

# Patient's Perception towards Quality Nursing Care

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## ABSTRACT

**Background:** Quality nursing care remains an important role for patients because nurses are involved in almost every aspect of client's care in hospital. 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. The main objective of this study was to identify the Patient's Perception towards Quality Nursing Care.

**Methods:** A descriptive quantitative and qualitative research design was adopted; 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.

**Results:** 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). There is no significant difference of perception in relation to total nursing care by sex, education and occupation status of the respondents as highest percentage of respondents had positive perception.

**Conclusions:** It can be concluded that most of the respondents showed positive attitude towards quality nursing care in both hospitals.

**Keywords:** perception; privacy; quality nursing care.

## INTRODUCTION

Quality of care is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes.<sup>1</sup> Patient satisfaction has become a critical element in assessing health care delivery systems.<sup>2</sup> There is an immense need to understand patients' perceptions of their experiences in receiving care.<sup>3</sup> To provide satisfactory service to the patients, nurses should have clear understanding of patient's need and expectation.<sup>4</sup> Nurses need to plan individualized nursing care.<sup>5</sup>

Nursing care remains a vital concept; an integral part of quality care.<sup>6</sup> Many hospitals use suggestion box to find out how patients feel about their nursing care. Research on patient perception routinely conducted in the

developed country to monitor and improve the quality of care. But it lags in the developing country especially in Nepal. Thus need was felt to delve into a nursing study to know the patient's perception towards quality nursing care provided in hospital.

## METHODS

This was a descriptive quantitative and qualitative study conducted at TUTH and Bir Hospital in the Medical and Surgical wards. Study period was from April, 2012 to July, 2013. Ethical approval was obtained from the Nepal Health Research Council, Nepal. Formal permission was obtained from concerned authority. Informed consent was obtained from each respondent with detail

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explanation of the purpose of the study to ensure their right to have complete information.

Hospitalized clients in the ward who stayed more than three days and those who were interested and able (conscious) to participate in the study were selected as study sample. Two hundred samples (100 from TUTH & 100 from Bir-hospital) were selected by using non-probability purposive sampling technique. Data was collected with face to face interview by investigators through semi structured interview questionnaire by maintaining confidentiality and privacy of the respondents.

The questionnaire had standard questions that elicited demographic information from the respondents. To measure the perception it also contained different statements related to behaviors of nurse (10 items), safety and security (5 items), admission procedure (8 items). Overall items were 23. Agree of statements reflected the positive attitude. Three point likert scale was used to find out perception, which were 1 score for disagree, 2 for uncertain and 3 for agree. For the positive perception and negative, mean score of the scale was calculated greater the score of 2 was consider as positive perception and less than equal 2 was considered as not positive. Here perception is defined as respondent's feelings about the quality nursing care in terms of nurse behavior, safety and security, admission procedure.

The data were edited, organized, coded, entered and analyzed through SPSS (Statistical Package for Social Science) software program by using descriptive & inferential statistics. The findings are presented in tables and figure as well.

## RESULTS

Among 200 respondents, 85 (42.5%) respondents were aged 20-39 years, 54 (27%) belonged to 40-59 years, and 61 (31%) were aged of 60 years or above. Mean age of respondents was 45.55 (SD ± 19.49) years with the range of 76. Data showed most of respondents, 154 (77%) were male.

Among 100 respondents in Bir hospital 39 were illiterate, whereas only 17 in TUTH out of 100 respondents. Overall percentage of illiterate from both hospitals was 56 (28%). The proportion of patients falling under different educational status was significantly different in two hospitals (P<0.05). In terms of occupation, out of 100 respondents 76 %in the Bir hospital were farmers, whereas only 40% out of 100 respondents in TUTH. Sixty percent of respondents were involved in job including self-business in TUTH & only 24% in the Bir hospital. The

proportion of respondents were falling under different occupational status was significantly different in two hospitals (P<0.05) (Table 1).

**Table 1. Distribution of respondents regarding education and occupation status in Bir Hospital and TUTH.**

| Variables        | Hospital             |              | Total (%) |
|------------------|----------------------|--------------|-----------|
|                  | Bir Hospital (n=100) | TUTH (n=100) |           |
| Education        |                      |              |           |
| Illiterate       | 39                   | 17           | 28        |
| Literate         |                      |              |           |
| Primary          | 31                   | 19           | 25        |
| Secondary        | 19                   | 18           | 18.5      |
| Higher Secondary | 11                   | 46           | 28.5      |
| Occupation       |                      |              |           |
| Government Job   | 10                   | 19           | 14.5      |
| Private Job      | 2                    | 23           | 12.5      |
| Self-Business    | 12                   | 18           | 15        |
| Only Farming     | 76                   | 40           | 58        |

With regard to Nurses responses when they were called, most of the respondents (90%) in Bir hospital, and 50% in TUTH perceived that nurses responded immediately when they were called but, 24 % in TUTH and only 1% in Bir hospital viewed nurses verbally assured. Similarly 23% in TUTH and 8% in Bir hospital reported nurses came within 15 minutes respectively.

