

## ORIGINAL ARTICLE

**Patient Satisfaction: Evaluating Nursing Care for Patients Hospitalized with Cancer**ROZINA ASGHAR<sup>1</sup>, MANSOOR GHANI<sup>2</sup>, NAZI NOOR<sup>1</sup>, SUMAIRA SHARIF<sup>1</sup>, AYYAZADA FARHANA<sup>3</sup>, TAHIRA KHATOON<sup>3</sup><sup>1</sup>Department of Nursing, College of Nursing (Allama Iqbal Medical College), Lahore-Pakistan<sup>2</sup>Department of Biochemistry, University of Health Sciences, Lahore-Pakistan<sup>3</sup>Department of Nursing, Nawaz Sharif Yakki Gate Hospital, Lahore-Pakistan

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**ABSTRACT**

Patient's satisfaction is an indicator of quality care and it encompasses the different aspects of nursing care leading to cancer patient's satisfaction like information given by nurses.

**Aim:** To assess the level of satisfaction with nursing care among hospitalized cancer patients.

**Study design:** Cross-sectional descriptive study.

**Methodology:** A sample of 158 patients in two hospitals was selected from Jinnah hospital Lahore and INMOL by using method of non-probability convenient sampling. Data was collected by adopted questionnaire. Data was analyzed by SPSS software, version 20. Chi square was used for qualitative variables like satisfaction, educational status. A p-value of  $\leq 0.05$  was considered as statistically significant.

**Results:** The results of this study indicated that a majority of the cancer patients were satisfied with different aspects of nursing care such as information given by nurses, 60.28% of patients were satisfied but interpersonal relations between nurses and patients were found to have mixed response as only 60.61% patients were satisfied. Regarding the technical quality of nurse 68.07% of patients were satisfied.

**Practical Implication:** This study identified the lacking among health care providers regarding nursing care that make a barrier for patient's satisfaction and helped in Program planning for monitoring and improving the nursing care services at health care setups.

**Conclusion:** We concluded that majority of the patients were satisfied by the nursing care but there is a need to improve the information given by nurses and interpersonal relationship in the nursing care provided by the selected hospitals to improve patients' overall satisfaction.

**Keywords:** Patient Satisfaction, Nursing Care and Cancer.

**INTRODUCTION**

Excellence of health amenities was occasionally established on skilled and trained practice standards, although over the most recent years, client's insight about health care has been largely recognized as a vital sign for determining quality of health care and a critical segment of performance betterment and clinical effectiveness. It is a multidimensional aspect that signifies an important vital marker for the excellence of health care provision. It also universally recognized component which needs to be studied frequently for even functioning of the health care organizations. It has been a significant problem for health care executives. The patients do not technically evaluate their personal health status after getting care but the amount of pleasure with the health care amenities provided<sup>1</sup>.

Several dimensions of patient satisfaction have been recognized from admission till discharge amenities, and from medical care to interactive interpersonal communication skills. Well standard criteria include interpersonal communication skills, attitude, technical skill, comforting skill, responsiveness, facilities and nutrition service etc. The interactive and clinical skills of health care provider have also been stated as two exclusive dimensions that involve patient evaluation during hospital care<sup>2</sup>.

The upcoming health care studies recommend that client satisfaction is a leading concern that is knotted with strategic decisions in the health services.<sup>3</sup> Patient's general satisfaction with health organization is mostly linked to the patient satisfaction with nursing care facility<sup>4</sup>. During admission in hospital, client satisfaction indicates stability among the client's awareness and anticipation of their nursing care<sup>5</sup>.

