

Predictors of Patients` Satisfaction with Nursing Care Delivery Among Patients in Mbodo Aluu Health Center, Rivers State

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doi: <https://doi.org/10.37745/ijnmh.15/vol10n14960>

Published January 22, 2024

Citation: Emordi N., Orukwou U. and Robinson-Mbato L. (2024) Predictors of Patients` Satisfaction with Nursing Care Delivery Among Patients in Mbodo Aluu Health Center, Rivers State, *International Journal of Nursing, Midwife and Health Related Cases*, 10 (1), 49-60

ABSTRACT: *Patients` satisfaction is a vital evaluation that should be made often for improved service delivery. Patients` satisfaction is key to improving quality of care. Patients have a right to quality care and information regarding their health and treatment regimen. This study assessed the predictors of patients` satisfaction with nursing care delivery among patients in Mbodo Aluu Health Center, Rivers State. Descriptive survey design was used for the study. A sample of 160 patients were selected from Mbodo Aluu Health Center in Rivers State. A simple random sample technique was adopted to select the participants who met the inclusion criteria into the study. Data were collected using a self-developed questionnaire. Face and content validity of the questionnaire were ensured. The reliability of the questionnaire was ascertained using test re-test method and Cronbach`s alpha coefficient was 0.78. Data collected were processed using Statistical Package for Social Sciences (SPSS) version 23. Research questions and hypotheses were answered using descriptive statistics of mean, standard deviation, percentage t-test, PPMC and Chi-square tested at 0.05 level of significance. Results revealed the overall satisfaction levels of the patient receiving nursing care to be fair, while hospital environment, nurses` disposition to work, attitude of the nurses, supply of information by the nurses to the patients, and respect for privacy are the factors that affect the satisfaction level of patient. Also, nurses` behavior or care affects patients` health \recovery of health. It was revealed further that male and female patients do not differ in their level of satisfaction and the care received; while a positive significant relationship was found between respondent`s length of hospital stays, level of education, and their satisfaction with nursing care received. It is concluded that nurses` care attributes and hospital environments are strong predictors of patients` satisfaction. Therefore, it is recommended that to increase satisfaction with nursing care, greater emphasis should be given to patient privacy, freedom and communication.*

KEYWORDS: Patient satisfaction, ward environment, nurses` disposition, attitude

INTRODUCTION

Patients' satisfaction is a vital evaluation that should be made often for improved service delivery. Patients' satisfaction is key to improving quality of care. Patients have a right to quality care and information regarding their health and treatment regimen. Many health organization and health institutions are striving to achieve high quality services so as to attract more consumers. Nursing care makes a bigger portion of all health services in health organizations; therefore, exploring patients' satisfaction with nursing care received is crucial in identifying areas of patients' satisfaction and dissatisfaction. Patients would like to go to hospitals that provide nursing care that is holistic and patient centered. Surgical and medical patients have high level of anxiety over the outcome of their health; therefore, nurses need to have the skills in providing care that would alleviate their anxiety by establishing caring relationships.

When patients are hospitalized, they have expectations about the care they will receive. If the performance falls short of expectations, he is dissatisfied and if it matches the expectations, then the patient is satisfied (Soliman, kassan & Ibrahim, 2015). Patient satisfaction is therefore a match of expectations with experiences of the patient during a treatment process. Patients expect healthcare providers especially nurses to be responsive to their needs, giving care in a timely manner. The patient assesses the competence and knowledge of the nurse as she provides her care, communicating with patient and families being present and mindful are traits expected in quality care that yield high satisfaction in a patient. This is a professional responsibility owed to the consumers of healthcare goods and services. Real success of a hospital is achieved when services are tailored to meet the needs of patient and optimal satisfaction (Iloh et al, 2012).

