

# Is there any Gap between Patient's Expectations and Level of Satisfaction with Nursing Care?

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**Abstract:** *Patient satisfaction has been viewed as a valid outcome measure of a healthcare delivery system. Satisfaction evaluations reflect the expectations from the patients' point of view and compare with the realities of the care received. A study was carried with the objectives of finding out patient's expectation and level of satisfaction and their relationship. A cross-sectional descriptive survey was conducted with 100 purposively selected patients admitted in Tomo Riba State Hospital, Arunachal Pradesh. Demographic data was collected by using an interview schedule; Patients' expectation and satisfaction were measured by rating scale. The results revealed that all (100%) patients had high expectations regarding nursing care. All (100%) patients had high expectations regarding comprehensive care, psychological care, communication and comfort. In the area of elimination, 32% of the patients had low expectation. Most (96%) of the patients were satisfied with psychological care and ethical performance of the nurses. 43% patients were highly satisfied with comprehensive care. 93% of them were satisfied with diet and comfort provided by the nurses. 37% patients expressed their high satisfaction in patient education. The obtained "r" value (0.072, df 98 at 0.05) implies that there is very weak positive relationship exists between patient's expectation and level of satisfaction.*

**Keywords:** Patient's expectations, Patient's satisfaction, Nursing care

## 1. Introduction

In today's highly competitive healthcare environment, hospitals increasingly realize the need to focus on service quality as a means to improve their competitive position. Customer-based determinants and perceptions of service quality therefore play an important role when choosing a hospital. Therefore it is very essential to find out patients' expectation from the health care team to determine the level of satisfaction among the patient.

A sole purpose of a hospital and all the health practices is to provide a holistic care to the patient, but with the growing advancement in medicines and technologies the patient care is missed amidst. Nursing is an integral part of a hospital setting, who is in contact with the patient more than any other health professionals. And being in the first line of contact with patients, nurses are being expected more from patients. Therefore it is essential to assess the nursing care through patient expectation and satisfaction level.

"Nursing practice is a direct service, goal directed and adaptable to the needs of the individual, the family and community during health and illness. The nurse's primary responsibility is to those people who require nursing care. Instruments measuring patient's satisfaction have often been focused on in patient treatment (ANA) [1].

The main indication for measuring patient satisfaction with nursing care is to identify area for improvement. During hospitalization patient's satisfaction represents a balance between patient's perception and expectations of their nursing care. Patient's satisfaction is important patient-centered outcome to measure, is accepted as standard measure of quality of care and it is steadily gaining in popularity. Today's nurse engages in approximately eight inter related roles caregiver, advocate, critical thinker, teacher, communicator, manager, researcher & rehabilitator

[2]. The health care provider in developing countries seems to be ignoring the importance of patient's perception regarding health services. Over the last 20 years, studies of patient expectation and satisfaction with nursing care have been gaining high importance, but it is also noticed that in a national and philosophical approach the studies are not based on clearly defined concepts. Moreover, it has been shown that there is a need for valid and reliable tools in the evaluation of satisfaction [3].

Peron et al., I [4] in a review of concepts, reported that studies indicate that expectations may affect outcomes, but expectations are complex to measure as they have several components and global items may be inadequate or insensitive. Studies need to measure expectations separately and examine interactions and overlaps.

There are various factors which can affect the expectation among the patients which in returns leads to the overall result of patient satisfaction therefore it is very important to identify those factors that contributes expectations among patients.

Winberger [5] suggested that some evidence exists to suggest that health professionals should take patients' expectations into account when making clinical decisions and planning treatment.

A very important aspect on which patient satisfaction depends is 'nursing care' 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 [6].

In a government setup, nurses usually, work under the scarcity of material and manpower resources and it is impossible for a nurse to provide comprehensive care to the patients especially when the ratio of patient is much higher than nurses. However, this situation has raised a question to

the investigator to find out about the expectation and satisfaction of the patients with the nursing care.

## 2. Literature Review

Several studies have been reviewed, among them few are described below.

### Studies on patient's expectation

Afkhamebrahimi A et al., [2013] carried out a study on Patients' expectations and satisfaction with their health providers .375 Patients (220 women and 155 men) who were attending various internal/surgery clinics at a large teaching hospital and consented to participate in the study were selected. Significant differences were found in emotional support and investigation and treatment expectations among patients. A significant difference was found between patients expectations of emotional support of neurology and psychiatry clinics and also between expectations of treatment and investigation of the patients of internal clinics and ophthalmology clinic patients [7].

Majid N K et al., [2014] carried out a descriptive exploratory qualitative Inquiry into the hospitalized Patients' Expectations regarding Nurses and Nursing Care. Results depicted that 80% of the participants were male and 20% female and their mean age was 51 years. The main categories of patients' expectations were stated as comprehensive care, ethical performance, and having proper individual characteristics. The participants expressed their expectations from nurses and nursing care through three main categories of comprehensive care, responsibility, and having proper individual characteristics [8].

