

## PATIENTS' SATISFACTION REGARDING NURSE-PATIENT COMMUNICATION

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### ABSTRACT

*Communication and information is essential for patient satisfaction. Improving communication and collaboration between nursing personnel and admitted patients' can improve patient satisfaction with quality of care provided by nurse. Therefore this study was conducted to find out the patients' satisfaction regarding nurse-patient communication attending a teaching hospital, Bharatpur, Chitwan. A descriptive cross-sectional research design was used to find out the patients' satisfaction regarding nurse-patient communication attending a teaching hospital, Bharatpur, Chitwan. A non-probability sampling technique was used to select 50 respondents for this study. Data was collected by using semi structured questionnaire and face to face interview schedule on 5 point Likert scale. Data was analyzed by using chi-square for assessing association between level of satisfaction and selected variables.*

*Results of this study showed that mean age of the respondent was 38.42 ±13.77. Majority of the respondents belongs to 20-34 year old (48.0%), female (62.0%), urban (72.0%), literate (82.0%). Respondents' level of satisfaction was satisfied (56.0%) and dissatisfied (44.0%). None of selected variables were associated with level of satisfaction regarding nurse-patient communication. It is concluded that nurses can communicate more well with patients when they use a patient centered-approach. Therefore, in-service training should be arranged for nurses by hospital administration on interpersonal communication and can also encourage and support nurses to communicate in patient centered communication in order to increase nurse's communication skills with patients, this will lead to increase in patients' satisfaction.*

**Keywords:** *Communication and information, patient satisfaction, quality of care*

### Introduction

Communication is a multi-dimensional, multi-factorial phenomenon and a dynamic, complex process, closely related to the environment in which an individual's experiences are shared (Norouzinia, Aghabarari, Shiri, Karimi & Samami, 2015). Communication is very important because it could influence the level of patient's satisfaction with health care services. Therapeutic communication is a process in which the nurse consciously influences a client or helps the client to a better understanding through verbal or non verbal communication. It involves the use of specific strategies that encourage the patient to express feelings and ideas

and that convey acceptance and respect (Asrin & Maude, 2006).

Effective communications skills are necessary in each area of life, but of particular importance in the field of nursing. Nurses, if communicate effectively; optimal health outcomes can be easily reached. Communication skills provide pathway for transmitting important patient's information to other healthcare providers and for obtaining and sharing necessary information with patient's family members (Hamdan-Mansour et al., 2014).

In nursing practice, communication is the vehicle for establishing a therapeutic relationship and communication

is the means by which people influence one another and thus is critical to the successful outcome of nursing interventions. Communication is a significant factor in patient satisfaction and complaints about care. Communication plays an integral role in nursing service evaluation (Asrin & Maude, 2006). Satisfaction is the psychological state that results from confirmation or disconfirmation of expectations with reality. Consequently, a dissatisfied patient is not considered psychologically or socially well and thus the goal of nursing has not been attained (Alasad & Ahmad, 2003).

Studies in Britain revealed eight main domains that have an influence on patient satisfaction with nursing care being: the socio-demographic background of the patients; patients 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. Patient satisfaction has become an established outcome indicator of the quality and the efficiency of the health care systems. Patient satisfaction with nursing is considered the most important factor in the moulding of the overall patient satisfaction with hospital services. Patient satisfaction is defined as the patients' subjective evaluation of their cognitive and emotional reaction as a result of the interaction between their expectations regarding ideal nursing care and their perceptions of the actual nursing care. Patient satisfaction represents a key marker of communication and health-related behavior (Johansson, Oleni & Fridlund, 2002).

The findings of the study might be helpful as a baseline data for further study. The findings of the study might be helpful to the hospital nursing administration to plan and implement in-service education on nurse-patient communication skills

**Materials & Methods**

In the study, the descriptive cross sectional design was used to find out the patients' satisfaction regarding nurse-patient communication. Those male and female patients admitted in medical, surgical, orthopedic and gynae/obs ward of Chitwan Medical College, Teaching Hospital. Researcher collected data by using non probability, purposive sampling technique. Total 50 patients' were taken in the study sample. A semi structured interview schedule for 5 point likert scale was developed after reviewing of related literature. It consists of two parts: Part I : Questions related to socio demographic characteristics, Part II: Questions related to patients satisfaction regarding nurse-patient communication. An objective of the study was explained and data was collected through semi-structured interview schedule for 5 point likert scale. Each respondent was interviewed approximate 20-30 minutes. The data was entered and analyzed in Statistical Package for Social Science (SPSS) version 16.0. The data was analyzed by using descriptive statistics (frequency, mean, standard deviation and percentage) and inferential statistics (chi-square). The findings of the study were presented in different tables.