Nursing care is one of the most important hospital care services that carries meaningful attribution to the clients healing process yet it can be insufficient depriving patients of proper nursing care. Nurses have seven days a week interaction with clients as well as being close to clients. Client satisfaction is to

identify the lacking among health care providers regarding nursing care that makes a barrier for client's satisfaction determined by the nursing care in any organizational care setup

Client dissatisfaction with the nursing care amenities might provide an additional clue to poorer consumption of the nursing care facilities by the clients.<sup>7</sup> Health care quality is a global issue. The care providers have to undergo a speedy change to meet the ever-increasing needs and necessities of their client population. Pakistan is enlisted among developing country and like other developing countries struggling to reform its health care facilities to optimize the care of patients with dreadful diseases like cancer.

The objective of the study was to assess the level of satisfaction with nursing care among hospitalized cancer patients.

**METHODOLOGY**

Following ethical approval, data was collected for present study. A sample of 158 patients in two hospitals was selected from Jinnah hospital Lahore and INMOL by using method of non-probability convenient sampling. Data was collected by adopted questionnaire. Both male and female patients having age range (15-60yrs) admitted in oncology ward for minimum two days without any previous history of cancer treatment were included in present study. Disoriented and confused patients were excluded from study.

**Statistical analysis:** Data was analyzed by SPSS software, version 20. Patient satisfaction level was presented as frequencies, percentages and quantitative data like age, length of stay was presented as means  $\pm$  SD, frequencies and percentages. Chi square was used for qualitative variables like satisfaction, educational status. A p-value of  $\leq 0.05$  was considered as statistically significant.

**RESULTS**

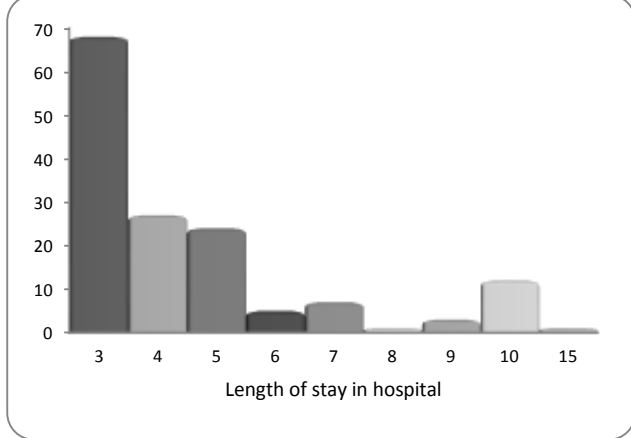
In this study 158 participants filled the questionnaires 60(38%) were studied from INMOL Hospital and 98(62%) were filled from JINNAH Hospital. Among them 91(58%) were male and 66(42%) were female. There overall mean age was 43.62 $\pm$ 13.09 years.

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23(14.6%) were single and 134(84.8%) were married. Among the patients 31(20.3%) Never Attended school, 52(34.0%) attended Primary School, 53(34.6%) attended Secondary School and 17(11.2%) had gained Higher Education. Total patients were 158, 68(45.9%) stayed for 3 days only, 27(18.2%) stayed in hospital for 4 days only, 24(16.2%) for 5 days, 5(3.4%) for 6 days, 7(4.7%) for 7 days, 1(.7%) for 8 days, 3(2.0%) for 9days, 12(8.1%) for 10 day s and 1(0.7%) stayed in hospital for 15 days as shown by figure-1.

Figure-1: Frequency distribution of patients according to their stay at hospital



Different treatments taken by enrolled patients was summaries in figure-2. Almost 143 (93.1%) patients underwent chemotherapy while 1% had palliative therapy.

