PATIENT SATISFACTION REGARDING NURSING CARE IN THE NEUROSURGERY WARD IN TERTIARY CARE HOSPITAL, PUNJAB, PAKISTAN

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ABSTRACT

Background: Specialized nursing care is crucial for hospitalized patients in neurological units. An essential metric for assessing the standard of nursing work is patient satisfaction with the level of care received. Patients are regarded as valuable resources. For evaluating the standard of nursing care in particular as well as the general quality of hospital services.

Objective: assessing the level of satisfaction hospitalized patients has with the quality of nursing care provided in the neurological wards.

Methods: The current study was a cross-sectional research. Targeted was a purposeful sample of 131 hospitalized patients who fulfilled the inclusion criteria for the study and were admitted in the neurological ward of the Teaching Hospital. The data starting on December 21, 2021, and ending on February 1, 2022, was collecting. In-person interviews were employed to gather data. The degree of their satisfaction with the level of nursing care was assessed using the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ).

Results: Eighty-five percent (88.5%) of the survey participants expressed dissatisfaction with the standard of nursing care they received in the neurological wards. Additionally, 11.5% expressed some degree of satisfaction with the standard of nursing care they received.

Conclusion: Most patients expressed dissatisfaction with the standard of nursing care received. This indicates a significant gap that has to be filled quickly and effectively.

INTRODUCTION

Hospital needs have grown in many nations, and as employment rates rise, so does patients' desire to receive the best care available prerequisites. It is obvious that measuring and assessing the efficacy of healthcare is necessary (Merkouriset al., 2013). A fundamental metric for assessing the caliber and standard of medical care provided in hospitals and other healthcare facilities is patient satisfaction with the care received. The main reason why many patients choose certain hospitals, doctors, and nurses is that understanding their level of satisfaction is essential to enhancing the quality of care (Abdulkarim, 2019; Xesfingi & Vozikis, 2016). A crucial factor in determining the standard of care is patient happiness, which is exemplified by the nurse's role in offering a excellent quality of nursing care. Overall satisfaction with hospital treatment is significantly impacted by the caliber of nursing care (Turfi & Al-Jubouri, 2022; Wanger et al, 2008). The care of patients with complex health issues, including meningitis, epilepsy, stroke, spinal cord injury, neurological deficits, altered consciousness, brain and spinal cord tumors, brain injuries, and numerous other neurologically related complications like dysphagia, balance issues, sleep apnea, and paralysis, has increased for nurses (Buelow et al., 2018; Hickey, 2009). A patient satisfaction rating is a personal evaluation of the services provided by medical personnel.

The purpose of satisfaction ratings is to become more individualized. Patient satisfaction aims to represent a subjective evaluation of care that cannot be ascertained from visual inspection. According to Kibret et al. (2022) patient satisfaction adds fresh

data to the satisfaction equation. According to Ware et al. (1983), discrepancies in satisfaction are mostly a reflection of the realities of healthcare, but they also show the preferences and expectations of individuals.

Monitoring patient satisfaction makes sure that pressure to control expenses or boost revenue doesn't compromise quality, at least from the patient's perspective capitates restrictions. This upholds the idea that providing healthcare that doesn't please patients—regardless of its technological quality—doesn't adequately benefit society. Additionally, satisfaction data can be utilized to influence changes in health delivery systems by identifying components of service that raise patient satisfaction or discontent. (Jackson et al., 2001; Jackson & Kroenke, 1997; Badri et al., 2009; Manzoor et al., 2019).

The opinions of patients regarding the caliber of medical care are now a significant component of hospital quality evaluation. hospitals in the vicinity of Companies started looking at the creation of outcome-based quality measures in the late 1980s and early 1990s, focusing on metrics related to hospitality that are employed by hotels. The concept that was introduced in 1993 was "Through the Patient's Eyes" (Alexandro et al., 2019). A patient's perspective may provide valuable insights into the quality of care received throughout their hospital stay.