### Studies on patient satisfaction

Johansson et al., [2002] conducted a literature study on patient satisfaction with nursing care in the context of health care. The researched using search words as: client satisfaction; patient satisfaction, quality of care, quality indicators and quality of nursing care. A total of 30 studies, published between 1987&1999 were identified. The results described eight domains that influenced patient satisfaction with nursing care; the socio-demographic background of the patients, patient's expectations regarding nursing care, the physical environment, communication and information, participation and involvement, interpersonal relations between nurse and patient, nurses medical technical competence, and the influence of the health care organization on both patients and nurses [9].

O' Connel et al., [2002] conducted a descriptive study on patient satisfaction with nursing care in two acute care surgical wards. The participants were 105 patients aged 18 years and over who were interviewed over a 12-week period. The findings of both quantitative and qualitative data were compared in order to determine similarities and differences. Total satisfaction score ranges from 32-140 with Mean satisfaction score of 115 with SD 17.41. It also revealed that high levels of patient satisfaction with some anomalies in qualitative data [10].

Tahir A et al., [2014] conducted a cross sectional study with randomly selected 582 patients to assess level of

satisfaction and associated factors in nursing care provided in selected public hospitals in Ethiopia. Patients were interviewed face to face using the adapted Newcastle Satisfaction with Nursing Scales (NSNS) at the time of their discharge. Results showed that 52.75% were satisfied with the nursing care they received. The patient's satisfaction was found to be 62.71%, 55.67%, 44.85% and 55.15% for nursing characteristics, the caring activities, the amount of information given and the entire caring environment respectively, the overall satisfaction being moderate. Previous history of admission, patients' income level, and type of admission rooms have been found to significantly affect overall satisfaction of patients [11].

**Problem Definition:** Patient's expectations and level of satisfaction with nursing care received by the patient's, in selected hospital, Arunachal Pradesh.

**Objectives:** To identify the expectations of the patients towards nursing care, to determine the patient's level of satisfaction regarding nursing care, to find out the relationship between the patients' expectation and level of satisfaction and to find out the association between patients' level of satisfaction with selected demographic variable.

## 3. Methodology

A cross-sectional descriptive survey design was conducted with 100 purposively selected patients admitted in medicine and surgery ward of Tomo Riba State Hospital, Arunachal Pradesh. The patients, who were available, can speak English and Apatani and willing to participate were included in the study. Patients with altered sensorium and below 20 years were excluded.

Research variables were Patients' expectation towards nursing care and Level of satisfaction with nursing care.

Data were collected by face to face interview using an interview schedule for demographic data; Patients' expectation and satisfaction were measured by two rating scales.

## 4. Results

Sample characteristics are described in figure1 and table1.

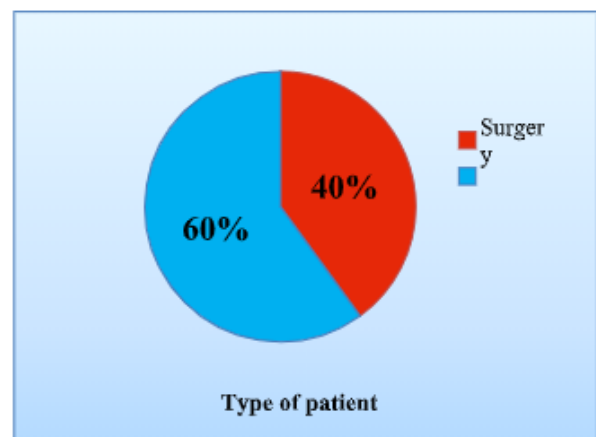


Figure 1: Describing the types of patients

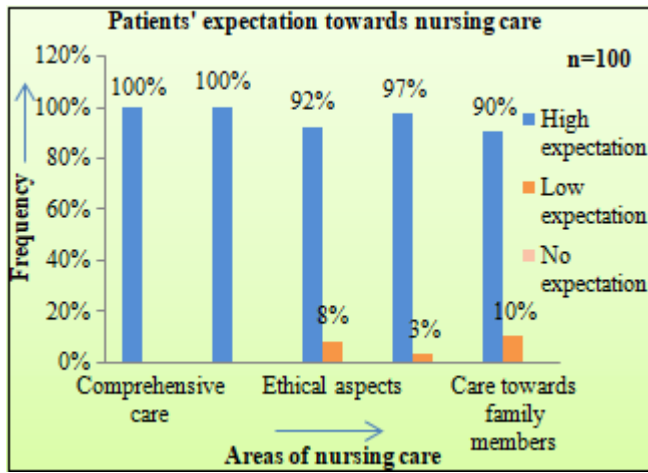


Figure 2: Depicting expectations of patients towards different areas of nursing care

