



ARAŞTIRMA / RESEARCH

Patient satisfaction on nursing care: the case of in day surgery

Hemşirelik bakımından hasta memnuniyeti: günübirlik cerrahi vakası

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Abstract

Purpose: The study was conducted to assess day surgery patients' satisfaction levels with nursing care.

Materials and Methods: The study used a descriptive and cross-sectional design and was carried out through face-to-face interviews between January and March 2016 with 98 patients who were hospitalized in the day surgery unit of a university hospital, who were 18 years or older, spoke Turkish and were able to comprehend and answer the questions, and volunteered to take part in the study. A personal questionnaire containing questions about the patients' descriptive characteristics, and the Newcastle Satisfaction with Nursing Scales (NSNS), adapted into Turkish by Uzun, were used to collect the data.

Results: The patients' mean age in the study was 46.2±14.5 and 56.1% of them were women.

The mean score of the Experience of Nursing Care Scale (ENCS) applied to the patients was 84.4±18.1 and the Satisfaction with Nursing Care Scale's (SNCS) mean score was 82.4±19.2. The satisfaction level in surgical clinic patients was high in a statistically significant manner ($p<.001$). There was a positive statistically significant correlation and between mean scores of the patients in ENCS and SNCS ($p<.001$; $r=.346$). The scores of the scales range from 0 to 100 points. A total score of 100 points indicate the highest satisfaction with all aspects of nursing care.

Conclusion: It was determined that the patients' nursing care experience and nursing care satisfaction scores were high, and as the care experience total score increased, the nursing care satisfaction score increased.

Keywords: Patient satisfaction, nursing care, nursing care quality

Öz

Amaç: Çalışma; günübirlik cerrahi servis hastalarının hemşirelik bakımından memnuniyet düzeylerini değerlendirmek amacıyla yapılmıştır.

Gereç ve Yöntem: Tanımlayıcı-kesitsel tipte yapılan araştırma, Ocak-Mart 2016 tarihleri arasında, bir üniversite hastanesinin günübirlik cerrahi kliniğine yatan, 18 yaş ve üzeri, Türkçe bilen, soruları anlayıp cevaplayabilen ve çalışmaya katılmaya gönüllü olan 98 hasta ile yüz-yüze görüşme yöntemi ile yapılmıştır. Veriler, tanıtıcı özellikler ile ilgili sorular içeren kişisel anket formu ve Uzun tarafından Türkçe'ye uyarlanmış Newcastle Hemşirelikten Memnuniyet Ölçeği kullanılarak toplanmıştır.

Bulgular: Hastaların yaş ortalaması 46,2±14,5 olup %56,1'i kadındır. Hastalara uygulanan Hemşirelik Bakımı ile İlgili Yaşananlar Ölçeği (HBYÖ) puan ortalaması 84,4±18,1, Hemşirelik Bakımından Memnuniyet Ölçeği (HBMÖ) puan ortalaması 82,4±19,2 bulunmuştur. Cerrahi klinik hastalarında memnuniyet düzeyinin istatistiksel olarak anlamlı şekilde yüksek olduğu saptanmıştır ($p<.001$). Hastaların HBYÖ ile HBMÖ puan ortalamaları arasında pozitif yönde anlamlı ilişki belirlenmiştir ($p<.001$; $r=.346$). Ölçeklerden alınan puanlar 0 ile 100 puan arasında değişmektedir. Toplam 100 puan, hemşirelik bakımının tüm yönlerinden en yüksek memnuniyeti gösterir.

Sonuç: Hastaların hemşirelik bakım deneyimi ve hemşirelik bakımı memnuniyet puanlarının yüksek olduğu, bakım deneyimi toplam puanı arttıkça hemşirelik bakımı memnuniyet puanının arttığı belirlendi.

Anahtar kelimeler: Hasta memnuniyeti, hemşirelik bakımı, hemşirelik bakım kalitesi.

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INTRODUCTION

Day surgery is an arising technique of ambulatory surgical procedure that provides both high-quality care and financial advantage. The practice of day surgery is expanding and quickly rising internationally as a result of developments in technology and new treatment alternatives.

