



Assessment of patient level of satisfaction regarding Interpersonal relationship maintained while rendering care to admitted patients by BSc. Nursing students in selected wards of GMCH-32, Chandigarh

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Abstract

Introduction: Effective communication 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 achieved. Nkeng (2009) defined nurse communication as the effective exchange of information, ideas and feelings to achieve desirable interpersonal relationships which will be beneficial to the patients. Patient satisfaction is a concrete criterion for evaluation

of health care that includes quality of nursing care provided.

Material and Methods: A descriptive design was considered for the study and 100 patients of age above 18 years were selected by consecutive sampling who completed 3 days of hospital stay. A modified interpersonal relationship assessment tool was used to assess the satisfaction level of patients regarding IPR maintained while rendering care by nursing students. Research data was collected by interview method.

Results: Findings revealed that (98%) of the patients were satisfied with the interpersonal relationship of BSc. Nursing students and only (2%) of the total population was unsatisfied with the interpersonal relationship with BSc. Nursing students. There was no statistical association found between socio-demographic variables and satisfaction score.

Conclusion: The study revealed that majority of the patients were satisfied by the interpersonal relationship maintained by Nursing students. The practice study emphasizes on patient's satisfaction level which encourages the students to develop good interpersonal relationship with patients while rendering care to them. In order to achieve this nursing students should be properly guided regarding establishment of rapport and good interpersonal relationship with patients.

Keywords: Level of satisfaction, Interpersonal relationship

Introduction

It provides crucial information for healthcare managers by providing important resources for processes such as those involved in measuring patients expectations and satisfactions with nursing care quality through identification of areas of failure and planning and implementing necessary training to nurses as well as student nurses.³

Nursing care is one of the major components of healthcare services.⁴ Measuring patient's satisfaction with interpersonal relationship while rendering nursing care could be effective in improving nursing service quality by facilitating the creation of standards for care while monitoring both result and patient's perceptions of quality. The nurses have a central role in offering emotional and psychological support to patients and their families in all settings, such as supporting the patient

through diagnosis and ensuring optimum care given to them. Besides the provision of technical care, nurses must have the qualified professional knowledge, attitude and skills, providing the informational, emotional and practical supports.⁵

If healthcare organizations managers are able to identify patient expectations via communication, they could accordingly adjust the performance of services that they offer to meet the expectations.⁶ The surveys in health services concerning health satisfaction are carried out to evaluate the patient satisfaction and make the quality improvement constantly in service periods, to search the effects of socio-demographic variables and interpersonal relationship on patient satisfaction.⁷ That is why patient satisfaction should be measured constantly using valid, reliable assessment instruments to assess care quality, identify variables that affect care and determine which items should be prioritized and which require alteration in the service based on patients' responses.⁸

A good interpersonal relationship measuring tool while rendering nursing care should be developed to improve nursing service quality.⁹ Therefore the findings of nursing management research should be used as an indicator of the contribution made by nursing students to the patient care process and this could aid the advancement of the profession in terms of scientification.¹⁰

Communication is the process of transmitting thoughts, feelings, facts, and other information, includes verbal and nonverbal behaviour. Communication is an essential element of the nurse-client relationship, teaching of client, and entire activities performed by nurses. To be an effective communicator, the nurse must be aware of the different levels on which communication is conducted between nurses and clients and among members of the health care team. Applying the aspects of communication

level helps the nurse establish a therapeutic relationship with the client and thereby achieve successful outcomes of care.¹¹

Methodology

A descriptive study design was considered for the present study. A total of 100 patients who have completed at least 3 days of hospital stay of age above 18 were selected by consecutive sampling from Ortho, Medicine and Surgery wards. A modified interpersonal relationship assessment tool containing 17 items was formulated to assess the satisfaction level of patients regarding IPR maintained while rendering care by nursing students. The tool was found reliable computing Karl pearsons $r = 0.72$ and validated for language and content from various experts in the field of nursing, psychology and English language. Research data was collected by interview method. Consent was taken from each participant and data was kept confidential. Data was analysed by descriptive and inferential statistics using SPSS 20.

Results

The data and findings have been organized and presented under following sections:

Section I: Frequency distribution of socio-demographic variables of patients.

Section II: Level of satisfaction

Section III: Association between level of satisfaction and socio-demographic variables.

Section I: Frequency distribution of socio-demographic variables of patients.

Table 1: Frequency Distribution of Socio demographic variables of patients. N=100.

Variables	Options	Frequency (f)	Percentage (%)
Age of patient	23-30	22	22
	31-40	23	23
	41-50	41	41
	51-65	14	14
Gender of patient	Male	43	43
	Female	57	57
Residence of patient	Rural	43	43
	Urban	57	57
Education of patient	No formal education	23	23
	Matric	24	24
	+2	29	29
	Graduate	15	15
	Above graduate	9	9
Income of patient	10000-20000	33	33
	21000-30000	25	25
	31000-40000	21	21
	41000-50000	18	18
	Above 51000	3	3
Type of family of patient	Nuclear family	35	35
	Joint family	38	38
	Extended family	27	27

Table 1: depicts that out of total population, (22%) were in age of 23-30, (23%) were in age of 31-40, (41%) were in age group of 41-50 and (14%) were in age group of 51-65. According to gender, (43%) were male and (57%) were females. Based on residence, (43%) were from rural and (57%) were from urban area. According to the education of patient (23%) has no formal education, (24%) are matric pass, (2%) are 12th pass, (15%) are graduated and (9%) are above graduated. According to the monthly income of patient, (33%) had income ranging 10000-20000, (25%) lie in income range of

21000-30000, (21%) belongs to income range of 31000-40000, (18%) from 41000-50000 income, (3%) above 51000 income range. Based on type of family (35%) live in a nuclear family, (38%) live in joint family and (27%) live in extended family.