**Table - 1 : Socio-demographic Characteristics of the Respondents**

Variables'	Frequency	Percentage
<b>Age (n= 50)</b>		
<20	1	2.0
20 – 34	24	48.0
35 – 49	11	22.0
50 – 64	12	24.0
65+	2	4.0
Mean and standard deviation 38.42±13.77 Min 19 Max 70		

## Results

<b>Sex (n= 50)</b>		
Male	19	38.0
Female	31	62.0
<b>Residence (n= 50)</b>		
Rural	14	28.0
Urban	36	72.0
<b>Religion (n= 50)</b>		
Hindu	37	74.0
Buddhist	12	24.0
Islam	1	2.0
<b>Ethnicity (n= 50)</b>		
Brahmin/Chhetri	22	44.0
Dalit	4	8.0
Janjaati	18	36.0
Terai caste	6	12.0
<b>Education (n= 50)</b>		
Illiterate	9	18.0
Literate	41	82.0
<b>Educational Level (n= 41)</b>		
Primary	10	24.4
Lower secondary	2	4.9
Secondary	10	24.4
Higher Secondary	7	17.0
Bachelor and above	12	29.3
<b>Previous history of hospitalization (n= 50)</b>		
Yes	24	48.0
No	26	52.0
<b>Times of hospitalization (n= 24)</b>		
One time	12	24.0
Two times	8	16.0
Three times	3	6.0
Four times	1	2.0

<b>Perception of previous hospitalization (n= 24)</b>		
Bad	5	20.8
Good	19	79.2
<b>Stay days of hospitalization (n= 24)</b>		
3-6days	36	72.0
7-13 days	12	24.0
more than 20 days	2	4.0

<b>Table - 2 : Patient’s Satisfaction Regarding Communication Provided by Nurses</b>						N = 50
Statements	V.D.	D	NSSD	S	V.S.	Mean ± SD
The nurses pays full attention during a conversation with you that what you are saying	-	4(8.0%)	4(8.0%)	38(76.0%)	4(8.0%)	3.84±0.68
The nurses immediately respond to your concern and complaints	1(2.0%)	2(4.0%)	6(12.0%)	36(72.0%)	5(10.0%)	3.84±0.73
The information provided by nurses are in the level of your understanding	1(2.0%)	2(4.0%)	2(4.0%)	40(80.0%)	5(10.0%)	3.92±0.69
The nurses reassure that you understand everything or not	-	3(6.0%)	6(12.0%)	36(72.0%)	5(10.0%)	3.86±0.67

Note: V.S. = Very Satisfied, S = Satisfied, NSSD = Neither Satisfied nor dissatisfied, D = Dissatisfied and V.D = Very Dissatisfied

<b>Table - 3 : Patient’s Satisfaction Regarding Care Provided By Nurses</b>						N = 50
Statements	V.D.	D	NSSD	S	V.S.	Mean ± SD
Nurses are polite and friendly towards you	-	3(6.0%)	9(18.0%)	21(42.0%)	17(34.0%)	4.04±0.87
Nurses protect privacy during the procedure	-	-	8(16.0%)	29(58.0%)	13(26.0%)	4.10±0.64
Nurses regularly followed you on your pain or discomfort	-	1(2.0%)	2(4.0%)	37(74.0%)	10(20.0%)	4.12±0.55
Nurses inform you about the position to alleviate pain and of medicine given.	1(2.0%)	3(6.0%)	1(2.0%)	37(74.0%)	8(16.0%)	3.96±0.78

Note: V.S. = Very Satisfied, S = Satisfied, NSSD = Neither Satisfied nor dissatisfied, D = Dissatisfied and V.D = Very Dissatisfied

**Table - 4 : Level of Patients’ Satisfaction Regarding Nurse-Patient Communication**

N = 50

Level of Satisfaction	Frequency	Percentage
Satisfied ( $\geq 67.97$ )	28	56.0
Dissatisfied ( $\geq 67.96$ )	22	44.0

Mean  $\pm$  SD 67.96 $\pm$ 6.630

Table 4 shows that patients’ satisfaction level regarding nurse-patient communication in which 56.0% of the respondents were satisfied and 44.0% were dissatisfied.

