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Medical Faculty
Centralized School of Nursing
Research Thesis

Patient Satisfaction with Nursing Care in Medical and Surgical Wards of government hospitals, Addis Ababa, Ethiopia, May 2009.

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AAU

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ABSTRACT

Background: patient satisfaction with nursing care has been found to be the most important predictor of over all patients' satisfaction with hospital care. Nursing practice is patient driven and patient centered. Accordingly, patient satisfaction has been strongly advocated by nursing professionals to be an important indicator of quality of nursing care delivery.

Objective: The objective of this study was to assess patient's satisfactions with nursing care provided in medical and surgical wards of government hospitals in Addis Ababa.

Methods: A cross sectional study was conducted in three governments hospitals namely Back lion, St. Paul and Yekatit 12, in Addis Ababa, Ethiopia from July 2008 to June 2009, The study population was adult patients who were admitted to the medical and surgical words of the study hospitals and stayed for at least seven days. The data coactions tool was a modified Newcastle satisfaction with Nursing scale (NSNS). Data analysis was computed by SPSS. Ethical clearance was secured from medical faculty, IRB office A.A.U. and study hospitals. Participation in this study was voluntary and based on patient's ability to given informed consent.

Result: A total of 450 adult patients from medical and surgical wards were approached from the study hospitals and 435 of them participated in this study (non-response rare was (3.4%).

Participants who were males, age group 18-30 years old, stayed in the ward of for 7-15 day and have no history of previous admission were more satisfied. The overall rating of satisfaction was 56.3%. The top aspects that patients scored highest for their satisfaction with nursing care were the amount of privacy nurses gave to patients, the amount of freedom given on the ward and nurses manner in going about their work. The aspects with which patients least scored were the amount of time nurses spent with patients', nurses awareness of patient needs the amount and type of information nurses gave to patients about their condition and treatment. Income and having other disease in addition to cause of admission were the significant predictors of patient satisfaction with nursing care ($P < 0.05$). Implementation of individual nursing care plan and improving therapeutic nurse-patient communication were recommended.

JEY WORDS: Nursing care, patient satisfaction.

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Abbreviations

AAU – Addis Ababa University

NSNS – Newcastle satisfaction with Nursing scale

SPSS – Statistical package for the social sciences

FMOH – Federal Ministry of Health

IRB - Institutional Review Board

BPR- Business Process Reengineering

Chapter One

Introduction

Nursing care is one of the Major components of health care services and the nursing staffs comprises the vast majority of hospital personnel and have the

greatest contact with patients. Nurses rather than physicians are seen as responsible for the day-to-day activities on a unit. Nurses provide the main connection with patients, act as patient advocate with other care providers, give physical care to patients, and offer emotional support to both patients and families. In their teaching capacity, they also play a key role in post-hospital adjustment. The importance of the nursing role in quality health care is evidenced in a number of studies (1,2,3).

Nursing practice is patient driven and patient centered. Accordingly, patient satisfaction has been strongly advocated by nursing professional to be an important indicator of quality of nursing care delivery (2).

In recent years, developing countries have become increasingly interested in assessing the quality of their health care. Out comes have received special emphasis as a measure of quality. Assessing out comes has merit both as indicator of the effectiveness of different interventions and as part of a monitoring systems directed to improving quality of care as well as detecting its deterioration (3).

Quality assessment studies usually measure one of three types of outcomes: medical outcomes, costs, and client satisfaction. For the last mentioned, clients are asked to assess not their own health status after receiving care but their satisfaction with the services delivered (3).

In recent years the world bank and other donors have been advising developing countries to ensure that limited resources not only have an optimal impact on the population's health at affordable cost but also that health services are client-oriented (4).

In this study, patient satisfaction with nursing care was defined as patients' opinion of the care received from nursing staff and was acknowledged as an outcome indicator of the quality of nursing care (5).

Several studies have been done in Ethiopia to assess out patient satisfaction with hospital services. A study conducted in jimma showed 57.1% of interviewee believed that the service they received was either good or very good (8). Another similar study done in Gonder teaching hospital revealed 78% of the out patient visitors reported dissatisfaction with services offered at the out patient department (9). In contrast few studies done to assess patient satisfaction with nursing care. Thus, scarcity of literature made it difficult to examine patients' satisfaction with nursing care in Ethiopia. Based on this fact, this study assesses inpatient satisfaction with nursing care in medical and surgical wards of government hospitals in Addis Ababa.

