

Elderly Patient Satisfaction toward Nursing Care Quality in Najran Hospitals at Najran City, KSA

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Abstract

Background: Perceived patient satisfaction is one indicator to measure quality of the nursing care. **Purpose:** The present study aimed to assess patient's satisfaction towards nursing care quality in Najran Hospitals at Najran city southern of Saudi Arabia. **Methods:** A descriptive cross sectional study design was conducted between Octobers to December 2019. The sample of the study consisted of 333 patients who admitted to the different hospital departments and voluntarily agree to partake in the study. Data were collected using a standardized questionnaire (Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ)). It is rated on a 5-point Likert scale. The collected data were analyzed by statistical Package for social sciences (SPSS) version 23. **Results:** Of 333 participants in the present study. The main finding revealed that the proportion of overall satisfaction toward quality of nursing care was 250(75.08%) of participant were satisfied and 83 (24.92%) of participants were dissatisfied. Male patient 165(66.5%) more satisfied with nursing care than female 83(33.5). Married patient more satisfied 173(69.2%) than single 41(16.4%). Patient with digestive disorders and fractures and patients in surgical ward showed more satisfaction approximately (75%). Also patients admitted one time 100(40%) are more satisfaction than patient who admitted two times 80(32%) , three times 39(15.65) and four times or more 30(12%). **Conclusion:** Three quarter of patients were satisfied with nursing care they received in Najran hospitals and there is a higher significant association between satisfaction of patient and marital status, number of admission to hospital and ward they admitted in and diagnosis, recommendations: Implement quality improvement initiatives based on the identified areas of patient dissatisfaction, further studies in large population are recommended to ensure continuity of care and generalization of findings.

Key words: patient satisfaction, nursing care, Saudi Arabia

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Introduction

One of the most significant indicators of overall satisfaction with the hospital experience show the satisfaction of patients with the nursing care they received. both at the theoretical and methodological is considered as the concept of patient satisfaction and more consideration on understanding satisfaction has been called for

with the point of recognizing techniques to improve the nature of care. Patients' overall satisfaction with nursing care is based on all-encompassing nursing care, which means that medical caretakers should focus on patients' physical, mental, passionate viewpoints and increase the quality of nursing care (1).

Patient satisfaction is a multidimensional complex structure that results from a comparison of an individual's experience of health care with his or her own subjective standards (2). Patient satisfaction with care is a significant, subjective predictor of the nature of social consideration, shaped by the degree of care given and singular patient impression of care. Patient satisfaction is characterized as the patient's view of care contrasted with the expected consideration (3). Sector as health care have competitive environment and patient satisfaction is one of the significant variables which decide the accomplishment of health care facility (4).

Patient satisfaction regarding health care facilities is important in the provision of services to patients (5). Overall patients' satisfaction in hospitals is affected by role of nursing care. satisfaction with nursing care is the best indicator of patients' satisfaction with healthcare (6). Estimating persistent dissatisfaction with nursing care is recommended for structuring methodologies to upgrade the quality of care, considering quit points of view. There are some individual factors that impact dissatisfaction with nursing care are nursing care provided and hospital environment (7)

Expanded consideration has been paid on measuring and improving nature of care in the course of the most recent two decades. Along these lines estimating nursing care quality has been perceived as a need for human services suppliers and policymakers (8). The present study aimed to determine the patient satisfaction level toward quality of nursing care from patient view in selected Najran city hospitals, southern of Saudi Arabia

Methods

Research design

A descriptive cross sectional study was carried out to study the patient satisfaction toward nursing care quality in three selected hospitals king Khalid Hospital, General

Najran Hospital and Maternity-child Hospital in Najran city, southern kingdom of Saudi Arabia.

Sample size

The total populations involved in the study were 333 patients admitted to hospitals during period of the study. Data collection was carried out from October to December 2019. study Participants were chosen from different departments of the hospitals using a convenience sampling technique.

