providers should be able to educate about their diseases, risks, symptoms, intervention, impacts and various opportunities to share their health status and concerns. Additionally, the satisfied patient will most probably follow the appointment and show more hope and concern towards the treatment. Moreover, they will also be encouraged to come to the same service provider or refer others.<sup>10</sup>

**METHODS:**

It was a qualitative study that adopted a phenomenological method to fully explore and understand the phenomenon.

The study was conducted in 3 medical, surgical ward of two hospitals Nishtar hospital Multan, Bahawalpur Victoria hospital Bahawalpur. Total 12 patients were recruited through a convenient sampling. The small qualitative sample is justified because it provides more in depth understanding of the studied phenomenon .<sup>11</sup>

The study took six months to complete; three months were used to collect data from Aug to Oct 2021. The remaining work was completed at the Nursing University of Health Sciences Lahore facility. Semi-structured in-depth interviews were conducted and the responses were recorded. During the collection of data, the selection criteria were prioritized to reduce the chances of any ethical issues. A semi structured interview guide was used for qualitative data collection. Ethical consideration was taken from both hospitals and from ethical board of UHS, written informed consent was taken, granted permission from author.

For the analysis of qualitative data, the responses of the interview sessions were analysed by using thematic analysis. The interview data was stored on the recording tape and translated into English. It has helped in coding the interview transcripts for thematic analysis.

**RESULTS: Table 4.1: Themes and subthemes emerged from data.**

Themes	Subthemes	Responses of participant
<b>Important factors influencing the level of adult patients' satisfaction with nursing care</b>	Personal factors	“Nurses took very good care of me when I was in discomfort”.
	<i>Physical factors</i>	
	<i>Environmental factors</i>	“The condition in the washroom is very worse that sometimes I have to use drips instead of water”.
		“Nurses did not treat me

		politely. I am afraid to ask anything from them”.
		“There was no proper management of sanitation and hygiene.” “My bed sheet was so dirty that I did not feel comfortable.”
<b>Overall satisfaction with nursing care</b>	General experience as a patient	“I am satisfied with only the comfort and care provided by nurses in the healthcare system. But I have faced other issues like overcrowding, lack of nurses' knowledge and communication.”
<b>Strategies for enhancement of adult patients' level of satisfaction with nursing care</b>	Increase manpower and their proper utilization  Organizational approach  Training of nurses	“Every healthcare provider needs to keep improving and keep enhancing their skills and it will satisfy patient”  “There should be good facilities for our family members”.  “There should be a proper waiting hall”.

**DISCUSSION:**

The research objective was to explore the factors that may influence the satisfaction of adult patients and strategies to improve their satisfaction. We interviewed 12 patients hospitalized in medical and surgical unit of both Nishtar hospital Multan and Bahawal victoria Bahawalpur in order to ascertain their views on the factors influencing their satisfaction and strategies to improve their satisfaction level.

Using an open approach, we obtained insights into their perceptions and noted what they said. Participants stated that a diverse range of factors are influencing their satisfaction. In this study, results showed that patients had a lot of issues and were dissatisfied with overall nursing care and various factors influenced it. In the present study, patients were not satisfied with the time given by nurses and included it in a main factor influencing their satisfaction.

A study supported these results that there is a nursing shortage, which is a major issue in Pakistan's hospitals <sup>13</sup> and that's why they are unable to offer adequate time to patients. The current worldwide shortage in nursing is becoming a global challenge for health organizations, clinicians, and nursing researchers <sup>14</sup> and is

likely to get worse without remedial policy interventions.<sup>15</sup> The results show that patients were satisfied from the nurse's skills and competency. A study support the results that patients are satisfied with the competency and skills of the nurses provided to their patients.<sup>16</sup> Another study supported the results and rate the competency of the nurses 98.23%<sup>17</sup> and included it in a major element which can influence their aspiration.

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One study supported these results that for sustainability in hospitals, it should control the high flow of patients. When the patients are huge in numbers, their visitors are also many; therefore, the hospital should limit visitor's hours and numbers, as well as children should not be allowed in the hospital, especially in adults wards.<sup>18</sup> The results revealed that patients had faced issues related to the nurse's way of communication.

Patients also expressed that the lack of communication had bothered them a lot during their stay in the hospital. According to Brohi et al,<sup>19</sup> those nurses who listen to patients carefully and ask about their concerns can solve their issues in a better way, and that results in better care for patients, whereas lack of communication skills among nurses results in lack of patient care. Moreover, it is observed that in hospitals across Pakistan most women do not want to share their feminine issues directly with male doctors due to hesitation.

Patient satisfaction is greatly influenced by verbal communication, and non-verbal behaviours. Better communication on the part of nurses makes them take better decisions regarding their conditions and motivates the patients to share all their problems more clearly.<sup>21</sup>

The study results have shown that a comfortable room with adequate number of bed, locker, proper ventilation and comforter also had a great impact on their satisfaction. Another study has supported these results that patients demand that their hospital rooms offer them the essential comforts necessary for healing, promote a strong sense of connection to others and the outside world, and allow them to access their things independently and quickly. Healthcare designers must recognize that the patient's basic desire for comfort is a crucial part of the patient recovery and must create an environment

that gives them a sense of privacy, security of their luggage and personal space. The environment needs to support the patient's ability to rest, sleep, and heal as well as provide comfort for their family.<sup>22</sup>

According to the study results, there is an issue of noise in the ward. A study sustained these results that the increased use of cell phones in patient areas, frequent use of overhead pages, and unlimited family visiting hours are issues contributing to this type of environment. Reviews revealed that such occurrences irritated patients as well as their relatives.<sup>23</sup>

According to the results of qualitative study, nurses should improve their knowledge, skills and professionalism through training. Front-line personnel can strengthen their service abilities and be inspired, motivated, and revitalized by pertinent and engaging service education content presented in an interactive, face-to-face format.<sup>24</sup> Improving service is the right thing to do for the patient and aids in an organization's long-term viability.<sup>25</sup>

### Conclusion:

This study concludes that the main factor which leads to low satisfaction are the lack of attention, apathy, scarcer knowledge, unhygienic environment and noise. In the case of the admitted patient, dissatisfaction is realized as the major concern, creating an overall negative experience for the patient.

According to the suggestions given by the patients the organization may have to pay more attention on these factors, arranged a training session for nurses and try to improve the working environment for nurses and patients as well to enhance their satisfaction level.

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