
Patient's Perceptions Regarding Quality Nursing Care in a Sri Lankan hospital.

Dr. R. Muraleeswaran¹ & Dr. M. Thenuka²

¹Medical Superintendent, Base Hospital Kalmunai(North). Sri Lanka

²Dental surgeon, Divisional hospital, Santhiveli, Sri Lanka

Abstract : *Quality nursing care remains an important role for patients because nurses are involved in almost every aspect of client's care in hospital. Health is a fundamental human right and essence of productive life. Hospital is the part of social system which provides health care services to the sick people. The services at hospital is mostly depends on the nursing care because they spend more time with patients care for their better health.*

The study objective is to assess the patients' perception regarding nursing care of Base Hospital Kalmunai(North) in Sri Lanka. A descriptive cross-sectional study was used to study patients' perception on nursing care at Base hospital Kalmunai(North) in Sri Lanka. A total of 130 respondents were selected for the study by questionnaire including Likert Scale was used to collect the data. Descriptive and inferential statistic (Chi – Square Test) was used to identify the association between the variables by using SPSS version 21.

Results:

The results of the study showed that the mean age of respondents was 38.12 with SD (+) or (-) 21.19. The total mean score of patients' perception of nursing care on Likert Scale was 93.33 out of 108, with a standard deviation of (+) or (-) 12.43 and 70.0 % of respondents (n=91) had positive perception whereas 30.0% of respondents(n=39) had negative perception on overall aspect of nursing care. There were 37.6% of respondents (n=40) who had negative perception in the dimension of Physical Environment and Facilities.

Conclusion:

The finding showed that there was no association between demographic characteristics with the levels of perception with the nursing care as highest percentage of respondents had positive perception.

Recommendation:

In order to provide quality health care services and facilities to the patients the patients' perception towards nursing services should be monitor routinely at the hospital

Keywords—*Inpatient Department, Nursing Care, Patient perception*

I. INTRODUCTION

Quality of service delivery remains the most important issue in hospitals since patients expect higher standard care and services. This quality service is rooted in the culture of the health care organization. Quality nursing care remains an important role for patients because nurses are involved in almost every aspect of client's care in hospital. Perception can be defined as the way of thinking about or understand someone or something. Patient's Perception is generally considered as the patient's view of services received and the results of the treatment. Nurses interact with patients more often than any other health care personnel in a hospital. Patients express their requirements in terms of what they need, want, prefer, expect and demand with respect to the nursing service they receive. Patients are the main user for every hospital. The primary function of the hospital is supporting the patients' total medical care during a period of an illness in the hospital. The patient care in hospital is mostly depending on the quality of nursing care. As quality nursing care is the heartbeat of the hospital. It helps to run the hospital smoothly and also help patients on reducing the average length of stay at the hospital. Patients' Perception with quality of nursing care in hospital is considered to be important element for the quality improvement of the hospital. It may affect patients' health outcomes and their behaviour or psychological well- being after hospital stay.

Nurses' attitudes towards patients have great influence on patients' perceptions of nursing care. They have a lot of expectations from nurses about their care. Hence, they require a lot of information about their conditions, procedures, treatment options and expectations on nursing care during hospitalization. This study therefore, intended to assess some thematic areas that have not been addressed such as perceptions and experiences regarding nursing care

II. OBJECTIVES

General Objective

The general objective of this study is to assess the patients' perception regarding nursing care in a selected hospital wards.

Specific Objectives

The specific objectives of this study are as follows:

- To identify the patients' perception towards of nursing care in the wards.
- To assess the patient's perception on the nursing Attitude and behavior.
- To assess the patient's perception on physical facilities and physical environment.
- To identify the role of patients' length of stay to determine patients' perception on nursing care.

III. METHODOLOGY

A cross sectional descriptive study design was used to measure patients' perception of nursing care in inpatient department of selected hospital in Bhaktapur District. Total of 140 patients selected for the study by using purposive sampling technique based on inclusion criteria (patients aged above 18 years or older and have spend at least 24 hours or more).