Caring is a crucial nursing phenomenon that is expressed daily in the attitudes, behaviors, and skills of professional nurses. Caring behavior by nurses can contribute to the satisfaction and well-being of patients as nurses spend maximum time with the patients than other health workers. Stroehlein (2016) in a concept analysis identified caring attributes often encountered in nursing to include honesty, attentive listening, comforting, patience, responsibility, providing information so that the patient can make an informed decision, touch, sensitivity, respect, calling the patient by name, connecting with patients and being resilient to possible uncertainties in each patient's state of health. Araet *al.* (2015) asserted that dissatisfaction with the nursing care services may lead to lower utilization of the nursing care services by the patients. Patient satisfaction results in enhanced compliance of the patients to the medical regimens, appropriate use of medical resources and quick recovery from illness.

Several studies have shown an association between nursing and patient satisfaction, identifying nursing care as the only hospital service that has direct and strong relationship with overall patient satisfaction. Eyasu et al (2016), found a moderate level of satisfaction (52.8%) with nursing care while Ahmed et al (2014), found 52.7% overall satisfaction with nursing care and 55% satisfaction with the care environment. Modebe et al (2014) found that 23.2% were dissatisfied with the nurses,

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as they were unfriendly, responded slowly to their calls, had no regards for their privacy and served medications late. Other areas of dissatisfaction include sanitation and poor quality of food. Understanding what patients perceive as caring behaviors is essential in tailoring nursing interventions that meet individual patient needs and impact the patient experience.

Several studies have recently been conducted in Nigeria, reported high satisfaction with physical and psychological nursing care among helpless patients in Federal tertiary hospitals, Enugu (Ehiemere et al, 2011). The study involved 105 patients who cannot perform activities of daily living who were interviewed using a questionnaire. There was low satisfaction with spiritual care as the nurses did inculcate it in their care. In Anambra State, Modebe et al (2014), assessed satisfaction of 164 patients on admission in Nnamdi Azikiwe teaching Hospital Nnewi and found that 23.2% were dissatisfied with the nurses, as they were unfriendly, responded slowly to their calls, had no regards from their privacy and served medications late. Other areas of dissatisfaction include sanitation and poor quality of food. In Edo State, Mohammed and Odetola (2014), evaluated patients' perception of nursing care with focus on communication in selected health institutions and found that nurse-patient communication was satisfactory with a positive correlation between perception and quality of nursing care.

A similar survey in Ogun State, Oredola and Odusanya (2017) assessed the perception of residents of Abeokuta south on the Quality and Preference of Healthcare services and found that 73% of the residents fancied government hospitals for treatment of regular health problems as opposed to private hospitals. 78% of the respondents were satisfied and rated quality of care to be high in the government hospitals. This was because care was effective, affordable and the environment clean. 68% of the respondents in this study were dissatisfied with waiting time in the Government hospitals. In Osun State, Eegunranti et al, (2015), assessed the relationship of self-esteem to patient satisfaction with nursing care among post-natal women in a tertiary hospital in Ile-Ife. 100 women were qualified and used for the study which depicts that women with high self-esteem were easily satisfied and length of stay in the hospital, having tertiary education, higher income and being employed are contributing factors. In Niger State, a study by Adekanye et al, (2013), assessed patient satisfaction with services at federal medical center Bida and found high satisfaction score of 96% with maternity services among other services and a high recommendation of the facility to others.

It is in the light of the above that the researcher is interested in assessing the predictors of patients' satisfaction with nursing care delivery among patients in MbodoAluu Health Centre, Rivers State.

Research Questions

The following research questions were answered

1. What are the overall satisfaction levels of the patient receiving nursing care?
2. What are the factors that affect the satisfaction level of patient?
3. What are the effects of nurses' behavior or care on patients' health \recovery of health?

Hypotheses

1. There is no significant difference between male and female patients, level of satisfaction and the care rendered.
2. There is no significant relationship between respondent's length of hospital stays and their satisfaction with nursing care received.
3. There is no significant relationship between patients' level of education and the level of satisfaction.

METHODOLOGY

Research Design: A descriptive survey was adopted for this study.