SIGNIFICANCE OF THE STUDY

Nursing research is not well developed in Ethiopia. Nursing Care and nursing services are not supported by research findings. On the other hand evidence based nursing practice is essential to meet patient health care need and improve quality of nursing care.

Patient satisfaction with nursing care has been found to be the most important predictor of overall patient satisfaction with hospital care. The findings of this study were a baseline for future studies and helpful to recommend possible improvements in the provision of nursing care services.

Chapter Two

Literature Review

Cost-effective manner, have resulted in increasing attention to consumers' views of the care they receive. As a result, patient satisfaction surveys of hospital care and community care have been proliferated. (4,8). Patient satisfaction is a major indicator of quality care. There are several theories on the types of concepts that should be measured concerning patient satisfaction with nursing care (9, 10).

In recent years, the assessment of patient satisfaction has become progressively more interesting to a number of researchers in evaluating the quality of nursing care. Reasons for assessing patient satisfaction with nursing care have been based on the following rationales. First, assessing patient satisfaction provides a means of monitoring quality of nursing care and evaluating effectiveness of nursing intervention. Patient satisfaction also has been described as an indicator of patient outcome. Moreover, because patient participation is a central tenet of nursing care, seeking patient's opinions is considered to be a therapeutic nursing activity. In addition, market forces have prompted hospital facilities to focus on promoting patient satisfaction. Last, satisfaction with nursing care is the most important Predictor of overall satisfaction with hospital care (2).

Other purposes and rationales of measuring patient satisfaction have also been proposed in other disciplines, such as medicine. Those purposes and rationales are that patients with high satisfaction with care or service are more likely to comply with medical regimens, are more likely to participate in their treatment, and are more likely to return and continue to use the medical services. In addition to the focuses of patient compliance and competition among medical services, inpatient satisfaction provides feedback for the quality assessment process and program evaluation (2).

Patient satisfaction with nursing care has been found to be the most important predictor of overall patient satisfaction with hospital care (11). Patients who are satisfied with nursing care are less likely to delay seeking prompt medical treatment (2).

Studies revealed that several factors could influence patients' judgments of their satisfaction, including timing of survey, response format, and non response. Some other factors, such as demographic variables, expectations, general health status, and care delivered, have also been found to be related to patient satisfaction (11,12).

Demographic characteristics, such as age, gender, education, and race, appear to affect patients' ratings of satisfaction. These factors however have been reported to relate with patient satisfaction inconsistently (12).

There was also a significant association between age and service dimension ($P < 0.001$) the results of age are supported in the literature, with older patients more satisfied with health care delivery than younger respondents (12). The majority of early studies on patient satisfaction have explored the impact of physician care (55%) rather than nursing care (6%) or both type of care provision (39%) (13).

Patients' ability to evaluate the care they receive is reduced when they don't have enough knowledge about their condition (14). In other study, the aspects with which patients were least satisfied (regardless of admitting ward) were the amount and type of information they receive regarding their condition and treatment. On the other hand, the top aspects that patients scored highest for their satisfaction with nursing care were the feeling of privacy, nurses capability at their job, and nurses helpfulness. (14-15).

Similarly, recently discharged patients from hospital were interviewed using unstructured schedule and revealed the greatest single defect (dissatisfaction) in hospital care was the barrier to easy exchange of information. (16).

Satisfaction was also related to social class, those from extremes (high social class) tending to be most satisfied than the intermediate groups older age was the strongest predictors of satisfaction and men tended to be more satisfied than women. (17)

A study conducted in Jordan teaching hospital to determine patients' satisfaction with nursing care on 266 patients from medical, surgical & gynecological wards revealed that patients in surgical ward had lower levels of satisfaction than patients in medical or gynecological wards. (17). Another study conducted in China teaching hospital to examine inpatient satisfaction with nursing care showed patients had a relatively high level of satisfaction with nursing care. Patients' age, educational background, hospital wards were main factors influencing their satisfaction with nursing care (18).