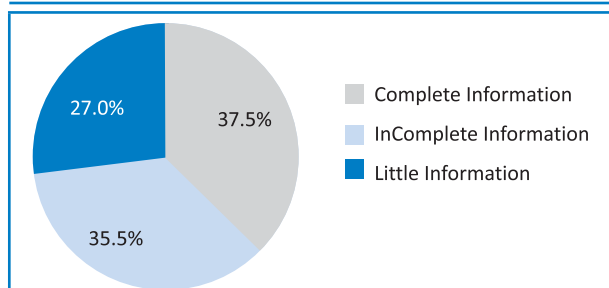
Regarding maintaining privacy during procedure, out of 100 respondents 31% in Bir hospital viewed nurses always maintained privacy during procedure but only 13% respondents out of 100 in TUTH viewed nurses always maintained privacy during procedure. Similarly 32% in Bir hospital and 50% in TUTH viewed nurses sometimes maintained privacy.

Regarding explanation of the procedure, out of 200 respondents in both hospitals, 100 (50%) answered that nurses explained the procedure before carrying it out, 67 (33.5%) answered during the procedure, 10 (5%) told that after procedure, but 23 (11.5%) respondents answered that nurses did not explain the procedure at all (Table 2).

**Table 2. Timing of procedure explanation. n=200**

| Variables        | n (%)     |
|------------------|-----------|
| Before Procedure | 100 (50)  |
| During Procedure | 67 (33.5) |
| After Procedure  | 10 (5)    |
| No Explanation   | 23 (11.5) |

Similarly the percentage of the responses regarding information provided by nurses, 75 (37.5%) respondents viewed that nurses gave complete information, 71 (35.5%) viewed that nurses gave incomplete information, and 54 (27%) viewed that nurses gave only little information (Figure 1).



**Figure 1. Respondents responses regarding procedure information.**

Out of 200, perception regarding behavior of nurses including 10 items; understand patient's needs, involve the patient and their family in care, show kindness, clinical competency, politeness, joyful and smiling, friendly communication, give adequate time for patient, maintain the individual respect and prompt service to

patient, 183 (91.5%) had positive perception while only 17 (8.5%) had not positive perception.

Regarding safety and security including 5 items (clean and dry floor, spacious area, side rail of bed, facility of guard, and disposal of waste), 119 (59.5%) respondent had positive perception but only 81 (40.5%) had not positive perception.

With regard to admission procedure including eight items; good reception manner, orientation of the ward, visiting hour, timing of doctors round, drinking water, toilet and bathroom, discharge procedure and diet facility, 121 (60.5%) had positive perception where 79 (39.5%) had not positive perception.

Here, 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 positively) (Table 3).

There is no significant difference of perception in relation to total nursing care by sex, education and occupation status of the respondents as highest percentage of respondents had positive perception (Table 4).

**Table 3. Patient perception in terms of behaviors, safety and security, admission procedure and total nursing care. n=200**

| Patient's perception    | Behaviors |         | Safety and security |         | Admission procedure |         | Total nursing care(Overall nursing Care) |         |
|-------------------------|-----------|---------|---------------------|---------|---------------------|---------|--|---------|
| Positive perception     | 183(n)    | 91.5(%) | 119(n)              | 59.5(%) | 121(n)              | 60.5(%) | 182(n)                                   | 91.0(%) |
| Not positive Perception | 17(n)     | 8.5(%)  | 81(n)               | 40.5(%) | 79(n)               | 39.5(%) | 18(n)                                    | 9.0(%)  |

**Table 4. Patient perception in relation to sociodemographic factors with total nursing care.**

| Patient Perception       | Total nursing Care |              | P value         |
|--------------------------|--------------------|--------------|-----------------|
|                          | Positive (%)       | Negative (%) |                 |
| <b>Sex</b>               |                    |              |                 |
| Male                     | 142 (92.2%)        | 12 (7.8%)    | P=0.275(P>0.05) |
| Female                   | 40 (87%)           | 6 (13%)      |                 |
| <b>Education Status</b>  |                    |              |                 |
| illiterate               | 51 (91.1%)         | 5 (8.9%)     | P=0.768(P>0.05) |
| Primary                  | 44 (88%)           | 6 (12%)      |                 |
| Secondary                | 35 (94.6%)         | 2 (5.4%)     |                 |
| Higher Secondary         | 52 (91.2%)         | 5 (8.8%)     |                 |
| Total (f&%)              | 182 (91%)          | 18 (9%)      |                 |
| <b>Occupation Status</b> |                    |              |                 |
| Govt.job                 | 26 (89.7%)         | 3 (10.3%)    | P=0.733(P>0.05) |
| Private job              | 24 (96%)           | 1 (4%)       |                 |
| Self business            | 28 (93.3%)         | 2 (6.7%)     |                 |
| Others                   | 104 (89.7%)        | 12 (10.3%)   |                 |
| Total                    | 182 (91%)          | 18 (9%)      |                 |