Data collection methods

Data were collected by researchers using standardized structured questionnaires by face to face interview of participants. A validate an Arabic version of the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) was used in order to explore patient satisfaction with nursing care in the research setting (8). The questionnaire originally is in English language version so it was translated to Arabic language because vast majority of participant are Arabic speaker. A pilot study was carried out on fifteen patients (4.5%) to test the clearly and practicability of the tools. It was used in many previous studies as a tool for data collection (9,10).

The questionnaire was composed of two parts which part one included socio-demographic variables including age, sex, educational, and marital status. The second part included questions regarding the level of perceived patient satisfaction. The questionnaire contains a 5 point likert scale ranging from one (excellent), 2 (very good), three (good), four (fair) and five (poor). Each item was scored on a 5 point Likert-scale, ranging from 1 (excellent= very satisfied), 2 (very good= satisfied), 3 (good= neutral), 4 (fair= dissatisfied) and 5 (poor= very dissatisfied). The mean score of satisfaction for each participant was determined or calculated as the average. A mean score of at least three or more were taken as an indicator of patient's dissatisfaction. Score 3 (good= neutral) was considered as dissatisfied because patients may be afraid to state their dissatisfaction of the services they were receiving (11) (Woldeyohanes et al., 2015). The overall patient satisfaction was a measured value using one (excellent), 2 (very good), on a 5 point Likert scale (11).

Ethical consideration

The permission to conduct the study was taken from faculty of Nursing, Najran University, and then permission for data collection from manager of health office in

Najran city then from manager of hospitals. Confidentiality and anonymity of the subjects was additionally guaranteed through coding overall. The specialists guaranteed that the information gathered and data was private and would be utilized distinctly with the end goal of the investigation.

Statistical analysis

Data were analyzed by using SPSS version 23. using descriptive statistics, which include frequency, percentage and stander deviation. P-value ≤ 0.05 was considered as statistically significant.

Results

Table (1) shows that the distribution of demographic characteristics among patients. The results of the study showed that more than half (53.2 %) of the patients aged ranged from 60 to 65 years old. More than one third (36.9 %) of the patients had secondary school in the level of education. As regards marital status, the two third (67.6%) of the patients were married and two third (62.8%) of the study sample are male.

Table (1): Frequency and percentage distribution of socio-demographic characteristics of Participants (n= 333)

Variable	Category	N	%
Gender	Male	209	62.8
	Female	124	37.2
Age	60-65	81	24.3
	66-70	177	53.2
	more than 70 years	75	22.5
Marital status	Single	87	26.1
	Married	225	67.6
	Separated	5	1.5
	Widowed	16	4.8
Level of Education	Illiterate	57	17.1
	primary school	91	27.3
	secondary school	123	36.9
	University	62	18.6
Number of admission to Hospital	one time	142	42.6
	two times	110	33.0
	three times	46	13.8
	four times or more	35	10.5