**Table - 5 : Association between the Level of Patients’ Satisfaction Regarding Nurse-Patient Communication and Selected Variables**

N = 50

Variable	Level of Satisfaction		$\chi^2$ value	p value
	Dissatisfied	Satisfied		
<b>Age group (yrs)</b>				
19 to 40	16 (32%)	16 (32%)	1.299	0.254*
41 to 70	6 (12%)	12 (24%)		
<b>Sex</b>				
Male	9 (18%)	10 (20%)	0.141	0.707*
Female	13 (26%)	18 (36%)		
<b>Educational level (n=41)</b>				
Primary	2 (4.9%)	8 (19.5%)	3.787	0.151**
Secondary to Higher secondary	10 (24.3%)	9 (22%)		
Bachelor and above	7 (17.1%)	5 (12.2%)		
<b>Stay days of hospitalization</b>				
3 to 7	20 (40%)	21 (42%)	1.172	0.279**
8 days to above	2 (4%)	7 (14%)		
<b>Perception of previous hospitalization (n=24)</b>				
Bad	2 (8.3%)	3 (12.5%)		1.000***
Good	9 (37.5%)	10 (41.7%)		

\*= p value obtained from Pearson chi- square

\*\* = p value obtained from continuity correction

\*\*\*= p value obtained from fisher exact test

## Discussion

The study was conducted at inpatient setting of gynecology, surgical, orthopedic and medicine ward of Chitwan Medical College Teaching Hospital, Bharatpur-10, Chitwan to find out the patient's satisfaction regarding nurse-patient communication. In this study, patients above 18 years were included.

Concerning the socio-demographic characteristics, female patients were more satisfied 36.0% compared to male 20.0%. This finding is consistent with the study conducted in Margono Soekarjo Hospital of Purwokerto, Central Java, Indonesia by Asrin and Phil Maude and reported that among 242 patients, female (45.1%) respondents were highly satisfied than male(43.4%).

Regarding with the age groups of respondents 19 to 40 years of patient among them 32.0% were dissatisfied, 32.0% were satisfied and the age between 41 to 70 years among them 12.0% were dissatisfied and 24.0% were satisfied. This finding is contradictory with the study conducted in Margono Soekarjo Hospital of Purwokerto, Central Java, Indonesia by Asrin and Phil Maude and showed that 45.0% the respondents of the more than 40 years of age were highly satisfied than 18 to 40 years of age 43.4%

Relating to the educational level respondents 22.0% having secondary level of education were satisfied, 12.2% college level education and 19.5% respondents of primary school educational background were satisfied. This finding is slightly consistent with the study conducted in Margono Soekarjo Hospital of Purwokerto, Central Java, Indonesia by Asrin and Phil Maude and showed that the respondents with a primary school educational background indicated the highest levels of satisfaction with the therapeutic communication. Education 31.4% than the respondents with college level education.

Pertaining to length of hospitalization among respondents of 3 to 7 days hospitalized respondents were more satisfied 42.0%. This finding is consistent with the study conducted in Iran by Forough Rafil, Mohammed Esmail Hajinezhad and Hamid Haghani and showed that 63.2% the respondents of 3 to 6 days of hospitalization were satisfied.

Relating with the perception of previous hospitalization among the respondents about 41.7% respondents having good perception with previous hospitalization were

satisfied whereas, 37.5% were dissatisfied. This finding is slightly consistent with the study conducted in Iran by Forough Rafil, Mohammed Esmail Hajinezhad and Hamid Haghani and showed among 250 patients the respondents 57.65% with good perception of previous hospitalization were satisfied.

The current study showed that 56.0% out of 50 sample population were satisfied which is seen consistent with the study done in Margono Soekarjo Hospital of Purwokerto, Central Java, Indonesia by Asrin and Phil Maude and reported that among 242 patients 88.4% were highly satisfied.

## Conclusion

Thus, the study concluded that majority of patients were satisfied with the communication that they had with the nurses and nearly half percentage of the patients were dissatisfied with the communication between nurses and patient. Based on the present study, it is concluded that, the patient's satisfaction level regarding nurse-patient communication was not significant with age, sex, educational level, length of stay and previous history of experience. So emphasis should be given to some areas to maximize the patients' satisfaction like in the area of information provision about patients rights to reject treatment and medication details during hospitalization, nurses can communicate more well with patients when they use a patient centered-

**Conflict of Interest:** None

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