Study Population: The study population consists of all the patients in Mbodo Aluu Health Center, Rivers State. A total 160 patients that met the inclusion criteria within five weeks participated in the study.

The inclusion criteria were male and female patients on admission for over 48 hours, who are between the ages of 18 and 65 and who were willing to participate in the study. Adults above 70 years are not suitable for this study because senile dementia could be setting in and could be experiencing short attention span. **Exclusion criteria** includes patients who are comatose or confused, not willing to participate in the study, below the age of 18 or above age 70 and have been in admission for less than two days.

Sample Size and Sampling Technique: Purposive sampling technique was used to select 160 respondents based on inclusion criteria.

Instrumentation: Self-developed instrument was used to assess the predictors of patients' satisfaction with nursing care delivery. The questionnaire was pretested at a health center in Ahoada on 20 patients. These patients were not part of the real sample. After their response, the data was subjected to Cronbach alpha analysis using SPSS Version 23. The reliability coefficient index was 0.813.

Method of Data Analysis: The completed questionnaire was coded and analyzed using the Statistical Package for Social Science (SPSS) version 23. The research questions of the study were answered using descriptive statistics of mean, standard deviation and percentages, while the hypotheses were tested with t-test, PPMC and Chi-square.

RESULTS**Demographic and Socio-Economic Characteristics****Table 1:** Frequency and percentage of demographic distribution

| Variables | Frequency | Percentage (%) |
|----------------------------------|-----------|----------------|
| Sex | | |
| Male | 46 | 28.8 |
| Female | 114 | 71.2 |
| Age | | |
| 10-20 | 34 | 21.3 |
| 21-30 | 40 | 25.0 |
| 31-40 | 56 | 32.5 |
| 41 years above | 34 | 21.3 |
| Monthly Income | | |
| Low | 14 | 8.8 |
| Moderate | 118 | 73.8 |
| High | 28 | 17.6 |
| Level of Education | | |
| No formal education | 14 | 8.8 |
| Primary education | 44 | 27.5 |
| Secondary education | 74 | 46.3 |
| Post-secondary education | 28 | 17.5 |
| Length of hospitalization | | |
| 1-3days | 86 | 53.8 |
| 3-6days | 30 | 18.8 |
| 6-9days | 30 | 18.8 |
| 9-12days | 14 | 8.6 |
| Hospital environment | | |
| Clean | 160 | 100.0 |
| Dirty | - | - |

Table 1 above shows 71.2% of the respondents are female, 28.8% are male; 21.3% of the respondents are between the ages of 10-20years, 25% are between the ages of 21-30, 32.5% are between the ages of 31-40 and 21.3% are between the ages of 41 years and above. The monthly income revealed that majority (73.8%) had moderate income, 17.6% had high income and 8.8% had moderate income. Also, 8.8% have no formal education, 27.5% have primary school education, and 46.3% had secondary, while 17.5% had post-secondary school education. The length of hospitalization has the majority at 1-3 days, while all agreed that the hospital environment is clean.

Table 2: the overall satisfaction levels of the patient receiving nursing care

| Overall satisfaction levels of the patient receiving nursing care | Category of scores | Responses | |
|---|--------------------|--------------|-------|
| | | F | % |
| Dissatisfied | 1-22 | 40 | 25.0 |
| Moderately Satisfied | 23-44 | 88 | 55.0 |
| Highly Satisfied | 45-65 | 32 | 20.0 |
| Total | | 160 | 100.0 |
| Mean (%) | | 46.23 (75.4) | |

Results from Table 2 shows the overall satisfaction levels of the patients receiving nursing care. Forty-four (55%) respondents scored between 23 and 44 on a scale of 65 were moderately satisfied, 20 (25%) were dissatisfied and 16 (20%) were highly satisfied with nursing care received.

