

Patients' Attitude Towards Nursing Students of BPKIHS

Mehta RS^a and Singh B^a

Abstract

Introduction	Health care is a social role relationship between a helping agent and a person needing help. This relationship is considered psychologically and socially as half cures treatment procedure. Therefore the nature of relationship between nurses and patient has some degree of significant impact on the overall quality of health care.
Objectives	The objectives of this study were to assess the attitude of the patients regarding the presence and involvement of the nursing students in their clinical care in Medical–Surgical units of B.P. Koirala Institute of Health Sciences.
Methods	It was hospital based cross sectional study. The clients admitted in Medical-Surgical units in the day of data collection constitute the population of the study. The stratified simple random sampling method was used to select the sample and 75 subjects were selected from all the wards of Medical-Surgical units of BPKIHS out of 260 admitted patients, where as only 60 tools were returned back out of 75 tools. The collected data was entered in SPSS-10.5 software package and analyzed.
Results	The respondents reported that, presence of student nurses in ward make the clients glad (96.6%), received information about own disease process (68.5%), can ask most trivial questions (95%), learn while teach by senior nurses (96.7%), like to ask details of personal questions (93.3%), devote more time for clients (51.7%), they examine in details (54.2%) and help very much in treatment process (84.86%). Students have knowledge about disease process (84.5%) and their behavior and temperament is good (93.2%).
Conclusions	The development of technology has meant that hospital nurses are required to keep developing their skills to maintain professional standards and their understanding of new procedures and new equipment along with the need to develop the therapeutic relation with the patients to overcome the future challenges.
Key Words	Patients, Attitude, Nursing Students

Introduction

Medical profession was considered to be a noble profession from time immemorial. While a medical student comes out of medical institution after the Hypocrite's Oath, it is his duty to look after any patient irrespective of caste, creed, sex or even remuneration. In history we come across doctors and paramedical staff who spent their entire life for the prosperity of the patients and also the total health of the community. One notable example is the story of Florence Nightingale who spent her entire life for nursing the sick. In older days the primary objective of any medical institution was not to make exemplary profit¹.

Over the year's technology advanced and the hospitals became more technology oriented with a

high cost. The high cost or investment of the hospitals compelled the management to increase the cost of service. On the other hand the number of hospitals increased which made the sector competitive. This intern forced the hospitals to employ reputed doctors and Nurses to attract the patients. The branches of specialization made available micro-organ specialists. The superspecialists are demanded by the hospitals. The concept of hygenity motivated the hospitals to update the facilities to the status of star hotels. The higher education and increased awareness contributed the public to approach the hospitals².

Corresponding Authors: Ram Sharan Mehta, **E-mail:** ramsharanmehta@yahoo.com, ^aMedical-Surgical Nursing Department, B.P. Koirala Institute of Health Sciences, Dharan, Sunsari, Nepal.

The nature of relationship between nurse and patient has some degree of significant impact on the overall quality of healthcare, the patient's compliance and satisfaction is greatly influenced by the appearance, behavior and the communication skill of the nurses as nurses stay 24 hours with the clients³.

With increasing in life expectancy and increasing numbers older patients utilizing the acute setting, attitudes of registered nurses caring for older people may affect the quality of care. Many negative attitudes reflect against stereotypes and knowledge deficits that significantly influence registered nurses practice and older patients' quality of care. In the present setting, older patients experience reduced independence, limited decision-making opportunities, increased probability of developing complications little consideration so their aging-related needs, limited health education and social isolation. Available instruments to outdated, country specific and do not include either a patient focus or a caring perspective. This paper argues for the development and utilization of a research instrument that includes both a patient's focus and a caring dimension⁴.

The origins of nursing date back to when the first mother or other close female, ministered to the sick in the family. It was Florence Nightingale in the mid-1800s who founded modern nursing and structured professional duties into an orderly trained fashion. Before this, so-called nurses were considered untrained servants. Nightingale established the first school of nursing in London, England in 1860, with the first school in the United States established in 1872 in Boston, Massachusetts³.

Throughout the next 130 years, nursing schools flourished as mainly women were educated and trained to take care of the sick. Nurses also distinguished themselves on the battlefield in all of our conflicts. If you have watched reruns of the series *Mash* on TV, then you know that nurses were there in those battlefield units trying to save lives right alongside the doctors. They were, in fact, ministering critical care to those wounded in battle, and they had to react quickly and make life and death decisions under unbelievable pressure and make shift operating conditions. In fact, nurses have been responding to critical care situations from the times of Florence Nightingale³.

