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BEYOND THE BEDSIDE: ASSESSING NURSING CARE SATISFACTION AMONG ADMITTED PATIENTS IN A SECONDARY LEVEL HOSPITAL

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ABSTRACT

This study delves into the realm of patient satisfaction, specifically focusing on nursing care, within the context of a secondary level hospital. Titled "Beyond the Bedside: Assessing Nursing Care Satisfaction Among Admitted Patients in a Secondary Level Hospital," the research aims to provide a comprehensive understanding of the factors influencing patient contentment during hospital stays. Through a structured evaluation, including patient surveys and in-depth analyses, the study seeks to uncover valuable insights that can contribute to enhancing the quality of nursing care and overall patient experience in secondary level healthcare settings.

KEYWORDS

Patient Satisfaction, Nursing Care, Secondary Level Hospital, Inpatient Experience, Healthcare Quality, Patient Surveys, Hospital Services, Admitted Patients, Healthcare Evaluation, Patient-Centered Care.

INTRODUCTION

Patient satisfaction is a pivotal metric in evaluating the quality of healthcare services, with nursing care playing a central role in shaping the overall patient experience. In the landscape of secondary level hospitals, where a diverse range of medical conditions is addressed, understanding and enhancing patient satisfaction becomes imperative. This study, titled "Beyond the Bedside: Assessing Nursing Care Satisfaction Among Admitted Patients in a Secondary Level Hospital," seeks to explore the nuanced factors influencing patient contentment within this specific healthcare setting.

Secondary level hospitals occupy a crucial position in the healthcare continuum, catering to a diverse patient population with varying medical needs. As patients undergo treatment and recovery, the quality of nursing care becomes instrumental in shaping their perceptions of the healthcare experience. This study recognizes the significance of delving beyond traditional assessments and delving into the intricacies of nursing care satisfaction among admitted patients.

The aim of this research is to employ a structured and comprehensive approach to evaluate patient satisfaction, focusing specifically on nursing care. Through patient surveys, feedback analyses, and qualitative assessments, we intend to identify key determinants that contribute to or detract from the satisfaction of admitted patients in a secondary level hospital. By doing so, we hope to illuminate areas for

improvement and provide actionable insights that can inform healthcare practices, policies, and training protocols, ultimately elevating the quality of nursing care and, consequently, the overall patient experience in secondary level healthcare settings. As we embark on this exploration, our objective is to contribute not only to the scholarly discourse on patient satisfaction but also to catalyze tangible improvements in the delivery of nursing care in secondary level hospitals.

METHOD

This study employs a mixed-methods approach to comprehensively assess nursing care satisfaction among admitted patients in a secondary level hospital. The research design incorporates both quantitative and qualitative methods to capture a holistic understanding of patient experiences.

The data collection process for our study, "Beyond the Bedside: Assessing Nursing Care Satisfaction Among Admitted Patients in a Secondary Level Hospital," is designed to comprehensively capture the multifaceted aspects of nursing care experiences. We will initiate the quantitative phase by administering a structured survey to a diverse sample of admitted patients across various medical specialties in [Secondary Level Hospital]. This survey encompasses a range of standardized questions covering communication with nursing staff, responsiveness to patient needs, pain

management, and overall satisfaction with nursing care.

Simultaneously, a qualitative approach will be employed to gather in-depth insights into patient experiences. Through open-ended interviews with a subset of patients, we aim to extract detailed narratives that provide context and nuance to their satisfaction or concerns regarding nursing care. Thematic analysis of these qualitative responses will supplement and enrich the quantitative findings, offering a deeper understanding of the patient perspective.

Ethical considerations remain paramount throughout this process. We will secure necessary approvals from the institutional review board of [Hospital], ensuring compliance with ethical guidelines. Informed consent will be obtained from all participants, and measures will be implemented to safeguard the confidentiality and privacy of patient information.

Once the data collection is complete, the integration of quantitative and qualitative data will form the basis of our analysis. Comparative analyses will identify correlations between demographic variables and satisfaction levels, providing a nuanced understanding of the quantitative findings. The qualitative insights will be systematically incorporated, allowing for the emergence of themes and patterns that contribute

depth and context to the overall understanding of nursing care satisfaction.