Studies in Vietnam and Uganda showed poor quality of services in the public sector led to greater use of private providers; however, private health care services are usually costly for the majority of people in developing countries. Despite this reality, the health care providers in developing countries seem to be ignoring the importance of patients' perception regarding health services (19)

A study conducted in Jimma hospital to determine patients' satisfaction on the nursing care in medical and surgical wards revealed the most positive areas of patient satisfaction of nursing care included: getting an immediate response from a call for help, positioning according to the nature of the disease, meals provision on time, appropriateness of meals in line with religious considerations, information regarding diets, greetings and politeness of nurses, and attention to the medication prescribed. Low satisfaction emerged relative to offering help during mealtime, information regarding the disease condition, as well as hospital facilities and ward environment, maintaining privacy, the degree of instructions for self care. The investigators of Jimma study was utilized a tool with yes or no answers and the interview was conducted by nurses and took as small sample (sample size = 60) (20)

Another study conducted in Addis Ababa, namely Black lion, Saint Paul and Zewditu Memorial hospitals to determine adult patients satisfaction with nursing care who were admitted into the Medical – Surgical and gynecological wards. The overall rating of satisfaction was 67%. The Top aspects that patients scored highest for their satisfaction with nursing care were the amount of freedom given, nurses capability in their work and nurses treatment of patients as an individual. On the other hand, the aspects with which patients were least satisfied were the amount and type of information they received regarding their condition and treatment and also the amount nurses knew about patients' care. Older age was the significant predictor of patient satisfaction with nursing care ($p < 0.05$). The investigator in Addis Ababa used a modified' New castle satisfaction with Nursing Scale (NSNS) and the Interview was conducted by 12th grade completed students who were not involved in patient care and took a sample size 660 (21).

In Ethiopia, different studies have been conducted to assess out patient satisfaction and quality of health care delivery at some program specific activities, like family planning, immunization etc.... However, few studies have been done to assess in patient satisfaction with nursing care. Based on this fact, this study assessed inpatient satisfaction with nursing care at government hospitals in Addis Ababa, namely Black lion, Yekatit 12, and St. paul.

Chapter Three
Objectives of the study

General Objective

- To assess patient's satisfactions with nursing care provided in medical and surgical wards of government hospitals in Addis Ababa.

Specific Objectives

1. To determine patients' satisfaction level with nursing care.
2. To identify factors related to patient satisfaction with nursing care.
3. To identify areas with low satisfaction or dissatisfaction with nursing care.

Chapter Four

Methods

Study Design

A descriptive cross – sectional institution based survey was employed.

Study area

There were about 15 government hospitals in Addis Ababa, of these 11 were general hospitals. Among these three public hospitals were randomly selected for this study using simple random sampling; Namely, Black lion, Yekatit 12 and St. Paul. Among the study hospitals Black lion is a specialized referral teaching hospital, with a total bed capacity of 554 comprising 115 medical and 191 surgical beds, which is managed by Addis Ababa University (AAU). The hospital had 385 nursing staff (351nurses and 34 health assistances). St Paul hospital is also a referral teaching hospital which is managed by the Federal Ministry of health (FMOH) with 290 beds of which 53 medical and 111 surgical beds. It had 162 nursing staff (109 nurses and 53 health assistances). Yekatit 12 hospital is under Addis Ababa city administration health Bureau, with a total bed capacity of 238 and with 26 beds in medical ward and 42 beds in surgical ward. It has 87 nursing staff (54 nurses, 25 health assistances and 8 junior nurses). All study hospitals had all basic health care services that were pediatrics, medical, surgical and gynecological care.

Source Population

Adult patients who were admitted to the medical and surgical wards of Black lion, Yekatit 12 and St. Paul hospitals were source populations.

Study Population

Patients who were admitted in the study wards of the study hospitals at the time of data collection (May 1-30, 2009) and met the inclusion criteria:

-) Being 18 years or older and volunteer
-) Stayed in the ward for 7 days or above
-) Who were able to communicate were included.

Sample size and sampling procedure

All patients who met the inclusion criteria in the data collection period were included in the study.