A self – interview questionnaire with a verbal consent of respondents was used for data collection. The collected data was analyzed using statistical package for social sciences (SPSS). Results were presented in descriptive statistics and inferential statistic (Chi- Square test).

IV. RESULT AND DISCUSSION

The results showed that the mean age of samples were 38.12 with SD (+) or (-)21.19. Most of the respondents were females (72%) while males respondents were (28%). Out of 130 respondents the youngest patient was 18 years and oldest was 83 years old. The average length of stay was 5.6 days and most of them (73.3%) were stayed in the ward for 2-5 days. A very few patients (7.6%) and (19.33%) were stayed for 6-9 days and 10 days more. A study on Patients' Perception towards Quality Nursing Care done by Gupta BS et.al, (2014) was a descriptive quantitative and qualitative research design was adopted and study areas were Bir-hospital and Tribhuvan University Teaching Hospital (TUTH). Non probability purposive sampling technique with semi structured interview

questionnaire including Likert Scale was used to collect the data. Descriptive and inferential statistics were used for analysis. Overall perception of respondents about nursing care (nurses' behavior, safety and security and admission procedure) is positive as 182 (91%) perceived positively, whereas 18 (9%) perceived negatively (not positive). A study concluded that most of the respondents showed positive attitude towards quality nursing care in both hospitals.

Another study done in Pakistan, (Khan, et.al, 2007) showed that out of 122 patients 45% of patients were satisfied with the care provided, while 55% were partially dissatisfied. Among six dimensions of care, 94% liked nursing practice of keeping privacy of patients, 84% had negative experiences as they observed nurses were not attentive to their needs, particularly at night. It was concluded that the patients' expectations were not A study on Patients' Perception of quality nursing care in a Chinese hospital, study 440 patients (purposive sample) in 18 inpatient nursing units in a China hospital were selected. A questionnaire on the perception of quality nursing care scale was distributed to patients to find out the level of quality care perceived by them. The overall mean score and each category mean score of the quality of nursing care as perceived by patients were at a high level. Patients perceived the highest mean score in the category of progress of the nursing process, while they perceived the lowest in preconditions for care. Also, it was observed that quality nursing care presented a challenge for nursing administrators to develop strategies for improving nursing care in those categories where patients had lower quality nursing care than others, such as psychological support or the nurse's sense of humor. (Shi H. Zhao at.el, 2011).

Table 1: Mean, standard deviation, frequency and percentage of overall patients' perception of nursing care

Perception	Frequency	Percent
Positive (Perception ≥ mean)	91	70.0
Negative (Perception < mean)	39	30.0
Mean = 93.33	SD =12.43	Max = 108
		Min =56

Table 1 shows that the total mean score of patients' perception of nursing care was 93.33 with standard

deviation of (+) or (-) 12.43. This indicates that the patients' perception of nursing care is positive (70%).

Table 2: Frequency and percentage distribution of patients' perception of nursing care in various Aspects

Aspects	Positive		Negative	
	No	%	No	%
Interpersonal				
Care at ward	82	63.07%	48	36.93%
Attitude and Behavior				
Behavior	102	78.42%	28	21.67%
Physical Environment & Facilities				
& Facilities	90	69.33%	40	30.76%

Table 2 reveals the three aspects of nursing care such as interpersonal care at ward, Nurses Attitude & Behavior, and Physical environment & facilities. Above 60% patients had positive perception regarding these three aspects. There were 1/3 patients had negative perception in the aspects of interpersonal care, attitude & behavior and physical facilities.

Table 3: Association between patients' length of stay and their perception of nursing care

Length of Stay (day)	Total	Perception		Level		Chi Square-Value
		Positive No %	Negative No %	Negative No %	Positive No %	
2-5 Days	95	64 67.37%	31 32.63%	31 32.63%	64 67.37%	$\chi^2 0.07$
6-9 Days	10	7 70%	3 30%	3 30%	7 70%	DF2
>10 Days	25	15 60.00%	10 40%	10 40%	15 60.00%	P.0.923

Table 3 showed that the association between patients' length of stay and perception of nursing care and there were not statistically significant.