Figure-2: Frequency distribution of patients according to treatment taken

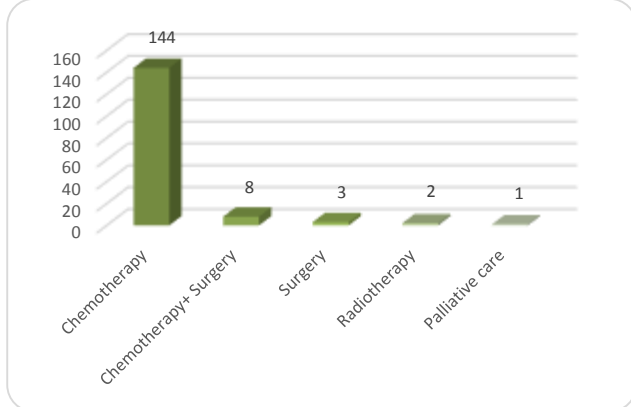


Table-1: Information given by nurses

| Information Given By Nurses   | S. dissatisfied | Dissatisfied | Fair       | Satisfied  | S. satisfied |
|---|-----------------|--------------|------------|------------|--------------|
| During your admission, nurses show you around (orientation) e.g. show you where your bed is               | -               | -            | -          | 6(3.8%)    | 150(95.5%)   |
| Nurses explain what they are going to do before starting any clinical procedure. (e.g. taking blood etc.) | -               | 1(0.6%)      | 64(40.5%)  | 82(51.9%)  | 10(6.4%)     |
| Nurses give you enough information about your illness.  | 1(0.6%)         | -            | 129(82.7%) | 23(14.7%)  | 3(1.9%)      |
| Nurses inform your family members about your progress report.   | 1(0.6%)         | 10(6.4%)     | 15(9.6%)   | 125(79.6%) | 6(3.8%)      |
| Nurses inform you about side-effects of medicines, which you use.   | 2(1.3%)         | 18(11.5%)    | 129(82.7%) | 6(3.8%)    | 1(0.6%)      |
| You have access to a phone line.  | 154(98.1)       | 3(1.9%)      | -          | -          | -            |
| You have access to a locker for your valuables and clothes.   | 14(8.9%)        | 143(91.1%)   | -          | -          | -            |
| The ward where you stay is often clean.   | -               | 3(1.9%)      | 143(91.7%) | 7(4.5%)    | 3(1.9%)      |
| The bathroom is clean.  | 15(9.6%)        | 94(59.9%)    | 44(28%)    | 2(1.3%)    | 2(1.3%)      |
| Situation in ward is calm during the day (e.g. during visiting hour).                                     | 2(1.3%)         | -            | 122(77.7%) | 29(18.5%)  | 4(2.5%)      |

In response to "During your admission, nurses show you around (orientation)," 6(3.8%) replied they were satisfied and 150(95.5%) were strongly satisfied. In response to "nurses explain what they are going to do before starting any clinical procedure." 1(0.6%) were satisfied, 64(40.5%) replied fair, 82(51.9%) were satisfied and 10(6.4%) were strongly satisfied. In response to "Nurses give you enough information about your illness" 1(0.6%) was strongly dissatisfied, 129(82.7%) found it fair, 23(14.7%) were satisfied and 3(1.9%) were strongly satisfied. In response to "Nurses inform your family members about your progress report" 1(0.6%) was strongly dissatisfied 10(6.4%) were strongly dissatisfied, 15(9.6%) found it fair 125(79.6%) were satisfied and 6(3.8%) were strongly satisfied. All the patients had no access to telephone or locker for valuables and clothes whereas mix response were found for the cleanliness and other services as shown in table-1.

Among the interpersonal relationship mix response was found as shown in table-2 In response to Nurses always allow you to say everything that you think is important, 1(0.6%) responded Strongly dissatisfied and 142(90.4%)responded fair 10(6.4%) responded Satisfied and 4(2.5%) responded Strongly satisfied. In response to Nurses care for you in a very friendly and Courteous manner, 1(0.6%)responded Strongly dissatisfied 12(7.6%) responded dissatisfied 123(78.3%) responded fair 19(12.1%) responded satisfied and 2(1.3%) responded strongly satisfied. In response to Nurses have time to sit and talk with you 3(1.3%) responded strongly dissatisfied 130(83.3%) responded dissatisfied 21(13.5%) responded fair and 2(1.3%) responded satisfied. In response to Nurses do not listen carefully to what you want to say 22(14.2%) responded strongly dissatisfied 82(52.9%) respond dissatisfied 39(25.2%) responded fair 8(5.2%) responded satisfied and 4(2.6%) responded strongly satisfied as shown in table-2.