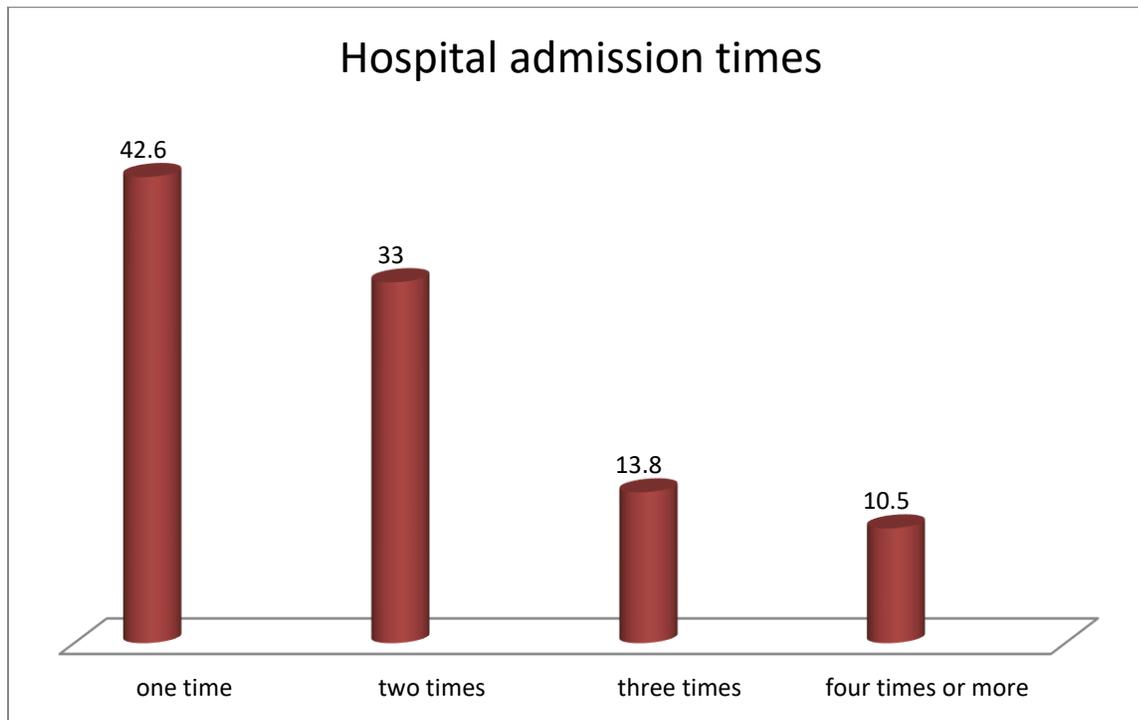


Figure 1 Frequency distribution of the studied sample regarding their number of admission to hospital

Figure 1 reveals the frequency distribution of the studied sample regarding times of hospital admission. The figure shows that the less than half of patients (42.6%) were one time admission to hospital. About one third (33%) reported two times, 13.8% reported 3 times and 10.5% reported four times and more.

Table (2) outlines various medical histories of the patients admitted to the hospital. The frequencies and percentages are presented for each diagnosis, providing insight into the prevalence of different medical conditions among the sample population. For instance, fractures and digestive diseases appear to be relatively common, with percentages of 20.4% and 18.3% respectively, whereas burns injuries have the lowest frequency at 2.1%. Regarding department distribution: The table also categorizes the admitted patients based on the department they were admitted to. This includes medical wards, surgical wards, diabetic centers, emergency rooms, obstetric departments, gynecology departments, and labor rooms. Surgical ward and medical ward admissions seem to be the most common, with percentages of 28.2% and 25.8% respectively, while gynecology department admissions are the least common, constituting only 0.9% of the sample.

Table 2: Frequency distribution of the studied sample regarding to medical history and the admitted department

Items	N	%
Diagnosis		
DM	44	13.2
Fracture	68	20.4
Cardiac diseases	23	6.9
Tumor	15	4.5
Digestive diseases	61	18.3
Respiratory diseases	28	8.4
Renal diseases	20	6.0
Gynecology and obstetrics disorders	54	16.2
Blood disorder	13	3.9
Burns injuries	7	2.1
Department		
Medical ward	86	25.8
Surgical ward	94	28.2
Diabetic center	38	11.4
Emergency Room	54	16.2
Obstetric	51	15.3
Gynecology	3	0.9
Labor room	7	2.1

Table (3) shows the satisfaction of patient regarding health care. Regarding how clear and complete the nurses' explanations were about tests, treatments, and what to expect: A significant proportion of respondents rated this aspect as "Very Good" (27.0%) and "Excellent" (45.9%). In relation to how well nurses explained how to prepare for tests and operations: A considerable percentage of respondents rated the communication of nurses as "Very Good" (23.4%) and "Excellent" (49.5%). A significant proportion of respondents rated this aspect as "Very Good" (31.2%) and "Excellent" (43.2%). Regarding how well the nurses kept them informed about your condition and Needs: A significant percentage of respondents rated this aspect as "Very Good" (27.6%) and "Excellent" (48.0%). A significant proportion of respondents rated nurses' attention as "Very Good" (23.7%) and "Excellent" (53.2%). Regarding Consideration of your needs, a significant number of respondents rated this aspect as "Very Good" (33.0%) and "Excellent" (38.1%). A significant percentage of respondents rated the skills and nurses competence as "Very Good" (30.0%) and "Excellent" (46.2%). Regarding Overall quality of care and services you received during your hospital stay: A significant proportion of respondents rated this aspect as "Very Good" (28.5%) and "Excellent" (44.7%).