Data collection procedures

Patients' satisfaction with nursing care was assessed using the modified New castle satisfaction with nursing scale (NSNS) (5). The questionnaires were translated to Amharic for Interview. The satisfaction scale consists of 19 items. All items were scored on a five point Likert scale (1 = not at all satisfied, 2 = barely satisfied, 3 = quite satisfied, 4 = very satisfied, and 5 = completely satisfied). Participants were asked to rate their satisfaction with various aspects of nursing care by selecting only one number that best describes their opinion on each item of the scale.

The data were collected from the study hospitals by trained individuals who were not involved in patient care in order to minimize courtesy bias.

The data collectors were interviewed participants using the NSNS. The data were collected from the relevant wards.

Data Quality Assurance

Quality of data was assured through the following:

-) Careful modification of the data collection tool (NSNS) according to Ethiopian situation.
-) The data collection tool was pre-tested before the actual data collection.
-) Data collectors were individuals, who were not involved in patients care (with casual dress).
-) Data collectors and coordinators were trained.
-) A close supervision was made by the principal investigator to check whether the questionnaire were appropriately filled

Data analysis procedures

The statistical package for the social sciences (SPSS version 11) was used for computing statistics. Frequency distributions were obtained to check for data entry errors. Descriptive statistics were computed and binary logistic regression was also be conducted to examine the effect of independent variables on patient's satisfaction with nursing care. Satisfaction scores were computed as follows first the scales were recorded as 1=0, 2=1, 3=2, 4=3 and 5=4; sums recorded responses; were divided by the sum valid values; and then divide the result by 4 finally multiplied by 100.

Satisfaction was broadly classified as fully and not fully satisfied. Fully satisfied refers to responses as completely/very satisfied and not fully satisfied refers to responses as not at all/barely/quite satisfied.

Dependent and Independent Variables

Dependent Variable

) patient satisfaction

Independent Variables

) Education

) Income

) Age

) Gender

) Admission ward

) Class of admission

) Other diseases

) History of admission

Ethical Considerations

In order to proceed, to data collection ethical clearance were secured from different authorities starting from Addis Ababa University, Medical faculty Institutional Review Board (IRB) and the study hospitals (Tikur Anbessa, Yekatit 12 and St paul). Participation in the study was voluntary and based on each patient's ability to give informed consent. Participants were

guaranteed with confidentiality of the information collected. Non participation had no negative effect on care.

Inclusion and Exclusion Criteria

Inclusion Criteria

- Patients who were admitted in the medical and surgical wards stayed for 7 days or more
- 18 yrs or older, voluntar and able to communicate

Exclusion Criteria

- Patients who were not oriented to TPP (Time, place and person) and terminally ill.
- Patients who can not hear
- Patients with mental illness (psychiatric problems)

Operational Definitions

- **Patient satisfaction with nursing care** is defined as the patients' opinion of the care received from nursing staff and acknowledged as an outcome indicator of the quality of nursing care.
- **Fully satisfied** – refers to participants who responded as very/completely satisfied for satisfaction items.
- **Not fully satisfied** – refers to participants who responded as not at all/barely/quiet satisfied – for satisfaction items.
- **Nursing staff** – refers to nurses, junior nurses and health assistants who were working in hospitals under study.

Chapter Five

5. Results

5.1 Participants Characteristics

A total of 450 participants were approached and 435(96.6%) who were admitted in medical & surgical wards of hospitals under study, namely Black lion, Saint Paul, Yekatit 12 hospital, participated in this research, with 3.4% non-response rate. The mean age of participants was 38.55(SD=15.85) Referring to sex 61.1% of them were males .The mean length of stay (days) was 18.61 (SD24.64)

Concerning educational stats 40.6% of they were 7-12 grade, 59.7% of participants had no history of previous admission on the other hand 74.7% of them have no other diseases in addition to current health problem. Regarding to admission class 82.1% of them were admitted in third class and (57.2%) of participants have approximately monthly income 151-600 birr per month.(see Table-1)

Table 1. Participants' characteristics and satisfaction Scores of nursing care given May 2009. Addis Ababa.

