

# “Adult Hospitalized Patients’ Level of Satisfaction with Nursing Care and Factors Influencing their Satisfaction, in Tertiary Care Hospitals’ of South Punjab-Pakistan”.

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## Abstract:

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. Objectives: To assess the level of admitted adult patients’ satisfaction with Nursing Care and explore the factors influencing adult patients’ satisfaction with Nursing Care in medical and surgical unit. Study Design: A concurrent mixed methodology was selected. Place and Duration: Study takes 6 months, 3 months for data collection from 1 August to 31 Oct 2021 in Nishtar Hospital Multan and Bahawal Victoria Hospital Bahawalpur, remaining 3 months for written work in University of Health Sciences Lahore. Methodology: Patients (n = 360) completed an Urdu language-translated version of the Newcastle Satisfaction with Nursing Scale and 12 participated in semi-structured interviews, patients were selected by systematic random sampling from medical and surgical ward, convenience sampling were used in qualitative section. Descriptive statistics were used for quantitative analysis and thematic analysis for qualitative data. Both quantitative and qualitative data were merged and integrated for mixed-method analysis. Results: Quantitative study results showed that the level of satisfaction was very low 43.4%, in qualitative results seven themes were emerged personal, physical and environmental factors, general experience as a patient, increase manpower, training of nurses and organizational approach. These showed that patients were dissatisfied with the nursing care offered in the hospital as a whole. While in the qualitative study patients had faced a lot of issues and patients give their suggestions to improve their satisfaction level. Conclusion: Patients were dissatisfied with the care provided by nurses during their stay in the hospital. However, they provided some suggestions which were to improve nurses' communication, knowledge, cleanliness and enhance the number of nurses.

**Index Terms:** Concurrent method, patients’ satisfaction, factors influencing patients’ satisfaction.

## INTRODUCTION:

It reflects whether or not a given services and care is meeting patients’ expectations and is consistent with their preference and values (Kabba et al., 2020). Patients 'satisfaction is view of the patients’ regarding health care received and compared with the expected health care outcomes. (Batbaatar et al., 2015). According to Manzoor it is the condition of pleasure or enjoyment that patients’ experience when they use the health services (Manzoor et al., 2019). It is also noted by Karaca and Durna in 2019 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. 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 (Azizi-Fini et al., 2012). 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 (Alasad et al., 2015). 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. 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 (Geberu et al., 2019).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 (Kim et al., 2018). 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 (Khalid F and Abbasi, 2018).The main factors influencing on patients’ satisfaction was timely medication, good knowledge of patients condition, individualized care, nurses reassurance, quick response to patients.

## OBJECTIVES:

1. Assess the level of patients’ satisfaction with Nursing Care.
2. Explore the factors affecting the patients’ satisfaction with Nursing Care.

## METHODOLOGY:

Concurrent mixed method design was used for comparing and contrasting of quantitative and qualitative data to determine the extent of agreement between the two data types (Creswell & Plano Clark, 2018).The study was conducted in 6 medical, surgical ward of two hospitals Nishtar hospital Multan, Bahawal victoria hospital Bahawalpur. Systematic random sampling was used to select 360 patients admitted to the medical surgical units. Based

on the inclusion criteria of the pilot study (Younas & Sundus, 2018), For the qualitative phase, 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 (Creswell & Plano Clark, 2018). 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 department of University of Health Sciences Lahore facility. In mixed-method research, the data collection method is comprised of two types of data such as qualitative and quantitative data. In this research study, the population of 360 patients was considered for quantitative data. The study used the Newcastle Satisfaction with Nursing Scale (NSNS) which was adapted according to the study. We used an Urdu-Translated Version of NSNS (U-NSNS). The original NSNS scale comprising an experience and a satisfaction subscale. This study use only satisfaction section. The satisfaction scale determines satisfaction using 19 items on a 5-point Likert scale (1 = not at all satisfied, 2 = barely satisfied, 3 = quite satisfied, 4 = very satisfied, 5 = completely satisfied). Whereas 12 patients were engaged by convenience sampling method for the qualitative section. 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. Ethical consideration was taken from both hospitals and from ethical board of UHS, written informed consent was taken, granted permission from author. As the current research methodology is based on both qualitative and quantitative data, two types of data analysis techniques were used. 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. Whereas, the data that has been collected in terms of questionnaires were analysed by using SPSS software.