Today, patient satisfaction in nursing care is becoming an increasingly significant aspect in the evaluation of health services in the clinic. Immediate consumption of health services as they are produced makes it difficult to measure the quality of this service³. The definition of patient satisfaction is "the level at which individual values and needs of the patient are met and the basic criteria that indicates the quality of the care given". As a measure of health care quality, patient satisfaction has taken a significant role in developed countries in recent years⁴. Data obtained through assessment of patient satisfaction are important in improving the quality of care and service. Personality, perception, motivation, attitudes, expectations, social class, culture, family relationships, age, degrees, social security, gender, and levels of education are factors that affect satisfaction⁵. In addition to these, service capacity where patients were treated, primary nursing care, diagnosis of disease, duration of hospitalization, and the hospital's physical resources, organizational management and previous experiences of patients are other important elements⁶. Satisfaction with nursing care given to patients during their hospitalization is the most significant factor in assessing patient satisfaction with health care services overall. Satisfaction with nursing care was first defined by Risser in 1975 as "harmony of ideal nursing care and nursing care that the patient actually received"^{7,8}.

Today, the use of day surgery in various fields seems to be widespread and applied at increasing rates. Day surgery is defined as an approach based on the surgical procedure applied to the patient, requiring no hospitalization and recommending discharge on the same day. Care needs of day surgery patients may differ from the needs of other surgical patients who are hospitalized⁹. Same-day discharge of patients following a surgery has led to a change in the needs of the patient as compared to patients who are longer hospitalized; information, psychological preparation, complication and sign management need to be properly managed for patients to fulfill the discharge criteria¹⁰. Preoperative assessment is frequently done by the nursing staff; nonetheless, developments in

day surgery have resulted in changes in nursing care and in decreased contact between the nurse and the patient during the acute phase¹¹. Several of the recent nursing roles commonly contain a variety of responsibilities and skills to obtain effectivity¹.

Therefore, the brief interaction between the nurse and the patient integral in every phase of the surgical process for its timely delivery and information provision, is essential to the role of the modern nurse². The professional attitude of nurses is greatly influencing the satisfaction and separation of patients from the hospital. In this study, we aimed to evaluate the level of satisfaction with nursing care of patients undergoing day surgery.

MATERIALS AND METHODS

The descriptive and cross-sectional research design was used in the study. The universe of the study composed of patients who were admitted to the Day Surgery Unit of Cukurova University Balcalı Hospital between January and March 2016 and study sample was composed of 98 patients who were 18 years or older, who spoke Turkish and were able to comprehend and answer the questions, and who volunteered to take part in the study. The study received ethical approval by Balcalı Hospital, Cukurova University (Date: 27/11/2015, Number: 45868485-900 / 97360). To obtain verbal consent of the patients, all participants were notified of the purpose of the study, ensured that the information collected would be used solely for scientific purposes, and that the information would be confidential and only shared with the researchers involved. The study was conducted in accordance with the principles of the Declaration of Helsinki.

Data collection

Personal information form and the NSNS (Newcastle Satisfaction with Nursing Scale) were used to collect the data. Day surgery units' are defined as an approach based on the surgical procedure applied to the patient, requiring no hospitalization and recommending discharge on the same day. To administer the questionnaires, the researcher conducted face-to-face interviews in the patients' rooms and the interviews lasted for approximately 15 minutes.

Personal information form

After a literature search, the authors created the form

which comprises of seven items, including age, gender, marital status, educational level, previous hospital experience, and impression of the hospital and the attending clinic^{5,8,12}.

