

ORIGINAL ARTICLE

Patient's Satisfaction Regarding Care and Facilities in Oncology Department of Mayo Hospital LahoreAYESHA RAFIQUE¹, MUHAMMAD AQEEL AKHTAR², AMBREEN NAWAZ³, SIKANDAR IQBAL⁴, MANSAB ASHFAQ⁵, FAIZA⁶¹Medical Officer, Allama Iqbal Medical College Lahore²Medical Officer DHQ hospital Narowal³Demonstrator (Immunology), Rashid Latif Dental College, Lahore⁴PGR, General Surgery⁵Shalamar hospital Lahore⁶Shalamar Medical & Dental College, LahoreCorrespondence author: Ayesha Rafique, Email: rafiqayasha090@gmail.com**ABSTRACT****Purpose:** Patient's satisfaction is a matter of quality care, and it covers the different features of treatment, from health care to a cancer patient's satisfaction with the information given by doctors & nurses. The objective of the study was to measure the level of satisfaction, evaluation, and care provided to cancer patients in Lahore.**Study Design:** This study carried out the Cross Sectional with quantitative research design. The population of the study was cancer survived patients admitted in Oncology department Mayo Hospital, Lahore. A convenience sampling was used to collect the data from target participants. The data was collected from 180 patients through semi structured questionnaire.**Statistical analysis:** After collection of the data from selected participants, the data was entered in SPSS 20 version. For data analysis the frequency distributions, chi, square and statistically significant. A p-value of ≤ 0.05 was considered as statistically significant.**Results:** The findings of this study and analyzed the data in SPSS indicates that majority of cancer patients 70% were satisfied from hospital facilitation, and diagnostics. The results indicated that majority of cancer patients 68.9% admitted in Mayo Hospital Lahore (Oncology Department) satisfied to access the right information, treatment and nursing care. The nursing care in Govt. Hospital was overall good and patients care almost was good 65% patients satisfied.**Practical Implication:** The Govt. of Pakistan and Punjab must provide the awareness program, knowledge, and training to the community to reduce the cases of cancers in Pakistan. There should be proper policy on patients care and follow up in the Pakistan. There should be a policy of planning and implementing for the benefit of the patients.**Conclusion:** The overall results of patient's satisfaction were good. There is need to work more to improve the hospital services and patients care. There should be proper policies and procedures of cancer patient's admission, hospitalized, care, treatment and discharge. There is need to do more work required for training of nursing staff for care of the patients.**Keywords:** Patient Satisfaction, patient's evaluation, diagnostics, cancer, nursing care, hospitalization, cancer survival**INTRODUCTION**

Excellence in health amenities was occasionally established on the basis of competent and trained practice standards, identifying the quality of healthcare as well as a critical segment of performance improvement and clinical effectiveness. It is a multifaceted feature that represents a significant and crucial indicator for the excellence of healthcare delivery. It is a widely acknowledged element that must be regularly analyzed to ensure that healthcare organizations run well. For health care executives, it has been a serious issue. After receiving care, people don't formally assess their own health status; instead, they gauge their satisfaction with the available amenities for health care^{1,2,3}.

From admission through discharge amenities, and from medical care to interactive interpersonal contact abilities, several indicators of patient satisfaction have been identified. Standard criteria include responsiveness, amenities, and nutrition service, among others. They also comprise interpersonal communication skills, attitude, technical skill, and consoling skill.

Patient perception of the quality of care, also known as patient satisfaction (PS), is frequently considered to be a key factor in determining the level of care. However, there are few published research on endoscopic patient satisfaction. Patient input may result in higher standards, enhanced risk management, improved endoscopist performance, and a higher standard of care. Patients who are satisfied are more likely to stick to their prescription schedules, continue utilising medical services, and seek out specific caregivers. Some people include patient satisfaction as an outcome component, while others see it as a separate dimension. There are several aspects of patient satisfaction that have been recognised, including admission and discharge services, medical care, and interpersonal contact^{4,6,7}.

Major health care services are provided by nursing care since it significantly speeds up patients' recuperation. A health institution's reputation is largely shaped by its qualified medical staff, but effective nursing care is also crucial in affecting patient

satisfaction and shaping the institution's perception^{9,10}. Compared to other healthcare professionals, nurses have the closest and longest interaction with patients¹¹. Patients see nurses interact with patients and members of other care teams and draw conclusions about the standard of the healthcare. Various quantitative and qualitative researches have since been conducted to look at the connections between patient happiness and the standard of the healthcare system^{8,12}.

One of the most significant hospital care services nursing care that has a real impact on patients' recovery can be insufficient, depriving patients of proper nursing care. Nurses are in close proximity to their patients and engage with them seven days a week. In order to establish whether a health care provider is deficient in nursing care, which creates a barrier to the client's happiness, nursing care must be provided in any organizational care setup.^{13,14,15,16}

There is limited literature available regarding cancer care, cancer patients, cancer patient's satisfaction and evaluation and care. Pakistan need to work more on this topic and must have guidelines and conduct training, workshops and information literacy sessions for the benefit of cancer patients.