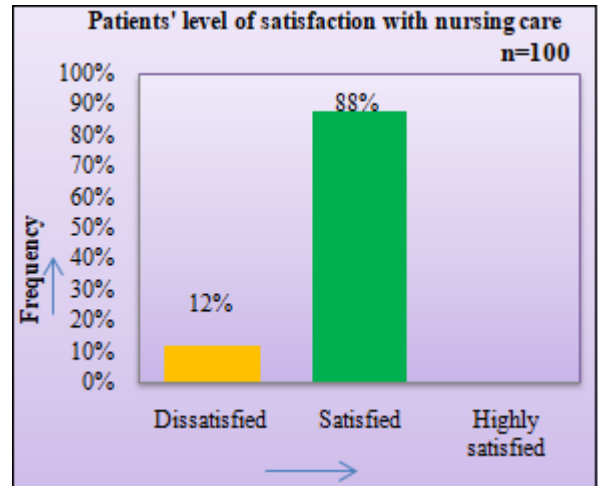


Figure 3: Bar diagram showing percentage distribution of patient according to their level of satisfaction.

Table 1: Frequency and percentage distribution of sample characteristics, n=100

Variable	Medicine		Surgery	
	f	%	f	%
Gender				
• Male	32	32	20	20
• female	28	28	20	20
Age in years				
• 20-30	13	13	14	14
• 31-40	18	18	11	11
• 41-50	3	3	8	8
• 51-65	26	26	7	7
Marital Status				
• Single	12	12	12	12
• Married	48	48	25	25
• Others	--	--	3	3
Educational status				
• > Graduate	4	4	4	4
• Graduate	3	3	11	11
• H.S	12	12	--	--
• Secondary	11	11	7	7
• Primary	7	7	8	8
• Illiterate	23	23	10	10
Occupation				
• Student	4	4	4	4
• Govt job	15	15	10	10
• Private job	6	6	4	4
• Business	12	12	3	3
• Unemployed	17	17	7	7
• Others	6	6	12	12
Monthly family income (in Rupees)				
• < 10, 000	12	12	16	16
• 10, 001-20, 000	8	8	8	8
• 20, 001-30, 000	16	16	11	11
• > 30, 000	--	--	5	5
Duration of hospitalisation				
• 1-6 days	30	30	12	12
• 1-2 weeks	24	24	15	15
• >2 weeks	6	6	13	13
History of previous hospitalisation				
• None	25	25	9	9
• Once	30	30	19	19
• Twice	5	5	8	8
• > Twice	--	--	4	4

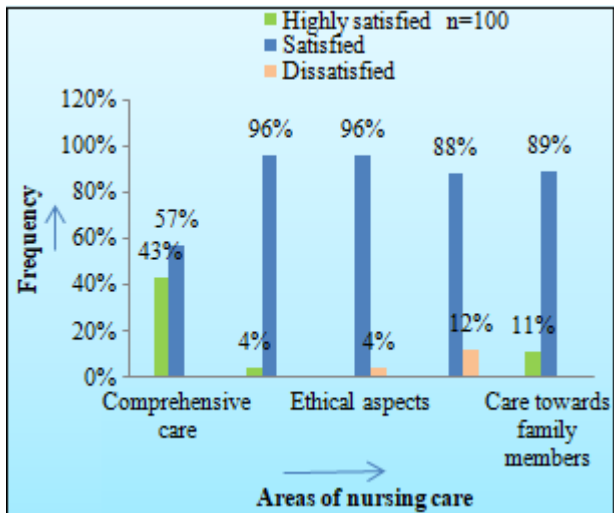


Figure 4: Bar diagram shows percentage distribution of patient according to their level of satisfaction with areas of nursing care

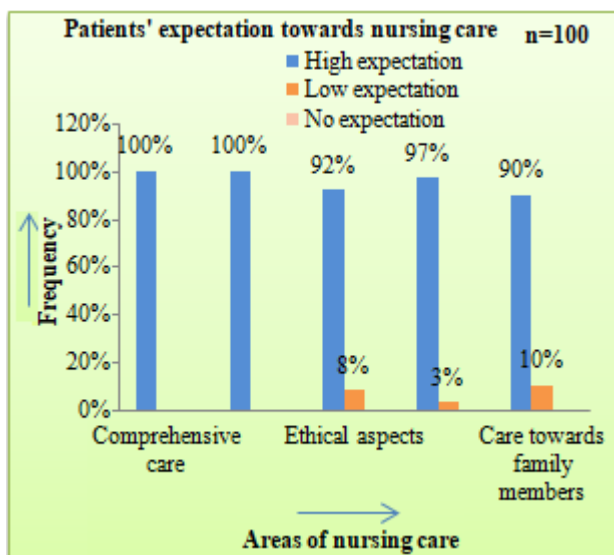


Figure 5: Bar diagram shows percentage distribution of patients' according to their expectation towards different areas of nursing care