According to Schembri (2015), patients are the most reliable source of information regarding a hospital system's pain management practices, education, communication, and whether or not they received dignified and respectful treatment.

Patients who exhibit real or possible alterations in their brain health condition that require medical management are admitted to neuroscience and neurosurgery wards experts, according to the 2013 Australian Neuroscience Nurses' Association (ANNA). Patients' experiences typically reveal how well the hospital system is functioning and can inspire important ideas about the kinds of adjustments needed to bridge the gap between the care that is provided and that which is appropriately characterized as uncomfortable and inadequate be given, for example, in cases when the patient's surgery went well but their hospital stay was (Clary, 2003; Farzianpour et al, 2015) .

Aim of the study:
In order to close the gap in the literature, the study was designed and carried out with the primary goal of assessing patients' satisfaction with the standard of nursing care in a critical unit like the neurological ward, which seeks to emphasize their thoughts on the standard of nursing care.

Methods:
Study Design and sampling technique: A cross-sectional study was used to carry out this study. Study participants were selected from a neurological ward of a tertiary care hospital in Punjab, Pakistan. sample size was 131' Data gathering took place between December 21, 2021, and February 1, 2022. In-person interviews were employed to gather data.The degree of their satisfaction with the quality of nursing care was gauged using the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ).

Study tool:
The study instrument is divided into two sections: the first section includes the sociodemographic information of the patients, and the second section includes the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ). The 5-point Likert scale on the PSNCQQ ranges from unsatisfactory to outstanding. A single value can be obtained for each patient by averaging the item scores for each domain. A domain-based score or a composite score, or overall PSNC quality, can be found in the PSNC quality report. The PSNCQQ-Ar is a set of 21 items with an evenly distributed minimum score of 21 and maximum score of 105 that measure satisfaction with the overall quality of care received during the hospital stay. 21–49 are unsatisfied, 50–78 are somewhat satisfied, and 79–105 are satisfied.

Inclusion criteria:
In neurological wards, hospitalized individuals must possess specific qualities. For example, patients need to be focused and awake. Patients are admitted to the neurological ward for a minimum of five days. Study participants who are older than eighteen.

Results: Section A:
Distribution of patients according to their Socio-Demographic characteristics: the study results show the variables that have the highest percentages of the

chosen ones. It showed that the age range of (29%) of the study samples was 18–26 years old. Patients who were female made up more than half (52.7%) of the study subjects. Seventy-four percent of the study participants were married. Of the respondents, about 50.4% attended primary school graduates. When the study's data was being collected, about 37.4% of the participants were housewives. Approximately (67.9%) spent at least one night in the hospital over the previous 24 months. Among the study sample, 58% of the participants spent 5–10 days in the hospital. At the time the data was gathered, about 60.3% of them were lying in the caring room with other patients. In addition, 98.5 percent of the patients had relatives who were lying alongside them approximately 62.6 percent.

Section B:
Descriptive Distribution of Hospitalized Patients According to Their Categorized Levels of Satisfaction with Nursing Care Quality: the study results shows that Eighty-five percent (88.5%) of the survey participants expressed dissatisfaction with the standard of nursing care they received in the neurological wards. And (11.5%) expressed a moderate level of satisfaction with the standard of nursing care they received.

Discussion:
The "caring quality" is defined as a patient's contentment and opinion of the nursing care they received. What separated the patient's expectations from their expectations can be ascertained by looking at the care they actually received. Measuring patient satisfaction with the quality of nursing care is the greatest technique to evaluate the standard of nursing care in neurological wards and pinpoint nursing staff inadequacies in patient care. With respect to the sociodemographic attributes, indicates that (29%) of the study subjects' ages fell between 18 and 26. This outcome was consistent with Mohammed et al. (2016). The majority of study participants were patients (18–27 years old), according to the data, and safety measures such not using a seat belt while driving. Section A indicates that 74% of research participants were married. These results are consistent with those of Kannan et al. (2020) of them (73.39%) were wed. The present findings by Kasa and Gedamu (2019) were corroborated by another cross-sectional study, which found that 71.4% of the patients were married. The possibility that physical

illnesses and problems could result from marital stress did not surprise the researchers (Lee et al., 2020). According to section A, about 37.4% of the study participants were housewives and more than half (52.7%) of the study subjects were female patients.