Newcastle Satisfaction with Nursing Scale (NSNS)

The Experiences of Nursing Care Scale (ENCS) and Satisfaction with Nursing Care Scale (SNCS) are used in combination to perform holistic evaluation of overall nursing quality. The NSNS used to assess the nursing care quality in the hospital was developed by Thomas and his colleagues in 1995 to evaluate perceptions of nursing care of 150 patients hospitalized in surgery and internal medicine clinics in a hospital in England, as good or bad, using individual and group-based interview techniques¹³. In 2003, Uzun tested the scale for validity and reliability in the Turkish population with 280 patients⁶. The ENCS comprises 26 items rated on a Likert-type 7-point scale. The scores of the scale range from 0 to 100 points. A total score of 100 points indicates the highest satisfaction level with nursing care. SNCS comprises 19 items rated on a Likert-type 5-point scale. The scores of the scale range from 0 to 100 points. A total score of 100 points indicate satisfaction with all aspects of nursing care⁶.

Statistical analysis

Data were collected and analyzed by SPSS version 16 (SPSS, Chicago, IL, USA). Descriptive statistical methods (mean, frequency, percent) and to analyze for two independent groups t-test and for more than two independent groups analysis of variance (ANOVA) were used. Correlation between parameters was tested by Pearson correlation test. Kolmogorov-Smirnov test assessed normality of quantitative data distribution.

For the determination of the difference, for multi-group data, the Bonferroni corrected Dunn test was used in the multiple comparison tests. In analyzing the differences between groups, there are expressions such as "[1-2,3]" in paired comparisons in variables that show a significant difference for three or more groups. [1-2,3] The meaning of this statement is that there are significant differences between 1 and 2 and between 1 and 3 separately. The Cronbach's alpha coefficients of 0.75 for ENCS and 0.97 for SNCS were used. In this study, p-value <0.05 was considered significant.

RESULTS

When the socio-demographic characteristics of the patients' were examined, mean age was 46.2 ± 14.5 years (range 18-73). Of the study patients, 56.1 % were females, 79.6% were married, 31.6% were secondary school graduates, 83.7% had previous hospital experience, 75.5% had good experiences, and 70.4% were admitted to the internal medicine ward (Table 1).

Table 1. Descriptive features of the patients (n = 229)

Variable		
Mean age: years (SD)	46.2 (14.5)	
Gender	n	%
Male	43	43.9
Female	55	56.1
Marital Status		
Married	78	79.6
Single	20	20.4
Education		
Illiterate	6	6.1
Literate	9	9.2
Primary	24	24.5
Secondary	31	31.6
University	28	28.6
History of hospitalization		
Yes	82	83.7
No	16	16.3
Experience		
No	11	11.2
Good	74	75.5
Middle	9	9.2
Bad	4	4.1
Ward		
Medical	69	70.4
Surgical	15	15.3
Radiology	8	8.2
Dentistry	6	6.1

SD, standard deviation

Table 2. The mean scores in ENCS* and SNCS**

Scale	Mean \pm SD
ENCS	84.4 \pm 18.1
SNCS	82.4 \pm 19.2

SD, standard deviation; * Experience of Nursing Care Scale; ** Satisfaction with Nursing Care Scale

The mean score in ENCS was 84.4 ± 18.1 points and the mean score in SNCS was 82.4 ± 19.2 points (Table 2). There was no significant relationship between gender, marital status, educational status, hospital experience, impressions, and the mean scores in ENCS and SNCS ($p > .05$). There was a significant relationship between the attending clinic and the mean scores in ENCS and SNCS ($p < .001$) (Table 3).

When the differences were analyzed, it was discovered that the surgical patients' mean ENCS and SNCS scores were higher. Moreover, the mean ENCS and SNCS scores of Radiology patients are lower. There was a positive correlation between mean

scores of the patients in ENCS and SNCS ($p < .001$; $r = .346$). The mean score in ENCS increased with increasing mean score in SNCS. No significant relationship between age and scores of satisfaction with nursing care was found (Table 4).