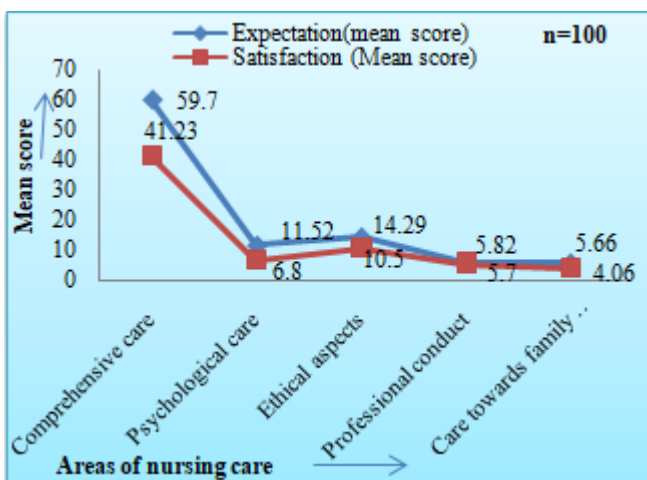


Figure 6: Line diagram shows distribution of patients' expectation and satisfaction with nursing care

**Correlation coefficient:** A very weak significant relationship was established between patients' expectation

and level of satisfaction ( $r=0.072$ ,  $df= 98$  at  $0.05$ ), that means, a gap was found between patient's expectation and satisfaction with nursing care.

**Association between demographic characteristics and satisfaction of patients:** Significant association exists between satisfaction and gender ( $\chi^2=15.87$ ,  $df=1$ ,  $p< 0.05$ ), duration of hospitalization ( $\chi^2=6.46$ ,  $df=2$ ,  $p< 0.05$ ) but no association found with occupation, educational status, marital status and previous history of hospitalization. Hence it can be concluded that satisfaction level was only dependent on gender but neither dependent on occupation, nor on educational status, marital status or previous history of hospitalization.

### 5. Discussion

The findings of the present study reveals that most (100%) patients had expectations in the area of comprehensive care and psychological care of which communication and comfort were listed to be high in expectations by the 100% of the patients. Most of the patients (93%) were satisfied with the care regarding diet and most (91%) of the patient in the area of comfort.

Study conducted by S.A Ozsoy, G Ognur et al [12]., revealed most (98%) patients' expectation of nursing care were towards cheerfulness, concern, understanding and courtesy. And nearly all the patients (97%) were found satisfied in assistance with activities of daily life like feeding and dressing. This study supports present study which emphasizes patient's need in comprehensive care such as assistance in diet and providing comfort like dressing and also the way nurses communicate with patients by being cheerful, concern and understanding.

In the present study the area of ethical aspects show that most (97%) of the patients' have high expectation regarding nurse's responsibility towards patient's condition. And most (96%) of the patients were satisfied meeting their expectations in ethical aspects.

Study conducted by Abdel M [13] et al. among 250 medical surgical patients the result indicated that patients' were more satisfied with technical and ethical aspects of nursing care. This study also shows that 88% of the patients were satisfied in technical aspects and 92% of the patients in ethical aspects of nursing care.

In a study conducted by Haanstra et al [14]. on Health and Quality of Life Outcomes he used a method by reviewing of articles assessing the association between pre-operative patient expectations and treatment outcomes. Scores on the methodological quality assessment ranged between 6% and 79%. Great variety was seen in definitions and measurement methods of expectations. No significant associations were found between patient expectations and overall improvement and satisfaction. Both significant positive and non-significant associations were found for the association between expectations and pain and function. This finding was supported by the present study where it showed that that there is no significant relationship between patient's expectation and level of satisfaction



("r" = 0.072 with df 98 at 0.05).

## 6. Implications

The results of this study may be used:

To improve nursing care in different aspects of care related to calmness in patient care, being available to patient in need, by active listening to patients' condition, friendliness and by being approachable. There is a wider scope and a fervent need to conduct more research regarding patients' expectation and their satisfaction to assess nursing practice and finding out of various areas of dissatisfaction to improve or refine nursing practice.

## 7. Future Scopes

- Similar study on a large sample in a different setting.
- Comparative study between private and Govt. hospitals.
- Exploring the factors for patient's dissatisfaction and constraints for the nurses to satisfy the patients.

## 8. Conclusion

The study concludes that patients have high expectations in all areas, majority of the patients were satisfied but unfortunately none of the patients were highly satisfied and some of the patients were dissatisfied. This gap between patients' high expectation and low satisfaction is probably due to certain constraints from the part of the nurses. Thus, there is a need for improvement in nursing care so as to achieve the highest level of satisfaction among patient.

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