Table (3): Frequency and percentage distribution patient satisfaction toward nursing care (n= 333) using A standardized questionnaire (Patient Satisfaction with Nursing Care Quality Questionnaire(PSNCQQ))

Variable	Poor		Fair		Good		Very Good		Excellent	
	F.	%	F.	%	F.	%	F.	%	F.	%
How clear and complete the nurses' explanations were about tests, treatments, and what to expect	12	3.6	16	4.8	62	18.6	90	27.0	153	45.9
How well nurses explained how to prepare for tests and operations	12	3.6	17	5.1	61	18.3	78	23.4	165	49.5
Willingness of nurses to answer your questions	15	4.5	26	7.8	61	18.3	79	23.7	152	45.6
How well nurses communicated with patients, families, and doctors	14	4.2	21	6.3	50	15.0	104	31.2	144	43.2
How well the nurses kept them informed about your condition and Needs	11	3.3	18	5.4	52	15.6	92	27.6	160	48.0
INVOLVING FAMILY OR FRIENDS IN YOUR CARE: How much they were allowed to help in your care	12	3.6	19	5.7	57	17.1	91	27.3	154	46.2
CONCERN AND CARING BY NURSES: Courtesy and respect you were given; friendliness and kindness	16	4.8	16	4.8	46	13.8	97	29.1	159	47.7
ATTENTION OF NURSES TO YOUR CONDITION: How often nurses checked on you and how well they kept track of how you were doing	14	4.2	19	5.7	44	13.2	79	23.7	177	53.2
RECOGNITION OF YOUR OPINIONS: How much nurses ask you what you think is important and give you choices	18	5.4	36	10.8	43	12.9	36	10.8	43	12.9
CONSIDERATION OF YOUR NEEDS: Willingness of the nurses to be flexible in meeting your needs	16	4.8	23	6.9	57	17.1	110	33.0	127	38.1
THE DAILY ROUTINE OF THE NURSES: How well they adjusted their schedules to your needs	13	3.9	27	8.1	51	15.3	118	35.4	124	37.2
HELPFULNESS: Ability of the nurses to make you comfortable and reassure You	18	5.4	18	5.4	59	17.7	101	30.3	137	41.1
NURSING STAFF RESPONSE TO YOUR CALLS: How quick they were to help	23	6.9	24	7.2	56	16.8	94	28.2	136	40.8
SKILL AND COMPETENCE OF NURSES: How well things were done, like giving medicine and handling IVs	9	2.7	19	5.7	51	15.3	100	30.0	154	46.2
COORDINATION OF CARE: The teamwork between nurses and other hospital staff who took care of you	11	3.3	15	4.5	58	17.4	104	31.2	145	43.5
RESTFUL ATMOSPHERE PROVIDED BY	18	5.4	24	7.2	55	16.5	92	27.6	144	43.2

NURSES: Amount of peace and quiet										
PRIVACY: Provisions for your privacy by nurses	12	3.6	16	4.8	51	15.3	90	27.0	164	49.2
DISCHARGE INSTRUCTIONS: how clearly and completely the nurses told you what to do and what to expect when you left the hospital	24	7.2	26	7.8	47	14.1	92	27.6	144	43.2
COORDINATION OF CARE AFTER DISCHARGE: Nurses' efforts to provide for your needs after you left the Hospital	18	5.4	24	7.2	52	15.6	113	33.9	126	37.8
Overall quality of care and services you received during your hospital stay	13	3.9	17	5.1	59	17.7	95	28.5	149	44.7
In general, would you say your health is	8	2.4	22	6.6	57	17.1	110	33.0	136	40.8
Based on the nursing care I received, I would recommend this hospital to my family and friends	32	9.6	35	10.5	102	30.6	74	22.2	90	27.0