## RESULTS:

### Demographic Profile of both sections:

Out of 360 patients, 53.9% were male and 46.1% female, 82 (31.3%), 55.56% fall in age of 30-40%, 27.8% was between 20-30, 13.8% with age of 40-50, 2.78 with 50-60 yr, 50% patients belongs to Nishtar and 50% from Bahawal victoria hospital Bahawalpur, 20% patients spent 2-4 nights/days in the hospital while 70 % spent 6 nights/days while other 20% spend 8-10nights/days, 80% were married and 20% were unmarried, 33% were middle pass, 47% matric, 8% uneducated, 3% middle, while other 9% were above matric. For the qualitative interviews, seven patients were female, and five male and the ages of these patient ranged from 30-40 years.

## SECTION 1: QUANTATIVE

Frequency Analysis of Responses from the Questionnaire

### Table-1

## QUANTITATIVE FINDINGS:

Total 156(43.3%) were satisfied, 16 (4.39%) were unsatisfied, 68(18.82) nor satisfied nor unsatisfied, 120(33.39%) were to some extent satisfied.

## SECTION 2: QUALITATIVE FINDINGS

### Table-2

## Theme 1: Important factors influencing the level of adult patients' satisfaction with nursing care.

### Subthemes: Personal factors

Having good knowledge and sharing it, is vital because it helps to remove doubt and assist patients in making informed decisions about their treatment options.

It was identified that adult patients were not satisfied with the knowledge and information sharing from the nurses, as one of the respondents said that

“I have asked one nurse about my disease she said to ask the doctor, it's not my work”.

According to one respondent

“Nurses did not treat me politely. I am afraid to ask anything from them”.

This showed that nurses' behaviour was not good while their stay in the ward. This impacts the patients negatively. The provision of nursing care is a nurse's primary goal.

Another respondent said

“Nurses took very good care of me when I was in discomfort”.

Most of the patients satisfied from nurse's care but not from their knowledge, time provision, attitude, communication.

“I have observed during my stay that nurses focused more on other work than nursing care”.

Other said

“Senior nurses have a register and note something from charts all time.”

One added more

“Some nurses engaged to stamp and count the medicine”.

### Physical Factors

As a patient in pain and discomfort when comes to the ward, a virtuous living place relives their pain.

One participant said

“There is no availability of bed some patients stay in the mosque.”

Other gives the same notion

“Sometimes there are two patients on one bed”.

One added more

A nurse asked me to wait for bed. When the patient is discharged it will be available for you.

One side that

“The washrooms were so dirty and there was also an issue with the water supply in the washroom.”

One said that

“The condition in the washroom is very worse that sometimes I have to use drips instead of water”.

### Environmental Factors

In the health care sector, maintaining cleanliness and regulating hygiene are more important than ever because failing to do so puts patients at risk. According to one respondent

“There was no proper management of sanitation and hygiene.”

Other gives the same notion that

“There are a lot of flies, the ward is not clean”.

“My bed sheet was so dirty that I did not feel comfortable.”

The ward ought to be quiet at least at night. When patient doesn't take a good sleep, their health will suffer because they are already in agony

One added that

There is a lot of noise that I can't sleep in properly. One said

Nurses work late at night and it disturbs my sleep.

## **Theme 2: Overall satisfaction with nursing care**

### **Subtheme: General experience as a patient**

Another participant added that

Patient experience and their expectations gave the overall impression about the care and views about their satisfaction. As it's very important to know their total level of satisfaction with care.

One added

“At the time of admission, the ward was full I have to wait a discharged patients for the availability of space”.

One added further that

I was in pain and the nurses help me to alot to find bed and then start medication.

Another respondent replied;

“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.”

## **Merge Results of Both Studies**

### **Table-3**

## DISCUSSION:

The research objective was to measure the satisfaction level of adult patients regarding nursing care and exploring the factors that may influence the satisfaction of adult patients and strategies to improve their satisfaction. In this study, the quantitative findings show that the total satisfaction score has been 43.41%, which indicates that the patients were not satisfied and qualitative results support these findings that patients had a lot of issues and were dissatisfied with overall nursing care. The level of patient satisfaction with nursing care in Ethiopia has been noted to be 49.2% (Sharew et al., 2018). A study conducted in Pakistan in a private hospital of Islamabad showed the contradict that the total satisfaction score was (69.2% , SD 8.3) (Younas and Sundus, 2018). The change in study setting, the characteristics of the samples, hospitals, types of services offered, skill mix of nurses, and cultural beliefs and values could have contributed to these differences.