Table 3. Patient characteristics and satisfaction

Variable	Experience of Nursing Care Scale				Satisfaction with Nursing Care Scale			
	Mean \pm SD	Test statistics	p	Difference	Mean \pm SD	Test statistics	p	Difference
Gender								
Male	85.2 \pm 21.0	t=0.383	0.702		82.2 \pm 16.8	t=0.846	0.400	
Female	83.7 \pm 15.7			79.4 \pm 15.4				
Marital Status								
Married	84.4 \pm 19.5	t=0.025	0.980		80.2 \pm 16.9	t=-0.527	0.599	
Single	84.3 \pm 11.6			82.3 \pm 12.2				
Education								
Illiterate	83.8 \pm 12.4	F=2.021	0.098		80.8 \pm 15.3	F=0.576	0.681	
Literate	99.5 \pm 35.3			85.2 \pm 14.9				
Primary	81.9 \pm 14.4			82.0 \pm 15.0				
Secondary	85.1 \pm 19.9			77.3 \pm 17.9				
University	80.9 \pm 8.7			81.6 \pm 15.6				
History of hospitalization								
Yes	85.8 \pm 18.6	t=1.748	0.084		80.8 \pm 16.3	79.5 \pm 15.3	0.768	
No	77.2 \pm 13.6			79.5 \pm 15.3				
Experience								
No	78.4 \pm 13.5	F=0.668	0.574		79.2 \pm 13.6	F=1.053	0.373	
Good	85.7 \pm 19.6			80.9 \pm 16.2				
Middle	82.9 \pm 10.1			85.3 \pm 14.0				
Bad	79.0 \pm 13.5			68.5 \pm 22.9				
Ward								
Medical ⁽¹⁾	86.2 \pm 16.4	F=3.265	0.025*		82.0 \pm 13.6	F=14.182	0.001**	
Surgical ⁽²⁾	88.0 \pm 16.7			[2-1,3,4]	87.4 \pm 11.3			[2-1,3,4]
Radyology ⁽³⁾	88.0 \pm 16.7			[3-1,2,4]	51.5 \pm 16.0			[3-1,2,4]
Dentistry ⁽⁴⁾	76.1 \pm 8.5			86.0 \pm 14.0				

* Analyze for two independent groups with normal distribution "Independent Sample-t" test (t-table); and for more than two independent groups analysis of variance (F-table) were used.

The meaning of the statements [2-1,3,4] and [3-1,2,4] is that there are significant difference between group 2 and groups 1,3 and 4, and between group 3 and groups 1,2 and 4.

Significance levels: * $p < 0.05$. ** $p < 0.001$ SD, standard deviation.

Table 4. Comparison between individual variables and mean scores in ENCS and SNCS

Variable	ENCS*	SNCS**
Age		
r	0.073	0.043
p	0.474	0.672
ENCS		
r	----	.346
p	----	0.001*

*Correlation relation is significant at $p < 0.001$, r:Pearson correlation test * Experience of Nursing Care Scale ** Satisfaction with Nursing Care Scale

DISCUSSION

The research aimed to investigate the patients' satisfaction with nursing care and their experiences of the care. This study was conducted to assess patient satisfaction based on the patients' opinions and perceptions regarding nursing care and quality of nursing care in day surgery. The study found that patient satisfaction with nursing care is above average. In both the original version, and in the Turkish version of the NSNS, the mean satisfaction score was assessed between 0–100 points^{7,13}. Therefore, when the score was closer to 100 points, the level of satisfaction was assessed as a higher score. The findings of this study, as well as the findings of other studies conducted in Turkey indicated that the level of satisfaction was above moderate (0–100)^{14–19}. Patients have also demonstrated high levels of satisfaction with nursing care in the literature^{8,14,20–28}. Patient satisfaction is an important indicator of the quality in health care services. These results allow us to suggest that the nursing care quality is high.

The study also investigated the effects of certain socio-demographic factors on the assessment of nursing care including age, gender, marital status, education, previous hospital experiences, impression of the hospital and the attending clinic.

The mean score of satisfaction with nursing care did not change according to age. The studies have reported variable results in terms of statistical significance of the relationship between age and satisfaction. Literature reporting findings parallel to those in the current study also indicate that age did not affect the satisfaction of patients^{21,26,29,30}. In contrast to our findings, other studies reported more satisfied in elderly patients^{16,23,31}.