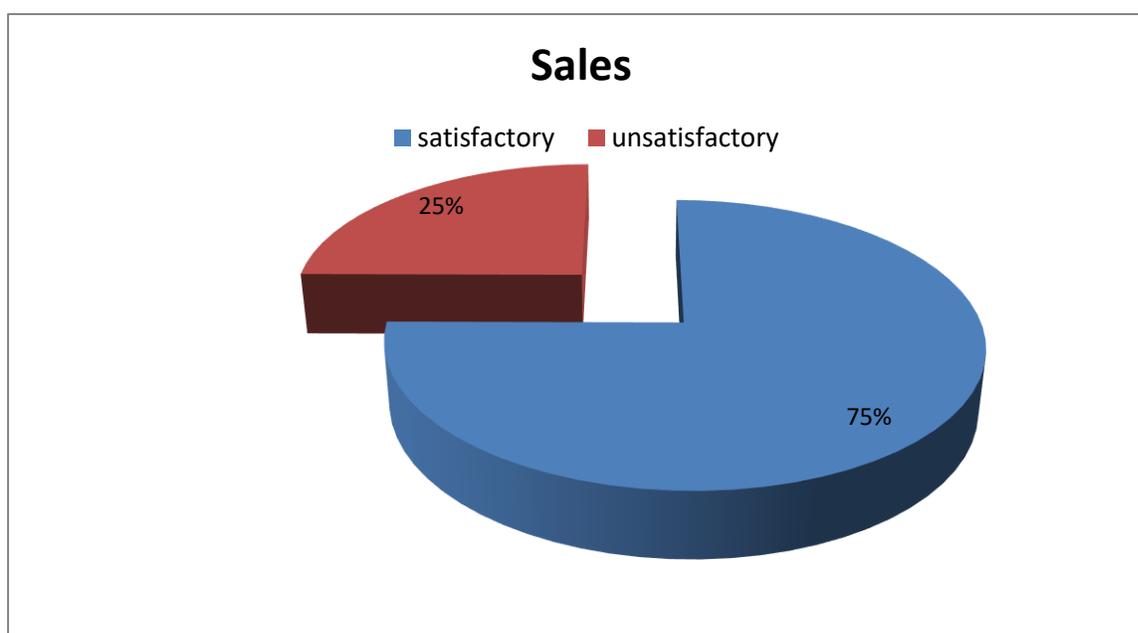


Figure 2: frequency distribution of the studied sample regarding their total levels of satisfaction

Table (4) shows there is a higher statistically significant association between the overall patient satisfaction toward quality of nursing care and diagnosis of patients (p-value 0.003) and only statically significant between gender type and department which admission it status (p-value= 0.029 & 0.011) respectively, while no statically significant between overall patient satisfaction toward quality of nursing care and age group, education level and marital status (p-value= 0.683, 0.663 & 0.308) respectively.

Table (4): Association between the overall patient satisfaction toward quality of nursing care and Socio-demographic characteristics (N=333)

Items	overall patient satisfaction toward quality of nursing care			P-value
	Satisfied ((250)	Dissatisfied (83)	Total	
1. Gender types				0.029
Male	167	42	209	
Female	83	41	124	
2. Age group				0.683
less than 26 years	58	23	81	
26 years to 45 years	134	43	177	
more than 45 years	58	17	75	
3. Education level				0.663
Illiterate	41	16	57	
primary school	66	25	91	
secondary school	97	26	123	
University	46	16	62	
4. Marital status				0.308
Single	64	23	87	
Married	173	52	225	
Separated	4	1	5	
Widowed	9	7	16	
Diagnosis				
DM	36	8	44	0.003
Fracture	50	18	68	
Cardiac diseases	15	8	23	
Tumor	13	2	15	
Digestive diseases	52	9	61	
Respiratory diseases	23	5	28	
Renal diseases	17	3	20	
Gynecology and obstetrics disorders	28	26	54	
Blood disorder	10	3	13	
Burns injuries	6	1	7	
6. Department				
Medical ward	67	19	86	0.011
Surgical ward	73	21	94	
Diabetic center	32	6	38	
Emergency Room	43	11	54	

Obstetric	32	19	51	
Gynecology	1	2	3	
Labor room	2	5	7	
7. Number of admission to hospital				
One time	100	42	142	0.102
Two times	81	29	110	
Three times	39	7	46	
Four times	30	5	35	

Discussion

This study aimed to study patients' satisfaction toward quality of nursing care in Najran city hospitals. One of the most important significant indicators of the patient satisfaction in health facilities is nursing care.

