# Patients' Opinion of Nursing Care in BPKIHS

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Date: 2002

**Background**

Patient's opinion towards nursing care has been the subject of interest in health care for many years. It has also become one measure of quality of nursing care. Therefore, it is now increasingly used as the basis for quality management and improvement. In this background, such studies are important as they provide feedback on the quality of nursing care and ultimately help in improving the quality of nursing care.

**Methods**

A total of 140 patients, 20 from each of the seven units of B.P. Koirala Institute of Health Sciences were interviewed using an instrument: a 28 item likert scale. The instrument also consisted of two open ended questions. Suitable statistical methods, descriptive statistics and ANOVA test were applied for the analysis.

**Results**

The study revealed that the patient's opinion varied among the three aspects of nursing care: technical, interpersonal and communication skill. The mean of the percent score for the technical and interpersonal aspects of nursing care was relatively higher than the communication aspect. The patient's opinion varied with age and geographical region. More than half of the respondents (52.85%) said that they were satisfied with all aspects of nursing services in B.P. Koirala Institute of Health Sciences. The aspects they disliked included the nurses were less attentive to them and they don't give clear and concise explanation.

**Conclusions**

Among the three aspects of nursing care, communication aspect requires more focus to further improve the quality of nursing care.

**Keywords:** communication; interpersonal; nursing care; patient's opinion; quality of nursing care; technical.