Objectives

1. To measure the level of satisfaction of cancer patients at Mayo Hospital Lahore
2. To check the evaluation level of cancer patients at Mayo Hospital Lahore.
3. To explore the care of cancer patients at Mayo Hospital Lahore.

METHODOLOGY

This study was carried out by quantitative research method and Cross Sectional. After approval of ethical review board the study was conducted. The population of the study was the cancer survived patients which were admitted in Oncology department Mayo Hospital, Lahore. A convenience sampling was used to

collect the data from target participants. The data was collected from 180 patients through semi structured questionnaire. The data was collected from 180 male and female cancer patients, and analyzed in SPSS. After collection of the data from selected participants, the data was entered in SPSS 20 version. For data analysis the frequency distributions, chi, square and statistically significant. A p-value of ≤ 0.05 was considered as statistically significant.

RESULTS

In this study 180 participants filled the questionnaires at Mayo Hospital. Among them 104(58%) were male and 76(42%) were female. There overall mean age was 43.62 ± 13.09 years. 27(14.6%) were single and 153(84.8%) were married. Among the patients 36(20.3%) Never Attended school, 61(34.0%) attended Primary School, 62(34.6%) attended Secondary School and 20(11.2%) had gained Higher Education.

Total patients were 180. 83(45.9%) stayed for 3 days only, 32(18.2%) stayed in hospital for 4 days only, 29(16.2%) for 5 days, 6(3.4%) for 6 days, 8(4.7%) for 7 days, 2(.7%) for 8 days, 4(2.0%) for 9days, 14(8.1%) for 10 days and 2(0.7%) stayed in hospital for 15 days as shown by figure-1.

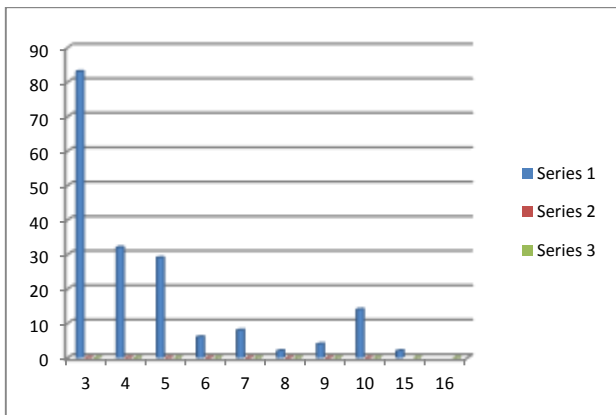


Figure-1: Frequency Distribution of Patients According To Their Stay at Hospital

Different treatments taken by enrolled patient's summaries in figure-2. Almost 167 (93.1%) patients underwent chemotherapy while 1% had palliative therapy.

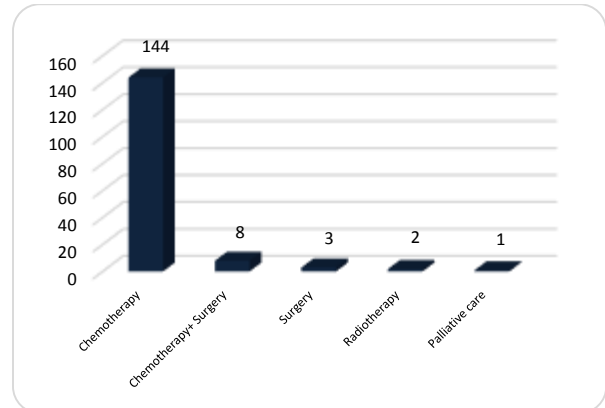


Figure-2: Frequency Distribution of Patients According to Treatment Taken

In response to "During your admission, nurses gives (orientation)" 7(3.8%) replied they were satisfied and 171(95.5%) were strongly satisfied. In response to "doctors explain what they are going to do before starting any clinical procedure." 1(0.6%) were satisfied, 72(40.5%) replied fair, 94(51.9%) were satisfied and 11(6.4%) were strongly satisfied. In response to "Doctors give you enough information about your illness" 1(0.6%) was strongly dissatisfied, 149(82.7%) found it fair, 27(14.7%) were satisfied and 4(1.9%) were strongly satisfied. In response to "Doctors inform your family members about your progress report" 1(0.6%) was strongly dissatisfied 11(6.4%) were strongly dissatisfied, 18(9.6%) found it fair 144(79.6%) were satisfied and 7(3.8%) were strongly satisfied. All the patients had no access to telephone or locker for valuables and clothes whereas mix response was found for the cleanliness and other services as shown in table-1.