The current findings are corroborated by a descriptive cross-sectional study carried out in Iraq by Abed-AlHussein (2015), which discovered that housewives made up 36% and women made up 51.3% of the study subjects. Given that women are more likely than males to experience neurological conditions like stroke, the researcher were not shocked (Huded, 2019). Section A revealed that the majority of respondents (50.4%) had completed their primary education.

The findings corroborate research carried out in Iraq by.

According to Shnishil and Mansour (2018), roughly 24.7% of study participants had completed their primary education. Haile Eyasu et al. (2016) conducted a cross-sectional investigation that disputed these findings. 48.4% of the sample, according to the study's findings, had never attended school. Because of the usage of medical terminology or inadequate nursing communication, a patient's degree of satisfaction is influenced by their educational background, which did not surprise the researcher. Grace (2018) corroborated these findings, stating that patients with only an elementary education were less likely to be satisfied with the. As can be shown in section A, 58% of the study sample spent five to ten days in the hospital. These findings concur with a cross-sectional investigation that conducted by Alhowaymel et al. in 2022, they discovered that 54.2% of the sample had spent more than six days in the hospital during their previous hospital admission. Table 1's results revealed that, at the time the data was gathered, 60.3% of the patients shared a room in the care room with another patient, and roughly 67.9% had been hospitalized at least once in the previous two years. These findings concur with a study conducted in 2016 by Alsaqri. According to the survey, just 30% of the participants in the study shared the

According to table 1's findings, 98.5 percent of patients had a relative who was hospitalized with them around 62.6% of the research Because of the hospital's stellar reputation among doctors, respondents selected it. It's crucial to note at

the end of this part that the study variables described above are the first to address the aforementioned factors. This distinguishes the findings of this section in that they identify new gaps that require effective attention.

Section B demonstrates that 88.5 percent of study participants were dissatisfied with the caliber of nursing care they received the neurological wards, and (11.5%) expressed a degree of satisfaction with the standard of nursing care they received. An Iraqi investigation provided support for these findings. According to the survey, the majority of patients in Mosul city hospitals expressed unhappiness with the nursing care they received; the Ibn-Sina, Al-Jamhory, Al-Salam, and Al-Kanssa teaching hospitals had the highest patient dissatisfaction rates, at 60%, 53%, 58%, and 51%, respectively (Mukhlif, 2014). A descriptive correlation investigation yielded different results than the ones obtained now. The results of the survey indicated that most of 11.2% of patients expressed dissatisfaction with nursing care, while 68.9% of patients expressed moderate satisfaction (Parizad et al., 2021). The researcher was not surprised by these results because Iraq's public health care system has been gradually failing for decades due to budgetary difficulties, years of economic sanctions, conflict cycles, corruption, and neglect (Al-Hawdrawi et al., 2017). During the fight against the so-called ISIS [the Islamic State of Iraq and Syria], some healthcare institutions suffered severe damage or were completely destroyed. Despite the Despite some of these facilities being renovated, their capacity has not yet reached pre-war levels (Ibrahim et al., 2021).

Conclusion:

Most patients expressed dissatisfaction with the standard of nursing care received. This indicates a significant gap that has to be filled quickly and effectively.

The study's conclusions show that while a small fraction of patients selected the hospital for treatment because of the nursing staff, the bulk of patients did so because of the medical personnel. This shows how nurses have failed to deliver the care that patients need and to project the ideal nursing image in order to get patients to take care of them. It's also another sign that may indicate why patients are not happy with the standard of nursing care they received.

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