In the present study, patients were not satisfied with the time given by nurses as results showed the score (mean= 2.5, SD 0.87). A study supported these results that there is a nursing shortage, which is a major issue in Pakistan's hospitals (Islam et al., 2018) 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 (Buchan et al., 2015) and is likely to get worse without remedial policy interventions (Both- Nwabuwe et al., 2018).

The study results show that patients were satisfied with the competency and skills of the nurses, total score is 80%. The results of qualitative study also 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 (Younas and Sundus, 2018). Another study supported the results and rate the competency of the nurses 98.23% (Hemadeh R et al., 2019).

The research results show that there is an issue of overcrowding. 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 (Brohi et al., 2018). The results of the study have reflected that patients were not satisfied with the nurses communication as the quantitative results showed the score ( $\bar{X}$ = 2.92, SD 1.063), while in qualitative results, 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. (2018), 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. Thus, nurses play a vital role by looking at their problems and communicating them properly to doctors if they have good communication skills. (Bilal and Ahmed, 2017). 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 (Saleh et al., 2018).

The qualitative 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 (Patterson et al., 2017).

According the qualitative 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 (Alkazemi et al., 2019). 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 (Kennedy, 2015). Improving service is the right thing to do for the patient and aids in an organization's long-term viability (Kennedy, 2017).

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Table-1

## SECTION 1: QUANTATIVE

Frequency Analysis of Responses from the Questionnaire

sr#	Question		Unsatisfied	to some extent satisfactory	neither satisfactory nor unsatisfied	Satisfactory	Completely Satisfactory	Total	Mean	St. Deviation
1	Are you satisfied that nursing staff on duty gave you enough time?	Frequency	27	165	134	29	5	360	2.5	0.807
		Percent	7.5%	45.8%	37.2%	8.1%	1.4%	100%		
2	Are you satisfied with their professional competency & skill level?	Frequency	4	23	45	183	105	360	3.95	0.976
		Percent	1.1%	6.4%	12.5%	50.8%	29.2%	100.0%		
3	Was the staff readily available when you needed them?	Frequency	11	176	104	52	17	360	2.69	0.921
		Percent	3.1%	48.9%	28.9%	14.4%	4.7%	100%		
4	To what extent do you feel satisfied with their knowledge about your disease and its treatment?	Frequency	8	147	53	127	25	360	3.04	1.063
		Percent	2.2%	40.8%	14.7%	35.3%	6.9%	100.0%		
5	Are you satisfied with their response time whenever you called them for help?	Frequency	10	201	76	57	16	360	2.63	0.935
		percent	2.8%	55.8%	21.1%	15.8%	4.4%	100%		
6	Did they put in enough effort to make you feel at home?	Frequency	9	48	25	178	100	360	3.87	1.041
		Percent	2.5%	13.3%	6.9%	49.4%	27.8%	100.0%		
7	Are you satisfied with their professional manners during work?	Frequency	11	45	19	154	131	360	3.96	1.11
		Percent	3.1%	12.5%	5.3%	42.8%	36.4%	100%		
8	How satisfied you are with their follow-ups to check if you were okay?	Frequency	72	135	87	51	15	360	2.45	1.093
9	Do you find the nursing staff helpful?	percent	20.0%	37.5%	24.2%	14.2%	4.2%	100.0%	3.68	1.012
		Frequency	15	48	25	220	52	360		
		percent	4.2%	13.3%	6.9%	61.1%	14.4%	100.0%		
10	How well did they explain things to	Frequency	8	158	58	113	23	360	2.96	1.048