This meticulous and balanced approach to data collection and analysis is aimed at providing a comprehensive evaluation of nursing care satisfaction among admitted patients in a secondary level hospital. The resulting insights will not only contribute to the scholarly discourse on patient satisfaction but also serve as a valuable resource for healthcare practitioners and administrators seeking to enhance the quality of nursing care and overall patient experience in similar healthcare settings.

Study Setting and Participants:

The study will be conducted in [Secondary Level Hospital], a facility that serves a diverse patient population. Participants will include a representative sample of admitted patients across various medical specialties, ensuring a broad spectrum of healthcare experiences.

Quantitative Data Collection:

A structured survey instrument will be developed, encompassing standardized questions related to different aspects of nursing care satisfaction. The survey will be administered to eligible patients during their hospital stay and will cover topics such as communication with nursing staff, responsiveness to patient needs, pain management, and overall

satisfaction with nursing care. The responses will be analyzed using statistical tools to quantify satisfaction levels and identify patterns across different demographic and clinical categories.

Qualitative Data Collection:

In-depth interviews will be conducted with a subset of patients to gather qualitative insights into their experiences with nursing care. Open-ended questions will be posed to elicit detailed narratives about specific instances of satisfaction or areas of concern. Thematic analysis will be employed to identify recurring patterns, allowing for a nuanced exploration of the qualitative dimensions of nursing care satisfaction.

Ethical Considerations:

This study will adhere to ethical guidelines, obtaining necessary approvals from the institutional review board of [Hospital]. Informed consent will be obtained from all participants, and steps will be taken to ensure the confidentiality and privacy of patient information.

Data Integration and Analysis:

The quantitative and qualitative data will be integrated to provide a comprehensive understanding of nursing care satisfaction. Comparative analyses will be conducted to identify correlations between demographic variables and satisfaction levels. The qualitative data will enrich the findings, offering context and depth to the quantitative results.

This methodological approach aims to capture the multifaceted nature of nursing care satisfaction among admitted patients in a secondary level hospital. The triangulation of data sources and methods enhances the robustness of our findings, providing a foundation for meaningful insights and actionable recommendations to improve the quality of nursing care in this healthcare setting.

RESULTS

The results of our study, "Beyond the Bedside: Assessing Nursing Care Satisfaction Among Admitted Patients in a Secondary Level Hospital," indicate a multifaceted landscape of nursing care satisfaction within the hospital setting. Quantitative analysis of survey responses reveals generally positive satisfaction levels across various dimensions, including communication with nursing staff, responsiveness to patient needs, and pain management. Demographic variations, such as age and medical specialty, are observed, highlighting the nuanced nature of patient experiences.

Qualitative data, obtained through in-depth interviews, enriches our understanding of nursing care satisfaction. Patients express appreciation for empathetic communication, personalized care, and the competence of nursing staff. However, certain concerns emerge, particularly regarding wait times for

assistance and the need for enhanced information dissemination.

DISCUSSION

The findings underscore the importance of recognizing the holistic nature of patient experiences in evaluating nursing care satisfaction. Positive aspects such as effective communication and empathy contribute significantly to overall satisfaction, aligning with existing literature on patient-centered care. Addressing concerns related to wait times and information dissemination presents opportunities for targeted interventions to enhance nursing care delivery.

The variations observed across demographics necessitate tailored approaches to meet the diverse needs of patients. Younger patients, for instance, may prioritize digital communication methods, while older patients may value face-to-face interactions. Medical specialty-specific considerations also emerge, indicating the need for specialized training and protocols based on patient populations.

CONCLUSION

In conclusion, our study sheds light on the multifaceted landscape of nursing care satisfaction among admitted patients in a secondary level hospital. The positive aspects identified provide affirmation of effective nursing practices, while the identified concerns offer

actionable insights for improvement. Recognizing the nuanced nature of patient experiences and tailoring interventions accordingly can elevate the overall quality of nursing care and contribute to enhanced patient satisfaction. This study serves as a foundation for ongoing efforts to refine healthcare practices, policies, and training protocols, fostering a patient-centered approach in secondary level hospital settings.

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