## DISCUSSION

The perception of the respondents regarding nurses' response towards patients calling; 90% of 100 respondents in Bir hospital and 50% of 100 respondents in TUTH perceived that nurses responded immediately when they were called. This findings were stated by most of the patients in Bir hospital by saying that "*Maile sisterlai bolaunae bittikai, sister aai halnu huncha*" (nurses responded immediately when I called her).

Regarding maintaining privacy during procedure, out of 100 respondents 31% in Bir hospital viewed nurse always maintained privacy during procedure but only 13% respondents out of 100 in TUTH viewed nurses' always maintained privacy during procedure. Similarly 32% respondent in Bir hospital and 50% in TUTH viewed nurses sometimes maintained privacy. One study conducted in Bangladesh revealed that 50.6% respondents stated that they were examined privately. According to perception of patients, privacy was well maintained in the organized private- sector and tertiary facilities. This study finding is contradict with our study findings.<sup>7</sup>

Regarding patient queries, 34% from Bir hospital and 40% from TUTH said that nurses give complete information to patient's queries whereas only 18% from Bir hospital and 1% from TUTH, told that nurse are not giving any information. Most of the respondents from TUTH told that "*Cetamolle jworo kam gharcha bhanera cetamol ko barema ramrari malai bhannu bhayo, jharko namanikana.*" (Nurses cheerfully explained that cetamol is a medicine for reducing the body temperature).

Out of 200, perception regarding behavior of nurses including 10 items; 183 (91.5%) respondents had positive perception while only 17 (8.5%) had not positive perception. Here, 156 (78%) respondents from both hospitals perceived nurses provided prompt services; maintained individual respect, and they showed kindness respectively. This finding is consistent with other finding (in USA) noticed that 61% of nurses provided prompt services to patients and 63% of patients rated that they were satisfied with nurses showing kindness and empathy.<sup>8</sup> Similarly 144 (72%), 159 (79.5%), 149 (74.5%), and 148 (74%) agreed that nurses were kind, clinically competent, joyful and smiling and friendly respectively. Likewise 106 (53%), 155 (77.5%) agreed that nurses gave adequate time, maintained respect to them respectively. This indicates that nurses were having good professional behavior. This finding are supported by the previous studies conducted by different authors as nurses behavior is good and nurses posses good characteristics.<sup>7-10</sup>

With regard to admission procedure including 8 items; 121 (60.5%) had positive perception where 79 (39.5%)

had not positive perception. Here 128 (64%) respondents agreed that nurses were having good reception manner and gave orientation about diet facility. Similarly 123 (61.5%), 114 (57%), 106 (53%), 96 (48%) of respondents agreed that nurses gave orientation about the timing of discharge procedure, toilet and bathroom facilities, drinking water and doctor's round, wards and visiting timing respectively. This finding is also consistent with the other one study conducted in China. It was found that nurses provided good orientation to the patients in the hospital when they were admitted.<sup>11</sup>

Similarly about safety and security having five items; 119 (59.5%) respondent had positive perception and 81 (40.5%) had not positive perception.

Here, 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 not positive.

Similarly, there is no significant difference of perception in relation to total nursing care by sex, education and occupation status of the respondents. One study conducted in Kenya (2013) also showed that there was no association between demographic characteristics with the levels of satisfaction with the nursing ser vices.<sup>12</sup>

## CONCLUSIONS

Patient perception surveys can be of great value to health care providers not only in recognizing and improving quality of care, but also as predictors of return-to-provider behavior of the patients.

Based on this study finding, it can be concluded that most of the respondents in both hospitals had positive perception towards quality nursing care. There was no significant difference between total nursing care in relation to sex, education and occupation. Most of the nurses used to explain the procedure before performing that was good aspect of quality nursing care but information provided regarding procedure was not so complete. Privacy is very important aspect in quality nursing care and should always be prior concern but was seen only in the minority.

Finally, it is recommended that all nurses and hospital administration need to be more aware in the patient's views in terms of adequate explanation of procedure, maintaining privacy and ward environment. Therefore nurses must equip themselves with relevant and updated information regarding the patient care. Furthermore, this study finding helps the hospital administrator/policy maker to plan and develop strategies focused on quality nursing care.

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