Section II: Level of satisfaction

Figure 1: Figure showing Level of satisfaction among patients

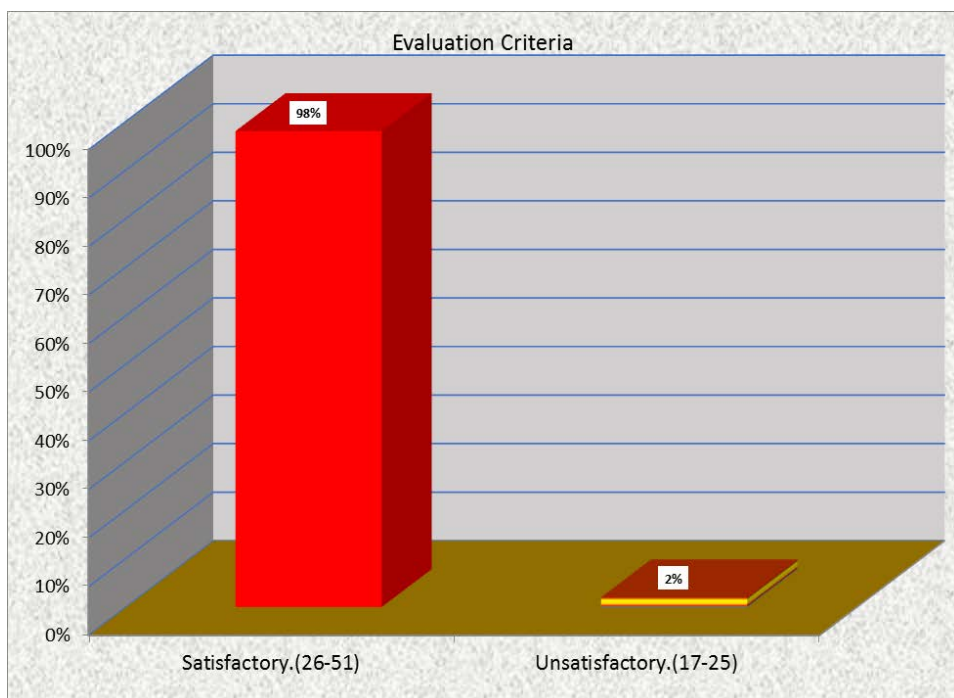


Figure 1 shows that (98%) of the total patients have satisfactory score and only (2%) of the total patients have unsatisfactory score.

Section III: Association of level of satisfaction and socio-demographic variables.

Table 2: Association between level of satisfaction and Socio-demographic variables of patients. N=100.

Demographic Data		Level of satisfaction			Association		
Variables	Options	Satisfactory	Unsatisfactory	Chi Test	p Value	df	Table Value
Age of patient	23-30	22	0	1.422	0.700	3	7.815
	32-40	22	1				
	41-50	40	1				
	51-65	14	0				
Gender of patient	Male	42	1	0.041	0.840	1	3.841
	Female	56	1				

Residence of patient	Rural	43	0	1.567	0.211	1	3.841
	Urban	54	2				
Education of patient	No formal education	22	1	5.846	0.211	4	9.488
	Matric	24	0				
	+2	29	0				
	Graduate	15	0				
	Above graduate	8	1				
Income of patient	10000-20000	32	1	2.340	0.674	4	9.488
	21000-30000	25	0				
	32000-40000	21	0				
	42000-50000	17	1				
	55000-60000	3	0				
Type of family of patient	Nuclear family	34	1	1.307	0.520	2	5.991
	Joint family	38	0				
	Extended family	26	1				

Table 2 shows that there was no statistically significant association found between the level of satisfaction and socio demographic variables.

Discussion

In present study (98%) had satisfactory score and only (2%) had unsatisfactory score. Similar findings were quoted by:

Achrekar MS Murthy V and Kannan S [2020]¹² conducted a descriptive study titled “Are Patient’s Satisfied with Nurses’ Communication? A Cross Sectional Survey”. Result showed that there was overall satisfaction with regard to nurse’s communication. (52%) and (47%) of patients responded that they are extremely satisfied and satisfied with nurse’s communication respectively. (43%) percent of patients felt that they always felt nurses should spend more time communicating with them and few of them mentioned that they always (15%) and sometimes (18%) feel frustrated due to lack of communication.

Sharma. B [2007]¹³ conducted a study to assess the level of satisfaction of patients regarding nursing care provided to patients. A descriptive study with cross – sectional survey was used to collect data from 40 patients, selected by convenient sampling technique from Vinayaka Mission’s hospital, Salem. Level of satisfaction among patients showed that highest percentage (57.5%) of patients were moderately satisfied (20%) of patients were fully satisfied. However (17.5%) of patients were minimally satisfied and only (5%) of patients were not satisfied with nursing care provided to them in hospital. On the contrary, according to a study conducted by Lotfi M, Zaman Zadeh V, Valizadeh L, Khajehgoodari M. [2019]¹⁴ namely “Assessment of nurse–patient communication and patient satisfaction from nursing care”. The results showed that most patients were dissatisfied with nursing care. More than 80% did not know their nurse. There was a correlation between nurse–patient communication and patient satisfaction with

nursing care and the sex variable was found to be significantly correlated with patients' satisfaction level. The weakness of nurses' communication with patients was evident in the study and patients were dissatisfied from this kind of communication, and consequently, patients' satisfaction was reported very low.

Conclusion

The study revealed that majority of the patients were satisfied by the interpersonal relationship maintained by Nursing students. The practice study emphasizes on patient's satisfaction level which encourages the students to develop good interpersonal relationship with patients while rendering care to them. In order to achieve this nursing students should be properly guided regarding establishment of rapport and good interpersonal relationship with patients.

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