Table-1: Information Given By Nurses

Information Given By Doctors & Nurses	S.dissatisfied	Dissatisfied	Fair	Satisfied	S. satisfied
During your admission, nurses show you around (orientation) e.g. show you where your bed is?	-	-	-	7(3.8%)	171(95.5%)
Doctors explained what they are going to do before starting any clinical procedure. (E.g. taking blood etc.)	-	1(0.6%)	72(40.5%)	94(51.9%)	11(6.4%)
Doctors give you enough information about your illness.	1(0.6%)	-	149(82.7%)	27(14.7%)	4(1.9%)
Doctors inform your family members about your progress report.	1(0.6%)	11(6.4%)	18(9.6%)	144(79.6%)	7(3.8%)
Doctors 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.	176(98.1)	4(1.9%)	-	-	-
You have access to a locker for your valuables and clothes.	16(8.9%)	164(91.1%)	-	-	-
The ward where you stay is often clean.	-	4(1.9%)	165(91.7%)	7(4.5%)	4(1.9%)
The bathroom is clean.	18(9.6%)	108(59.9%)	50(28%)	2(1.3%)	2(1.3%)
Situation in ward is calm during the day (e.g. during visiting hour).	2(1.3%)	-	140(77.7%)	33(18.5%)	5(2.5%)

Table-2: Interpersonal Relations

Interpersonal Relations	Strongly dissatisfied	Dissatisfied	Fair	Satisfied	Strongly satisfied
Nurses always allow you to say everything that you think is important.	1(0.6%)	-	162(90.4%)	11(6.4%)	6(2.5%)
Nurses care for you in a very friendly and Courteous manner	1(0.6%)	14(7.6%)	140(78.3%)	22(12.1%)	2(1.3%)
Doctors & Nurses have time to sit and talk with you.	2(1.3%)	144(83.3%)	23(13.5%)	2(1.3%)	-
Doctors & Nurses do not listen carefully to what you want to say.	25(14.2%)	108(52.9%)	45(25.2%)	9(5.2%)	5(2.6%)
Nurses seem discontent as if he/she is forced to take care of you.	176(97.5%)	2(1.3%)	-	1(0.6%)	1(0.6%)
Doctors & Nurses act as gentle as he/she can be, when performing painful procedures.	-	-	5(2.6%)	16(9%)	158(88.5%)
Situation in ward is calm at night.	-	-	14(6.4%)	64(39.7%)	112(53.8%)

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 162(90.4%) responded fair 11(6.4%)

responded Satisfied and 6(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 14(7.6%) responded dissatisfied 140(78.3%) responded fair 22(12.1%)

responded satisfied and 2(1.3%) responded strongly satisfied. In response to Doctors and Nurses have time to sit and talk with you 2(1.3%) responded strongly dissatisfied 144(83.3%) responded dissatisfied 23(13.5%) responded fair and 2(1.3%) responded satisfied. In response to Doctors & Nurses do not listen carefully to what you want to say 25(14.2%) responded strongly dissatisfied 108(52.9%) respond dissatisfied 45(25.2%) responded fair 9(5.2%) responded satisfied and 5(2.6%) responded strongly satisfied as shown in table-2.

DISCUSSION

Patient satisfaction is becoming a key indicator of how well a healthcare business is doing at providing customers with excellent care. Patient's pleasure is one goal of care and, together with illness recovery or improvement of the presenting problem,^{19, 12} it is a consequence of care. Additionally, it influences results since happy patients are more likely to comply with therapy. In addition, contentment reflects the client's assessment of the quality of the care received. Here is the justification for the belief that patients' concerns regarding care should by right be taken into account, in addition to these three specific reasons why client satisfaction should be assessed^{8, 16, 17}.

The outcome of the mean and the level of commitment were revealed by a descriptive analysis of the research variables, answer questions, and objectives. This finding suggests that the highest amount of agreement was between patient satisfaction and nursing care. While patient and nurse attitudes had the lowest levels of efficacy measured. The National Institute of Oncology hospital in Misurata also receives a combination of very good and good comments regarding the quality of its hospital services. The findings of this study showed that patient characteristics and the quality of the hospital services given have an impact on cancer patients' happiness. The results demonstrate a significant association between hospital service quality empathy and cancer patient satisfaction ($=0.390$) among control variables. By marital statute ($=0.233$) and patient kind ($=0.192$), respectively. It is evident that hospital service standards, empathy, and other factors like staff confidence when they comprehend patients' needs and patient prompt assistance are related to cancer patients' satisfaction^{12, 16, 17, 18, 20}.

Do nurses adequately explain your ailment to you in response to the question 129 patients' responses were fair, or 82.7%. "Nurses provide you ample information regarding your sickness," was the reply to this question. 129 patients' responses (82.7%) were rated as fair. Similar outcomes were found in a Zavare study. The findings of this survey confirmed that 76.6 percent of respondents were happy with the information provided by nurses in this regard^{21, 22, 23}.

In our study, 125 patients (79.6%) who received "information given to their family members about their progress report" from nurses expressed satisfaction. The patients' emphasis on the necessity of receiving sufficient information and a requirement for the information they received to boost their satisfaction were both highlighted in the Johansson et al. study's findings. Patients were extremely unsatisfied with the "availability of locker" in 154 cases (98.1%). 143 patients, or 91.1%, expressed dissatisfaction with the answer "the bathroom is clean." Additionally, 94 patients (59.9%) expressed dissatisfaction with the "facilities and cleanliness of the ward". One survey revealed that, on average, every client who inquired about the amenities provided in the ward expressed approval and satisfaction, with the exception of the cleanliness of the facilities^{24, 25, 26}.

CONCLUSION

We concluded that majority of the patients were satisfied by the information given by doctors and 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 and treatment compliance..

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