Category	Fully Satisfied		Not fully satisfied		Total	
	N	%age	N	%age	N	%age
Sex						
Female	94	21.6	75	17.2	169	39
Male	151	34.7	115	26.4	266	61
Total	245	56.3	190	43.7	435	100
Age						
18-30	104	23.9	75	17.2	179	41.1
31-40	53	12.2	45	10.3	98	22.5
41-50	37	8.5	27	6.2	64	14.7
51-60	25	5.7	25	5.7	50	11.4
61-70	16	3.7	14	3.2	30	6.9
71-79	10	2.3	4	0.9	14	3.2
Total	245	56.3	190	43.7	435	100
Educational status						
Illiterate	54	12.4	29	6.7	83	19.0
1-6 grade	47	10.8	19	4.4	66	15.2
7-12 grade	102	23.4	74	17.0	176	40.5
College and above	2	0.5	4	4.0	6	1.4
Total						
Income						
Less or equal to 150	59	13.6	25	5.7	84	19.3
151-600	134	3.1	82	18.9	216	19.7
601-1200	31	7.1	43	9.9	74	17.0
1201-2500	16	3.7	31	7.1	47	10.8
2501 and above	5	1.1	9	2.1	14	3.2
Total						
History of previous admission						
Yes	82	18.9	93	21.4	175	40.2
No	163	37.5	97	22.3	260	59.8
Total						
Number of days stayed						
7-15	168	38.6	121	27.8	289	66.4

16-30						
31-60	55	12.6	53	12.2	108	24.8
61-180	15	3.4	8	1.8	23	5.3
181 and above	1	0.2	2	0.5	3	0.7
Total						
Having other diseases						
Yes	40	9.2	70	16.1	110	25.3
No	205	47.1	120	27.6	325	74.7
Total						
Class of admission						
First	11	2.5	9	2.1	20	4.6
Second	42	9.7	16	3.7	58	13.3
Third	192	44.1	165	37.9	357	82.1
Total						
Study Hospitals						
Black Lion	153	35.2	96	22.1	249	57.2
St Paul	65	14.9	65	14.9	130	29.9
Yekatit 12	27	6.2	29	6.7	56	12.9
Total						

Nursing Care Satisfaction Scores

The amount of privacy nurses gave to patients, the amount of freedom on the ward and nurses manner in going about their work were the three top scores. Where as the amount of time nurses spent with patients, Nurses awareness of patient needs and the amount and type of information nurses gave to patients about their condition and treatment were the least scores (see table-2)

Aspects of care given the highest satisfaction ratings among fully satisfied versus not fully satisfied (fully satisfied refers to very or completely satisfied & not fully satisfied refers to not at all, or quite satisfied.

Black Lion hospital

Nurses manner ingoing about their work (65%)the amount of freedom on the ward (63%) , the amount of privacy nurses gave to patients (63%) how capable nurses were of their job (50%) and nurses treatment of patients as an individual (54%) were aspects care given the highest satisfaction ratings.

Saint Paul hospital

The amount of privacy nurses gave to patients (70%), nurses, manner in going about their work (60%) , the amount of freedom on the ward (60%) nurses treatment of patients as an individual (56%) and how capable nurses were at their job (50%) were care dimensions or aspects of care given the highest satisfaction ratings.

Yekatit 12 hospital

The amount of freedom on the ward (72%) nurses manner in going about their work (55%), the amount of privacy nurses gave to patients (47%), nurses help fullness (45%) and nurses treatment of patients as an individual (31%) were aspects of care given relatively the highest satisfaction ratings.

For all hospitals

The amount of privacy nurses gave to patients (68.5%), the amount of freedom on the ward (65.3%), nurses manner in going about their work (60%), nurses helpfulness (55%) , and how capable nurses were at their job (50%) were aspects of care given the highest satisfaction ratings.