In response to "Nurses inform physician about your problem, during the visit".1(0.6%) was dissatisfied, 1(0.6%) found it fair, 6(3.8%) were satisfied and 149(94.9%) were strongly satisfied. In response to "Nurses instruct your family about taking care of you at home" 2(1.3%) were dissatisfied 3(1.9%) found it fair, 72(45.9%) were satisfied and 80(51%) were strongly satisfied as shown in table-3.

The mean satisfaction scores of patients reported in Jinnah Hospital were significantly higher as compared to the INMOL Hospital in all domains as shown in table-4.

Table-2: Interpersonal relation

| Interpersonal Relation   | Strongly dissatisfied | Dissatisfied | Fair       | Satisfied | Strongly satisfied |
|--|-----------------------|--------------|------------|-----------|--------------------|
| Nurses always allow you to say everything that you think is important.     | 1(0.6%)               | -            | 142(90.4%) | 10(6.4%)  | 4(2.5%)            |
| Nurses care for you in a very friendly and Courteous manner                | 1(0.6%)               | 12(7.6%)     | 123(78.3%) | 19(12.1%) | 2(1.3%)            |
| Nurses have time to sit and talk with you.                                 | 3(1.3%)               | 130(83.3%)   | 21(13.5%)  | 2(1.3%)   |                    |
| Nurses do not listen carefully to what you want to say.                    | 22(14.2%)             | 82(52.9%)    | 39(25.2%)  | 8(5.2%)   | 4(2.6%)            |
| Nurses seem discontent as if he/she is forced to take care of you.         | 153(97.5%)            | 2(1.3%)      | -          | 1(0.6%)   | 1(0.6%)            |
| Nurses act as gentle as he/she can be, when performing painful procedures. | -                     | -            | 4(2.6%)    | 14(9%)    | 138(88.5%)         |
| Situation in ward is calm at night.  | -                     | -            | 10(6.4%)   | 62(39.7%) | 84(53.8%)          |

Table-3: Patient and family education

| Patient and family response  | Strongly dissatisfied | Dissatisfied | Fair      | Satisfied | Strongly satisfied |
|--|-----------------------|--------------|-----------|-----------|--------------------|
| Nurses advice you on the alteration of home environment for suitable staying when you at home. | -                     | 1(0.6%)      | 41(26.1%) | 51(32.3%) | 64(40.8%)          |
| Nurses give you flier (printed education material) regarding your disease.                     | 152(96.8%)            | 2(1.3%)      | 2(1.3%)   | -         | 1(0.6%)            |
| Nurses inform physician about your problem, during the visit.                                  | 1(0.6%)               | -            | 1(0.6%)   | 6(3.8%)   | 149(94.9%)         |
| Nurses instruct your family for taking care of you at home.                                    | -                     | 2(1.3%)      | 3(1.9%)   | 72(45.9%) | 80(51%)            |

Table-4: Hospital wise comparison of study aspects

| Domains  | Hospital | Mean  | SD   | p-value |
|--|----------|-------|------|---------|
| Information given by nurses                          | Jinnah   | 31.05 | 2.22 | <0.001* |
|  | INMOL    | 29.23 | 1.15 |         |
| Interpersonal relationship between nurse and patient | Jinnah   | 22.03 | 2.69 | <0.001* |
|  | INMOL    | 20.40 | 0.75 |         |
| Patient and family education                         | Jinnah   | 14.88 | 1.67 | <0.001* |
|  | INMOL    | 14.40 | 0.85 |         |