It can be summarized that patients' perceptions of nursing care determines the quality of nursing care. Patient's satisfaction affected by patient's characteristics, nurses' behaviour and professional knowledge and skills. Therefore, the patient may become more satisfied with nursing care if nurses meet patient's needs, expectations and provide

adequate information on patient's condition and treatment.

V. Conclusion and Recommendation

This study on patients' perception of overall aspects of nursing care was positive. A Patients' perceived on support service facilities i.e , safe drinking water, bed linen and visitors sitting chairs was negative, so support service should be properly in order to increase positive patients' perception on nursing care.

This study finding helps the hospital administrator/policy maker to plan and develop strategies focused on quality nursing care. Therefore, a hospital should organize nursing education programme and skill training workshops for the nurses in order to improve patients' perception of quality of nursing care.

REFERENCES

Akpan EE, Bassey OJ. (2015) 'Health workers' perception on the quality of service and corporate culture of a teaching hospital in nigeria.', *Niger J Med.* Apr-Jun;24(2):108-13.

Ariba, A.J., Thanni, L.O. and Adebayo, EO. (2007) 'Patients' perception of quality of emergency care in a Nigerian teaching hospital': The influence of patient-provider interactions, Department of General Medical Practice, Olabisi Onabanjo University, Sagamu, Ogun State, Nigeria. *Postgrad Med J*; pp296-301

Arshad S, Andrabi H, Hamid, Shamila, Masooda S(2012) 'Measuring patients satisfaction: a cross sectional study to improve quality of care at a tertiary care hospital', *East Afr J Public Health.* Mar;9(1):26-8.

Eke CB, Ibekwe RC, Muoneke VU, Chinawa JM(2014) 'End--users' perception of quality of care of children attending children's outpatients clinics of University of Nigeria Teaching Hospital Ituku--Ozalla Enugu', *BMC Res Notes.* Nov 15;7:800

Emelumadu OF, Ndulue CN. (2012) 'Patients characteristics and perception of quality of care in a teaching hospital in Anambra State, Nigeria', *Niger J Med.* Jan-Mar;21(1):16-20.

Iliyasu Z, Abubakar IS, Abubakar S, Lawan UM, Gajida AU(2010) 'Patients' satisfaction with services obtained from Aminu Kano Teaching Hospital, Northern Nigeria.', *Niger J Clin Pract.* Dec;13(4):371-8.

International Journal of Scientific and Research Publications, Volume 5, Issue 5, May 2015 3 ISSN 2250-3153 www.ijsrp.org Gupta, B.S. and Thulung B.K. (2014) 'Patient's Perception towards quality Nursing Care', *Nepal Health Research Council*, Aug (12(27)); 83-7

Khan, M.H., Hassan R., Anwar S., Babar T.S., & Babar K.S. (2007) ' Patient Satisfaction with Nursing care', *Rawal Medical Journal*: Vol.32, Issue 1 pp 27-29.

Ndambuki, J. (2013) 'The level of patients' satisfaction and perception on quality of nursing services in the Renal unit', *Kenyatta National*

Hospital Nairobi,Kenya ,The University of Nairobi, Kenya . *Journal of Nursing*; Vol 3, pp 186-194

Nwabueze SA, Adogu PO, Ilika AL, Asuzu MC, Adinma ED. (2011) 'Perception of quality of care in HIV/AIDS programmes among patients in a tertiary health care facility in Anambra State', *Niger J Med.* Jan-Mar; 20(1):144-50.

Shi H. Zhao and Thitinut Akkadechaunt. Patients' perceptions of quality nursing care in a Chinese Hospital, *International Journal of Nursing and Midwifery.* Vol.3 (9), pp. 145-149, September 2011. Available on www.academicjournals.org/ijnm

Udosen AM, Ngim N, Etokidem A, Ikpeme A, (2009) 'Attitude and perception of patients towards amputation as a form of surgical treatment in the University of Calabar teaching hospital, Nigeria', *Afr Health Sci.* Dec;9(4):254-7.