Nurses are still seeking respect for their profession. In addition to education and training, nursing advocates sought for standards and regulations that would not only benefit patient care but also give

nursing the professional status it needed and deserved.

Till date, there has been no study of the attitude of the patients in the hospital to the presence and involvement of the student in their nursing care in BPKIHS. So, we are trying to find out the real scenario in our context.

With the emerging nursing colleges in the country and the out flowing number of nursing students in many hospitals, this complex relationship has more importance and responsibility than even before. In BPKIHS, patients are in contact with nursing students and they must have developed some attitude towards student nurses during their social and nursing interaction. Hence, the investigators are decided to conduct the study on, "patient's attitude towards nursing students of BPKIHS".

The objective of this study was to assess the attitude of the patients regarding the presence and involvement of the nursing students in their clinical care in Medical-Surgical units of BPKIHS.

Methods

It was hospital based cross sectional study. The clients admitted in Medical-Surgical units in the day of data collection constitute the population of the study. The total bed strength of the selected units was 306 and 260 clients were admitted in the same day i.e. bed occupancy rate was 85 percent. Seventy five subjects (29%) were selected for the study and tools were distributed to them. Finally 60 tools were only returned back i.e. total sample selected was 23 percent out of total population and the sample mortality was 20 percent. The stratified simple random sampling method was used to select the sample and 10 subjects from Medical unit-1, 6 from Medical Unit-2, 6 from Medical unit-3, 8 from surgical unit-1, 12 from surgical unit-2, 5 from surgical unit-3, 5 from orthopedics, 3 from eye and 2 from ENT were included in the study based upon bed occupancy rate of wards.

Using pre-tested semi-structured Questionnaire the data was collected. The clients selected for study, if unable to give response then the next bed client was selected. During the course of filling tool the client's nearest relative or caretaker was involved for appropriate response. Opinion was taken only when students were not posted in the wards, especially in afternoon time to reduce the bias. The data was collected by trained nurses of other wards in the

ordinary dress, to reduce the professional fear and bias. The clients able to fill the Questionnaire, own self, they were encouraged to fill and submit it on the same day or next day morning. For illiterate clients the help of literate/educated caretakers or side by client's relatives' was advised to consult to complete the questionnaire. The subjects were assured that their responses were not seen by the students and will not affect their training in any way. Explaining the purpose of study properly, the clients were assured about anonymity. The collected data was checked, and coding completed. Coded data was entered in SPSS-10.5 package and analyzed.

The Questionnaire was a kind of checklist with a dichotomous rating scales (yes or no), will be relatively simple to construct, easy for respondents and fairly reliable. The Questionnaire consisted of 10 unambiguously positive and 10 unambiguously negative statements. Actually each positive statement was also asked negatively without changing the main concept or meaning, so that biasness could be reduced.

Results

This study was conducted in medical-Surgical units of BPKIHS: using stratified random sampling method based on bed occupancy rate of the units. Seventy

five tools were distributed to the subjects (i.e. Medical-I =13, Medical-II =13, Medical-III =6, Surgical-I=12, Surgical-II=12, Surgical-III=6, Orthopedic=6, Eye =4 and ENT=3) in all the selected wards using simple random sampling method (lottery method) and 60 tools were only collected back (i.e. 10 from Medical -I, 9 from Medical -II, 6 from Medical -III, 8 from Surgical -I, 12 from Surgical -II, 5 from Surgical -III, 5 from Orthopedics, 3 from Eye and 2 from ENT). Fifteen tools were lost due to discharge, transfer and losing the tool by patients.

Demographic profile of the respondents: About 19 percent subjects were of age less than 20 yrs, 20-40 yrs. of 52.6 percent, 40-60 yrs of 24.6 percent and more than 60 yrs of 3.5 percent. The mean age is 32.6 yrs. Majority of the subjects were male i.e. 72.9 percent. Thirty one percent subjects were from Sunsari district, where as 29.3 percent from Jhapa, 8.6 percent from Morang, 5.2 percent from Dhankuta and 22.4 percent from other district of Nepal. About half the subjects 57.6 percent were from village (VDC) and 42.4 percent from town (NP). On the day of data collection the duration of hospitalization of clients were less than 3 day of 8.6 percent, 3-5 days of 33 percent, 5-7 days 13.8, 7-15 days of 31 percent and >15 days of 13.8 percent. The mean duration of hospitalization was 8.793, SD = 7.2105 and Range= 1-35 days.