Table 3: Factors influencing patient`s satisfaction with nursing care

| Patient satisfaction question items | Not satisfied | Undecided | Satisfied |
|---|---------------|--------------|----------------|
| Attitude of the nurses | 54 (33.8) | - | 106 (66.3) |
| Disposition of the nurses to work | - | 42 (26.3) | 118 (73.8) |
| Hospital environment | | | 160 (100.0) |
| Respect for my privacy | - | 78 (48.8) | 82 (51.2) |
| Supply of information by the nurses to me | 66 (41.3) | - | 94 (58.7) |

Table 3 revealed the factors that affect the satisfaction level of patient. It was revealed that all the respondents were satisfied with the hospital environment, followed by nurse`s disposition to work (73.8%); attitude of the nurses (66.3%), supply of information by the nurses to the patients (58.7%), and lastly by respect for privacy (51.2%).

Table 4: Information on effects of nurses' behavior or care on patient's health \recovery of health

| Variable | Frequency | Percentage (%) |
|---|-----------|----------------|
| How would you describe the behaviour of the nurses | Good | 66.3 |
| | Poor | 33.8 |
| Were the nurses caring? | Yes | 86.2 |
| | No | 13.8 |
| Did the nurses show empathy? | Yes | 75.0 |
| | No | 25.0 |
| Did they attend to your health needs as a matter of priority? | Yes | 86.2 |
| | No | 13.8 |
| mode of communication of the nurses | Good | 80.0 |
| | Poor | 20.0 |
| nurses attitude in doing their work | Good | 86.2 |
| | Poor | 13.8 |
| Did the nurses treat you like an important person | Yes | 75.0 |
| | No | 25.0 |
| Did the nurses listen to your concerns and fears | Yes | 100.0 |
| | No | - |
| Did the nurses respond willingly to your request | Yes | 100.0 |
| | No | - |
| nurses comfort your relatives and friends | Good | 25.0 |
| | Poor | 75.0 |

The results on Table 4 depicts the effects of nurses behavior or care on patients health \recovery of health. The patients positively rated the behaviour of nurses in promoting their wellness. However, there was a complaint of the way the nurses respond to their family and friends.

Table 5: Independent t-test to show the difference between male and female patients level of satisfaction and the care rendered

| | N | Mean | Std. Deviation | Std. Error Mean | Df | T | Mean diff | P value |
|--------|-----|-------|----------------|-----------------|-----|-------|-----------|---------|
| Male | 46 | 43.19 | 6.66 | 1.50 | | | | |
| Female | 114 | 41.97 | 7.32 | 2.39 | 158 | 1.007 | 1.22 | .103 |

Table 5 presents the result of hypothesis one postulated in this study. It is indicated that there is no significant difference between male and female patients level of satisfaction and the care rendered (Mean difference = 1.22, $t_{(158)} = 1.007$, $p = .103$). Going through the patients level of satisfaction and the care rendered mean scores, one can say that there is no significant difference between male (N = 46, Mean = 43.19, Std. dev. = 6.66) and the female (N = 114, Mean = 41.97, Std. dev. =

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7.32). Based on this, the earlier set hypothesis was accepted. Therefore, there is no significant difference between male and female patients' level of satisfaction and the care rendered.

Table 6: The Pearson product-moment correlation coefficient of respondent's length of hospital stays and their satisfaction with nursing care received

| | | Length of hospital stays | Satisfaction |
|---------------------------------|---------------------|--------------------------|--------------|
| Length of hospital stays | Pearson Correlation | 1 | .517** |
| | Sig. (2-tailed) | | .000 |
| | N | 160 | 160 |
| Satisfaction | Pearson Correlation | .000 | 1 |
| | Sig. (2-tailed) | .502** | |
| | N | 160 | 160 |

** = significant at less than 0.05

Table 6 above showed that there was a positive significant relationship between respondent's length of hospital stays and their satisfaction with nursing care received ($r = .517$, $N = 160$, $p = .000$). Therefore, the earlier set hypothesis was rejected while the alternate hypothesis was accepted. This finding implies that there is a significant relationship between respondent's length of hospital stays and their satisfaction with nursing care received.