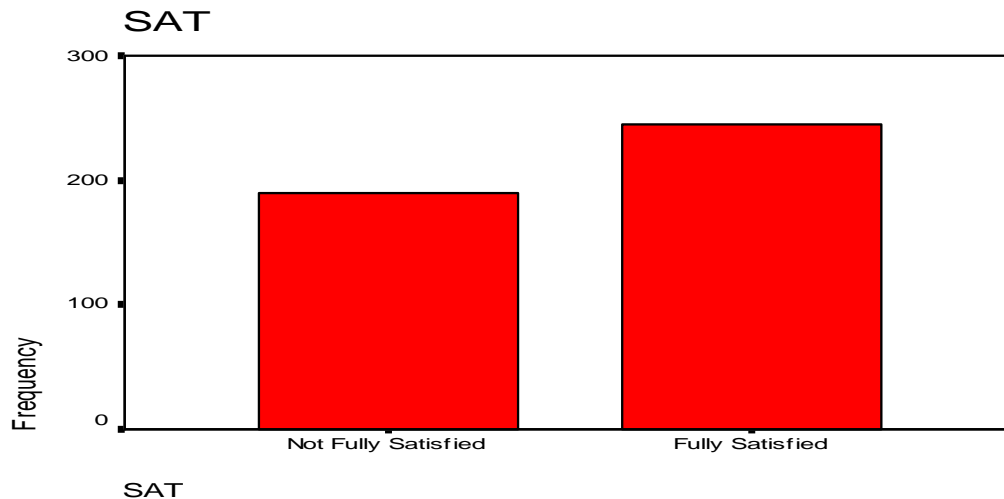


Figure-1 The overall satisfaction of respondents in the hospitals under study.

Aspects of care given the lowest satisfaction ratings among fully satisfied versus not fully satisfied. (Fully satisfied refers to very or completely satisfied and not fully satisfied refers to not at all barely quite satisfied).

Black lion hospital

The type (19%) and amount (19.70 of information nurses gave to patients about their condition and treatment , the amount of time nurses spent with patients (20%) nurses awareness of patient needs (20.5%) and the amount nurses know about patients care (21%) were care dimensions with lowest satisfaction ratings.

Saint Paul hospital

There always being a nurse around if you need one (18%), nurses awareness of patient needs (19%) the amount of time nurses spent with patients (19.5%) the amount (20%) and type (40%) of information nurses gave to patients about their condition and treatment were care dimensions with lowest satisfaction scores.

Yekatit 12 hospital

Nurses awareness of patient needs (15%) the amount of time nurses spent with patients (16%) the type (17%) and amount (18%) of information nurses gave to patients about their condition and treatment and how quickly nurses came when patients called (21%) were aspects of care given the lowest satisfaction scores or ratings

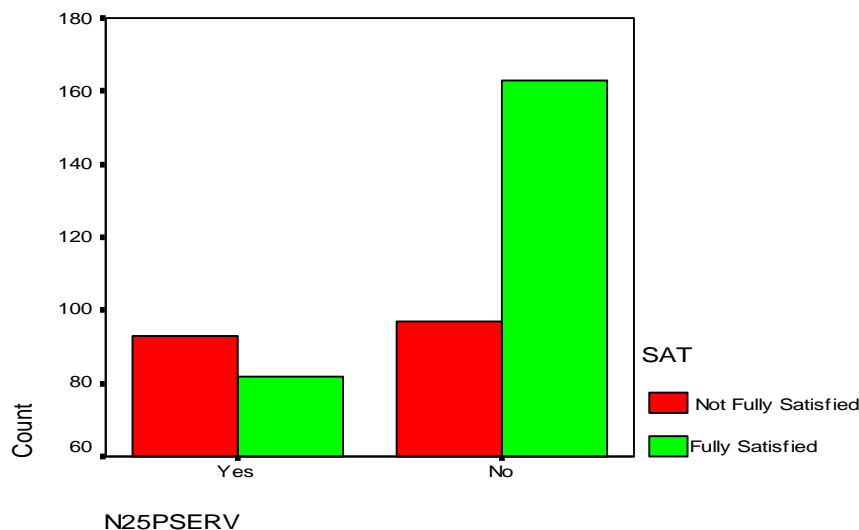


Figure-2 Comparison of previous history of admission to patient satisfaction.

For all hospital

The amount of time nurses spent with patients (14.9%) nurses awareness of patient needs (15.6%) the amount (17.5%) and type (18.2%) of information nurses gave to patients about their condition and treatment are care dimensions given the lowest satisfaction scores.