Table 1: Attitude of Student Nurses Mentioned by Subjects (MR)

S.N.	Attitude	N=60
		Percentage (%)
1	Friendly/Social	66.7
2	Kind	45.0
3	Clever	41.7
4	Helpful	55.0
5	Gentle	47.6
6	Clean and Tidy	55.0
7	Empathetic	60.0
8	Soft spoken	60.0
9	Respectable	33.3
10	Unbiased	58.3

Table 2: Suggestions to improve attitude of nursing students (MR)

		N=60
S.N.	Responses/Suggestions:	Percentage (%)
1	No Response / No Suggestions:	32.5
2	Suggestions Given:	67.5
a.	Develop helping attitude	37
b.	Perform equal behavior to all	29.6
c.	Encourage clients	22.2
d.	Counseling Clients and Relatives	18.5
e.	Perform the duty without hesitancy	14.8
f.	Use Soft tone voice	14.8
g.	Be polite and avoid anger	11.1
h.	Provide information about hospital services	11.1
I.	Pay attention and Listen to clients problem	7.4
j.	Others: show maturity, provide prompt services, learn language of clients etc.	25.9

Table 3: Association between opposite statements of same contents

		N=60			
S.N.	Statement	True (%)	False (%)	Chi-Squire Value (Pearson/Fisher's Exact test)	Significant Difference with opposite statement
1	I am glad that there are student nurses in the hospital	96.7	3.3	0.037	S (with S ₁₀)
2	Because of the student nurses being around, you feel more in touch what is going on about your disease.	76.7	23.3	0.200	S (with S ₂₀)
3	Student nurses do not know anything about your disease.	96.6	3.4	0.707	NS (with S ₁₁)
4	Student nurses have good behavior and temperament.	68.5	31.5	0.273	S (with S ₁₂)
5	Student nurses are busy and always in hurry	37.9	62.1	0.104	S (with S ₁₈)
6	You can ask Student nurses the most trivial questions.	93.2	6.8	0.264	S (with S ₁₇)
7	I would have preferred there to be no student Nurses in the hospital	89.6	10.4	0.370	S (with S ₃)
8	Student nurses behave badly to the patients.	62.1	37.9	0.602	NS (with S ₅)
9	You also get to learn something while the senior nurses are teaching students nurses in your presence	95	5	0.521	NS (with S ₆)
10	You did not really benefit from Student nurses on your treatment process.	19.6	80.4	0.027	S (with S ₂)
11	You like Student nurses asking your every detail and personal questions concerning your disease.	90	10	0.118	S (with S ₁)
12	You do not like Student nurses examining you repeatedly taking along time.	25.4	74.6	0.203	S (with S ₁₉)
13	Student nurses have more time to give	96.7	3.3	0.104	S (with S ₈)
14	There is no point asking questions to students Nurses since they do not know anything.	16.9	83.1	0.264	S (with S ₉)
15	You like Student nurses examine you because they do it in detail	93.3	6.7	0.284	S (with S ₁₆)
16	Although student Nurses being around, you did not get much to know about your treatment process	57.9	42.1	0.249	S (with S ₄)
17	Student nurses helped very much in your treatment process	51.7	48.3	0.027	S (with S ₁₄)
18	When Student nurses are being taught in your presence, you rather feel left out or bored.	59.3	4.7	0.521	NS (with S ₁₃)
19	Student nurses also know about your disease.	54.2	45.8	0.707	NS (with S ₅)
20	You do not like student nurses asking you personal questions regarding your disease.	47.5	52.5	0.118	S (with S ₁₅)

Note: S = Significant at 5 percent level of confidence (P < 0.005)
 NS = Not Significant at 5 percent level of confidence (P < 0.005)

Attitude of the patients towards nursing students:

There were 10 unambiguously positive (Q.No: 3, 4, 6, 9, 13, 15, 17, 19, 21,13) and 10 unambiguously negative (Q.No: 5, 8, 10, 12, 14, 16,18, 20, 22, 24) statements. Actually each positive statement was also asked negatively without changing the main concepts or meaning so that biasness could be reduced.

Positive statements: In responses to the positive statements the respondents reported that, presence of student nurses in ward make the clients glad (96.6%), know about own disease process (68.5%), behavior and temperament is good (93.2%), can ask most trivial questions (95%), learn while teach by senior nurses (96.7%), like to ask details of personal questions (93.3%), have more time for clients (51.7%), they examine in details (54.2%), help very much in treatment process (84.86%), and students also have knowledge about disease process (84.5%).