Table 7: Correlation matrix of the relationship between the patient's level of education and the level of satisfaction

| | Calculated value (χ^2_{cal}) | Df | P value | Remarks |
|--|-------------------------------------|----|---------|-------------|
| Patient's level of education and the level of satisfaction | 23.876 | 6 | .000** | Significant |

** = Significant at 0.05

The results in Table 7 indicated a significant relationship between patient's level of education and the level of satisfaction. Since the calculated χ^2 of 23.876 is significant at p-value of .000, the null hypothesis is rejected while the alternate one is accepted. The findings imply that the patient's level of education is related to their level of level of satisfaction.

DISCUSSION

The outcome of this study revealed the overall satisfaction level of the patient receiving nursing care to be moderately satisfied and fair (55%). The implication of this is that patient's satisfaction

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with nursing care is an important component for evaluating quality health care in the hospital. The level of satisfaction is similar to the findings of Abed Al-Hussein and khaleel (2015) who reported 56% satisfaction level among their respondents. This is equally supported by the findings of Odum-Igwe and Farotimi (2019).

It was found that the factors affecting the satisfaction level of patient on nursing care are the hospital environment, nurses' dispositions to work, attitude of the nurses, information management by the nurses to the patients, and respect for privacy. This corroborates the findings on hospital environment by Soliman *et al.*, (2015), nurses' dispositions and attitude (Ella *et al.*, 2016; Abdullah *et al.*, 2017; Odum-Igwe & Farotimi, 2019), information management (Mohammed & Odetola, 2014; Ella *et al.*, 2016), and respect for privacy (Charalambouset *al.*, 2017). This implies that patients expect healthcare services to be more satisfactory especially the hospital environment and nurses' demeanor.

On the effect of nurses behavior or care on patients health\recovery,the patients positively rated the behaviour of nurses in promoting their wellness. This is in tandem with the findings of Odum-Igwe and Farotimi (2019) and Eyasuet *al.* (2016) who reported a positive association between the nurses' behaviour and patients health\recovery of health.

Result of this study indicated no significant difference between male and female patients' level of satisfaction and the care rendered or received. This implies that caring relationships should be the foundation of nursing practice, this relationship with patient and family must bring about trust, better health outcomes which form the foundation for future interaction. This caring relationship should give ways for interest in self-care and development of the patient. This is supported by the findings of Soliman, Kassam and Ibrahim (2015) patients' satisfaction and nurses' caring behaviors are related regardless of gender. Also, Kahn, Iannuzzi, Stassen, Bankey and Gestring (2015) found the perception of patient interaction with healthcare team to be a strong predictor of patient satisfaction.

A positive significant relationship was reported between respondent's length of hospital stays, level of education and their satisfaction with nursing care received. This is supported by the findings of Eyasu, Adane, Amdie, Getahun and Biwota (2016).

CONCLUSION

Patient satisfaction is considered as an important outcome of the quality of healthcare. High-quality nursing care is dependent on patient perceptions of hospital environment, nurses' dispositions to work, attitude of the nurses, information management by the nurses to the patients, and respect for their privacy. Even though hospitals have their own nursing care standards, it is important to provide information to patients regarding nursing care and their related expectations, as it has been shown that expectations are of great importance for increasing satisfaction. This

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study therefore concluded that nurses' care attributes and hospital environments are strong predictors of patients' satisfaction.

Recommendations

Based on the outcome of this study, it is therefore imperative to recommend that this study also elucidates important factors that can help clinicians and administrators to predict and improve satisfaction in a hospital setting.

1. To increase satisfaction with nursing care, greater emphasis should be given to patient privacy, freedom and communication.
2. Government hospitals should implement the regular evaluation of consumer satisfaction in each visit to serve as evidence base for improved quality healthcare services.
3. Wards should be decorated, beautified with clean restrooms to aid good healing environment.

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International Journal of Nursing, Midwife and Health Related Cases 10 (1), 49-60, 2024

Print ISSN: 2397-0758 (Print),

Online ISSN: 2397-0766 (Online)

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