The results of this research showed a better level of satisfaction toward quality of nursing care. The main finding of the present study reveal that the proportion of overall satisfaction toward quality of nursing care was 250(75.08%) of participant were satisfied and 83 (24.92%) of participants were dissatisfied which mean that patients participated in recent study had a good experience toward nursing care they received in hospitals, it is consistent with previous study (8). While the proportion of the current study was higher than the Jordanian study (12).

Regarding to general characteristics of the study subjects, the results of this study clarifies that, more than half of the studied subjects were aged between 60- 65 years 177(53.2%). Regarding gender distribution 209 (62.8%) were males and 124 (37.2%) were female. As regards marital status, the two third (67.6%) of the patients were married and nearly half has secondary level of education (48%).

In this study we found there is a higher significant association between how would you rate your health in this most recent hospital stay and overall satisfaction (P-value= 0.000) and it is agree with previous studies (13–15). There is no statistically significant association between the others variables age group, education level (P-value > 0.05).

No significant differences between gender of patient and patient satisfaction, this finding similar with other previous study (16). Male patient more satisfied with nursing care than female patient and it is statistically significant (P value 0.029). Married patients were more satisfied with nursing care than singles patients

173(51.9%) ,64 (19.2%) respectively, but still no statistically significant (P -value= > 0.05) is agree with previous finding (17).

Patients perceived better satisfaction toward the teamwork between nurses and other hospital staff who took care of him .this similar to other study (18). In addition, results showed better satisfaction with discharge instruction expected when the patients are left the hospital. This findings dis agrees with other study which found low satisfaction in preparation for home care (18).

Regarding association of patient satisfaction with other variables (diagnosis ,department and number of admission to hospital), The results showed a significant association was found of patients satisfaction with digestive disorders and fractures followed by diabetic patient and less satisfaction in burns patient (p -value 0.003). As regard hospital department, patients in surgical ward showed more satisfaction followed by emergency unit with (p -value 0.001). Also there is statically significant association between overall patient satisfaction toward quality of nursing care and number of admission to hospitals (p -value 0.003) , which showed that patients admitted one time are more satisfaction than patient admitted two times or more.

Conclusion

In conclusion, the present study concludes that the patients participated in the study have showed highly satisfaction level with nursing care. The level of satisfaction was found to be affected by patients' gender, marital status, diagnosis and number of admission to the hospitals were affected the satisfaction of nursing care quality. In this context, periodic surveillence is important to assess quality of nursing care in all hospitals of Najran city as well as in all country to ensure the sustainability of good quality of nursing care.

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Limitations of the study

1. **Limited Time Frame:** The study was conducted over a relatively short period (October to December 2019), which might not capture potential variations in patient satisfaction

throughout the year. Seasonal factors or changes in hospital policies could influence patient experiences differently over time.

2. **Self-Report Bias:** The data collected relied on self-reported responses from patients using the standardized questionnaire. This introduces the potential for response bias, as patients may provide socially desirable answers or misinterpret questions.
3. **Cross-Sectional Design:** The study design was cross-sectional, capturing data at a single point in time. This limits the ability to establish causality or assess changes in patient satisfaction over time.

Recommendations

1. Implement quality improvement initiatives based on the identified areas of patient dissatisfaction. This might include enhancing communication skills training for nursing staff, improving discharge planning processes, or optimizing the coordination of care across departments.
2. Establishing regular feedback mechanisms, such as patient satisfaction surveys conducted at regular intervals, can facilitate ongoing monitoring of nursing care quality and prompt adjustments to address evolving patient needs and preferences.

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