Negative statements: In response to the negative statement the subjects reported that, student nurses do not have knowledge about disease process (37.9%), busy and always in hurry (62.1%), they do not like student nurse presence (19.6%), behave badly to the patients (25.4%), not benefited by them (16.9%), repeated and long time examination (57.9%), no point to asking questions to them as they do not know anything (59.3%), unable to get information about disease process in spite of presence of student nurse (47.5%), patient feel left out or bored (37.7%), and don't like asking personal questions (54.4%).

Discussion

B.P. Koirala institute of health sciences is a tertiary care hospital. Medical-Surgical Nursing Department is very useful for nursing students of certificate nursing as well as B.Sc. Nursing to learn fundamental of nursing, Medical surgical Nursing subjects and management practice. Most of the time nursing students are posted in medical-Surgical units, where they contribute a lot for the patients as a nurse and clients are benefited a lot. During the course of their clinical posting students' nurses uses nursing process properly to evaluate the needs and provide care accordingly, so that the clients can experiences better nursing care during their posting. About 80 students of certificate level and 60 students of B. Sc. Nursing level are posted in Medical-Surgical units for more than 6 months of a year.

There is a national and international shortage of nurses, which means there are many employment

opportunities in hospitals and health institutions. The number of people employed in this occupation is expected to grow moderate to rapidly over the next two to three years. Several factors are contributing to the hospital nursing shortage, including the ageing nursing workforce, which will lead to the retirement of senior nurses; entry requirements for nursing courses; and competing career opportunities, especially for nurses with degree qualifications. Most nursing vacancies are in public or private hospitals, both sectors offer different working conditions and remuneration packages. To alleviate the nursing shortages health authorities and hospitals are improving their policies for recruitment and retention of hospital nurses.

The development of technology has meant that hospital nurses are required to keep developing their skills to maintain professional standards and their understanding of new procedures and new equipment. Hospital nurses are now working more independently as their tasks have broadened to include technical procedures, such as intravenous (IV) therapy. Technology has also played an important role in caring for pre-term infants, who would not have survived in the past, and health care for the elderly. Machinery, such as ventilators, can artificially prolong life of these groups. Hospital nurses need to be competent in using this machinery.

Attitude of the nursing students: It was found that majority of nursing students (66.7%) had friendly behavior and more than 50 percent subjects reported student nurses are helpful, clean & tidy, empathetic, soft spoken and unbiased. Regarding Kindness, clever, gentle & respectable they reported the performance level below 50 percent. This differences may be due to posting of the various levels of nursing students from first year to forth year. In early training days they are not well prepared to adopt in the clinical situation and take care of clients completely. Gradually nursing students gain confidence and their attitude will be improve. No similar study was available to compare he findings.

In this study there may be some bias as the tool was opinionnaire, each individual perceive the attitude in different ways, the responses of clients may vary with respondents, disease process and environment of the units may interfere in the responses which can not be totally eliminated. The results of this study showed that the attitude of patients towards nursing students who had been involved in the care

during their hospital stays were on the whole, highly favorable.

Conclusions

The development of technology has meant that hospital nurses are required to keep developing their skills to maintain professional standards and their understanding of new procedures and new equipment along with the need to develop the therapeutic relation with the patients to overcome the future challenges. The nursing faculty must prepare to teach the nursing students with modern approach so that they will be able to meet the future challenges. This study helps nursing faculty as well as the administrators to pay attention on the areas where the performances of students are poor.

References

1. Richardson PH, Curzen P, Fonagy P. Patient's attitude to student doctors. *Medical-Education*. 1986; 20(4).
2. Murray M, Chambers M. Effect of contact on nursing student 's attitude to patients. *Nurse Educ Today*. 1991; 11(5): 363-7.
3. Dunn SV, Hansford B. Undergraduate nursing student's perception of their clinical learning environment. *Journal of Advanced nursing*. 1997; 25(6):1299-1306.
4. Courtney M, Tongs S, Walsh S. Acute-care nurse's attitude towards older patients: A literature review. *International Journal of nursing Practice*. 2000; 6(2): 62-69.
5. Gates MF, Kaul M, Speece MW, Brent SB. The attitudes of beginning nursing and medical students towards care of dying patients: a preliminary study. *Hospital Journal*. 1982; 8(4): 17-32.
6. Majumadar B. Medical and Nursing students' knowledge and attitudes towards violence against women in India. *Educ. Health*. 2004; 17(3):354-64.