When satisfaction scores are evaluated by gender, males seem to have a higher level of satisfaction than females, although no significant difference was observed between the groups. The studies in the literature have reported variable results. Though there are similar reports in literature^{15,31,32}, there are also studies that reported results contradicting our findings^{8,18,23,28}. For example, Wojnicka et al., Kol et al., and Findik et al. found a higher satisfaction level among males^{8,15,23}, and the study by Alhusban et al. reported higher level of satisfaction among females²⁸. As can be seen, studies have reported different results regarding the level of satisfaction by gender. An explanation for this discrepancy may be due to the

study groups' cultural, social, and characteristic differences.

No significant change was observed in the patients' satisfaction levels according to their marital status. Parallel to our findings, no significant relationship between satisfaction level and marital status was observed in the studies^{15,29,30}.

A statistically significant relationship was not observed between educational status and the satisfaction level, which is consistent with the findings in these studies^{12,15,21,30}. Other studies reported educational status to affect the level of satisfaction^{14,16,31}.

Previous hospital experiences of the patients did not affect their satisfaction with nursing care. These findings were consistent with those in literature^{16,18,30,33} however; there is a study reporting contrasting results³.

Patients left with good impressions in the past had higher scores of satisfaction with nursing care and patients left with poor impressions in the past achieved modest scores of satisfaction with nursing care; however, there was no statistically significant relationship between hospital impressions in the past and the level of satisfaction with nursing care. This finding is similar to that reported in the study⁵. It can be suggested that past positive hospital impressions have favorable effects on hospital selection and level of satisfaction.

The analysis of the relationship between the satisfaction level and the clinic attended indicates a statistically significant relationship. Patients hospitalized in surgical clinics gave higher scores of satisfaction than patient hospitalized in the other clinics, and the difference was statistically significant. There are similar reports in literature^{23,25,33,34}. Since surgical interventions cause many physiological and psychological changes in the human body, patients need quality nursing care in this process. The quality of nursing care is directly related to how the given care service is perceived by the service recipients³⁴. The higher level of satisfaction in surgical clinics could be due to more tangible treatment results obtained. However, there are studies reporting a higher level of satisfaction in branches of internal medicine^{3,8,15}, and gynaecological patients had higher satisfaction levels than medical/surgical patients^{21,28}.

A positive correlation between the scores in ECNS and SCNS was observed. Patient satisfaction with

nursing care increased with increasing scores of patients in the ENCS. Similarly, a validity study of the NSNS conducted in some literature also found a positive correlation between the scales⁵. It is understood that patients have a holistic approach to nursing care.

Six characteristics of patients and their satisfaction with nursing care were evaluated in the study; however, other characteristics affecting satisfaction were not evaluated. This might be a limitation that made it difficult to understand the effects of patient characteristics on satisfaction. Even though the sample size was large enough to run a statistical analysis, the patients in this study were recruited from only one university hospital. Generalizability may be limited to similar characteristics of the study population and may not extend to all patient experiencing day surgery. The consecutive sampling scheme which recruits all accessible patients during a certain period of time does not constitute a random unbiased sample. It is possible that some bias in sampling occurred and affected study findings. There may also be variations in patient's reported needs and satisfaction depending upon other factors such as time of the year, relationship with the surgeon and center. In addition, individual and disease-related characteristics might differ based on type of hospital. Thus, further studies from diverse centers or hospitals might be helpful to see if differences emerge. Finally, future studies using qualitative methodologies are recommended to investigate in-depth patient's experiences and perspectives on day surgery.

This study was conducted to assess the satisfaction with nursing care of day surgery patients; health care services provided, the patients' relationship with these services, and sufficiency and consistency of these services were all considered in this evaluation. This information is important in receiving feedback and improving nursing care in these units. The results of this research demonstrated that the patients in the day surgery units had high satisfaction levels with the nursing services. This study can be further enhanced by pinpointing the causes of patient dissatisfaction and then addressing these problems by increasing the awareness of nurses via educational workshops, which will increase the nursing care quality provided in the day surgery units. Finally, the research might contribute to other studies carried out in day surgery unit, which offer nursing services in a brief period and, thus, neglect the satisfaction of patients with

nursing services.

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