\*Statistically significant

## DISCUSSION

Client satisfaction has become a significant predictor to evaluate the excellence of care given to the clients whilst in health care organization. Client satisfaction is one objective of care, and alongside with recovery from disease or progress of the presenting issue, it is consequently a result of care. It is also a contributor to outcome, as satisfied clients are likely to cooperate with treatment. Furthermore, satisfaction is the client's judgment of the excellence of care. In addition to these three concrete reasons why client satisfaction should be evaluated, here is the rationale of the view that clients should by right have their worries about care considered. The evolving significance of consumerism in human health care service is one component of a higher social movement, and it would be impractical to anticipate that health amenities will be permitted to continue undisturbed by changes occurring in the general public. Evaluation of client satisfaction has been utilized as a measure of result in surveys of features of general practice for example, assigning length of consultation and workload.

Nurses are a vital part of every health care organization; they deliver round the clock care to clients by evaluating the client, answering questions, giving treatments and medicines, and helping with therapeutic processes. Nurses have the duty to support clients comprehend the right of care they will receive and the clients responsibility to cooperate for better outcome. Nurses have the accountability to describe the clients what they should and shouldn't do as they go through medical management and gradual healing, and they must rapidly answer to clients in demand. Nurses are a vital part of every hospital team, and the approach they adopt to their work creates an impact on hospital excellence<sup>8,9</sup>.

In this study both the institutions were public sector hospitals but the satisfaction was higher in the Jinnah hospital as compared to INMOL Hospital. In this study 150 (95.5%) of patients were strongly satisfied with the "orientation given by nurses about ward during admission". This is quite similar with one previous research, which indicates a high satisfaction rate in social courtesy and orientation to physical surroundings<sup>10</sup>.

In response to the question "Do nurses give you enough information about your illness?" 129(82.7%) patients response were fair. In response to this question "nurses give you enough

information about your illness". 129(82.7%) patients response was fair. A study conducted by Zavare, showed similar results. In regard to information given by nurses, the outcomes from this study showed the same results that (76.6%) of the respondents were satisfied with information given by nurses<sup>11</sup>.

In our study (79.6%) 125 patients were satisfied with nurses regarding the "information given to their family members about their progress report". The study conducted by Johansson et al showed the similar results that the patients emphasized on the importance of receiving adequate information and a need for the information they received to increase their satisfaction<sup>12</sup>.

154(98.1%) patients were strongly dissatisfied about the "availability of locker". 143(91.1%) patients were dissatisfied in the response to whether "the bathroom is clean". 94 (59.9%) patients were also dissatisfied about these "facilities and cleanliness of the ward". One study showed that when the clients asked about the facilities given in the ward in all questions, on average, all clients responded in affirmation and satisfaction except the cleanliness of bathroom, facility of land line and lockers in the clinical ward.<sup>13</sup> The nearby physical environment has a great impact on client satisfaction. The physical environment included cleanliness, nutrition, and noise level, fellow patients in the ward, and the comfort and esthetic of the locations<sup>14</sup>.

In our study 84(53.8%) patients were strongly satisfied with "the calm situation (environment) in ward at night". One study mentioned a totally different opinion, health care professionals are however, professionally accountable for maintaining the cleanliness in the ward, as well as additional noise levels. The results of another research, showed the similar findings have confirmed completely of the above, patients did not seem to be satisfied with the sound control, the food quality or choices of food availability<sup>15,16</sup>.

Thus from our study it, is revealed that the patient satisfaction has prime importance in improving the quality of life and if the nursing staff is properly facilitated then they can provide better health care. And in response, the patients show better recovery and satisfaction.

**Limitations:** Sample of 158 cancer patients was not big enough to detect any significant association between socio-demographic characteristics and level of patients' satisfaction.

## CONCLUSION

We concluded that majority of the patients were satisfied by the nursing care but there is a need to improve the information given by nurses and interpersonal relationship in the nursing care provided by the selected hospitals to improve patients' overall satisfaction.

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write-up.

**Conflict of Interest:** None to declare

**Financial Disclosure:** None

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