	you?	percent	2.2%	43.9%	16.1%	31.4%	6.4%	100.0%		
<b>11</b>	Are you satisfied how they communicated with your family?	Frequency	14	125	122	73	26	360	2.92	1
		percent	3.9%	34.7%	33.9%	20.3%	7.2%	100.0%		
<b>12</b>	How would you review/rate their level of manners while doing work?	Frequency	15	37	22	206	80	360	3.84	1.012
		percent	4.2%	10.3%	6.1%	57.2%	22.2%	100.0%		
<b>13</b>	How well do they coordinate with other team members regarding your treatment and care?	Frequency	12	40	26	235	47	360	3.74	0.938
		percent	3.3%	11.1%	7.2%	65.3%	13.1%	100.0%		
<b>14</b>	To what extent did they focus on your individualized needs?	Frequency	6	175	93	68	18	360	2.77	0.948
		percent	1.7%	48.6%	25.8%	18.9%	5.0%	100.0%		
<b>15</b>	How well did they pay attention to your worries and concerns?	Frequency	1	57	39	218	36	360	3.59	0.969
		percent	2.8%	15.8%	10.8%	60.6%	10.0%	100.0%		
<b>16</b>	Are you satisfied with the amount of freedom you were given in the ward?	Frequency	13	207	67	55	18	360	2.6	0.962
		Percent	3.6%	57.5%	18.6%	15.3%	5.0%	100.0%		



17	Did they respond to your requests in a willing manner?	Frequency	18	115	88	114	25	360	3.04	1.052
		percent	5.0%	31.9%	24.4%	31.7%	6.9%	100.0%		
18	Do you think they provided you with enough privacy?	Frequency	18	189	97	42	14	360	2.57	0.902
		percent	5.0%	52.5%	26.9%	11.7%	3.9%	100.0%		
19	Did they properly tell you about your care at home at the time of discharge from the hospital?	Frequency	19	193	107	29	12	360	2.51	0.848
		percent	5.3%	53.6%	29.7%	8.1%	3.3%	100.0%		
Total %			4.39%	33.39%	18.82%	32.22%	11.18 %	100.00 %		

**Table-1****QUANTITATIVE FINDINGS:**

Total 156(43.3%) were satisfied, 16 (4.39%) were unsatisfied, 68(18.82) nor satisfied nor unsatisfied, 120(33.39%) were to some extent satisfied.

**SECTION 2: QUALITATIVE FINDINGS**

<b>S/N o</b>	<b>Themes</b>	<b>Subthemes</b>	<b>Example of Participants quotes</b>
<b>1</b>	Important factors influencing the level of adult patients' satisfaction with nursing care.	Personal , Physical and Environmental Factors	<p>“I have asked one nurse about my disease she said to ask the doctor, it's not my work”.</p> <p>“The washrooms were so dirty and there was also an issue with the water supply in the washroom.”</p> <p>“There was no proper management of sanitation and hygiene”. “There are a lot of flies, the ward is not clean”.</p>
<b>2</b>	<i>Overall satisfaction with nursing care</i>	General experience as a patient	<p>“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.”</p>

Table-3

## Merge Results of Both Studies

Domains	Quantitative	Qualitative	Inferences
Comfort and care	Patients indicated that nurses provide comfort and care ( $\bar{X}$ = 3.87, SD 1.04)	Nurses provide comfort and care and work to improve patients' health. They are supportive, helpful and provide care to the patients.	Confirmation: Most patients were satisfied with this domain.
Knowledge and information sharing	Patients indicated that nurses did not properly explain my health and illness situation ( $\bar{X}$ = 3.04, SD 1.06)	Sometimes they informed me of my health status but not in detail and sometimes informed me nothing. I have asked about my disease and treatment plans they said to ask the doctor it's not my work.	Confirmation:  Both results showed that nurses do not share information in detail.
Time spent with patients	Patients indicated dissatisfaction with the amount of time given by nurses ( $\bar{X}$ = 2.5,SD 0.87).	They remain busy and have no spare time to spend with patients. There is a shortage of nurses,that'swhythey are overburdenedand have no spare time.	Expansion: Both results showed that nurses did not spend time with patients and they are dissatisfied. Qualitative results add more that there is a shortage of nurses.

Communication	Patients were dissatisfied with the nurse's way of communication. ( $\bar{X}$ =2.9,SD 1.0)	The way of nurses talk is not fine". Their language is not great while communicating.	Confirmation: The results of both studies confirmed that patients are dissatisfied with the nurses' communication.
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