Characteristics of Participants fully satisfied vs not fully satisfied

A total of 245(56.3%) of participants from the study hospitals were fully satisfied for satisfaction items in which among fully satisfied (35.2%) of

participants from black lion, (14.9%) from Saint Paul and (6.2%) from yekatit- 12 hospital.

Male participants (37.7%) were more satisfied compared to female participants (21.6%). Participants who are literate 6-12 grade (23.4%) were more satisfied than others. Participants who earned 151-600 birr /month were more satisfied than others and of participants (44.1%) in the third class were more satisfied compared to the first and second classes. (see table-1)

Table-3: Cross tabulation of patient satisfaction with nursing care

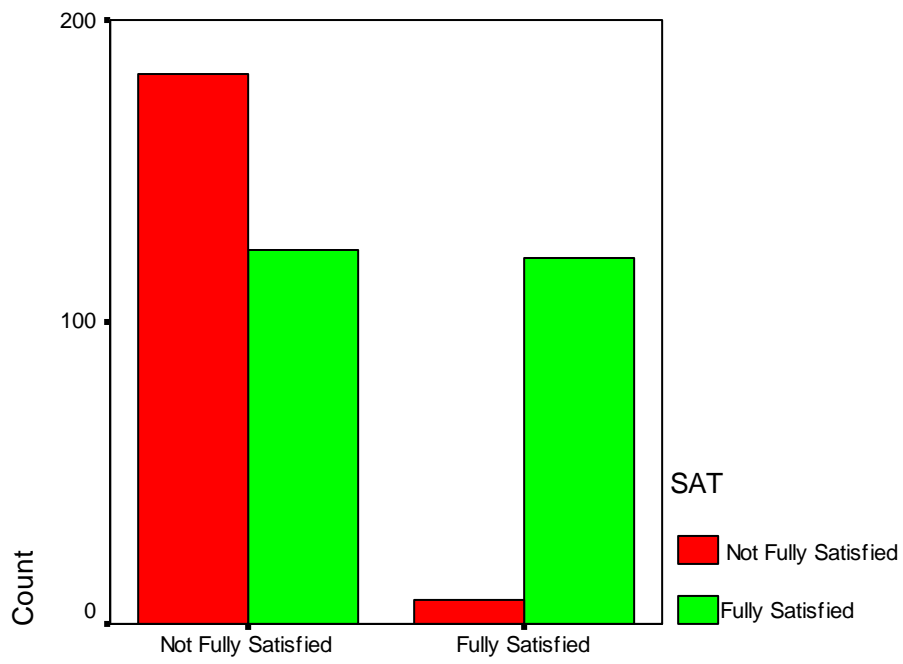
		Satisfaction		Total	OR	P-value
		Not Fully Satisfied	Fully Satisfied			
Having other diseases	No	120	205	325	2.990(1.908-4.684)	.000
	Yes	70	40	110		
Total		190	245	435		
Previous Hx of admission	Yes	93	82	175	1.906(1.292-2.812)	0.001
	No	97	163	260		
		190	245	435		
					0.443-0.240	0.009
Medical-Surgical	Med	72	70	142	1.538(1.023-2.312)	0.038
	Sur g	111	166	277		
		183	236	419		
manner	Yes	170	114	284	9.768(5.767-5.767)	0.000
	No	20	131	151		
Total		190	245	435		
quality	Yes	176	157	333	7.046(3.853-12.886)	
	No	14	88	102		

Total		190	245	435	
treatment	Yes	170	129	2997.578(4.473-12.837)	0.000
	No	20	115	135	
Total		190	244	434	
listen	Yes	172	127	2998.878(5.141-15.333)	0.000
	No	18	118	136	
Total		190	245	435	
freedom	Yes	157	102	2596.670(6.670-10.494)	0.000
	No	33	143	176	
Total		190	245	435	
respond	Yes	160	124	2845.204(3.274-8.272)	0.000
	No	30	121	151	
Total		190	245	435	
privacy	Yes	182	174	35610.460(4.680-23.378)	0.000
	No	7	70	77	
Total		189	244	433	
Awareness	Yes	184	183	36710.390(4.385-24.617)	0.000
	No	6	62	68	
Total		190	245	435	

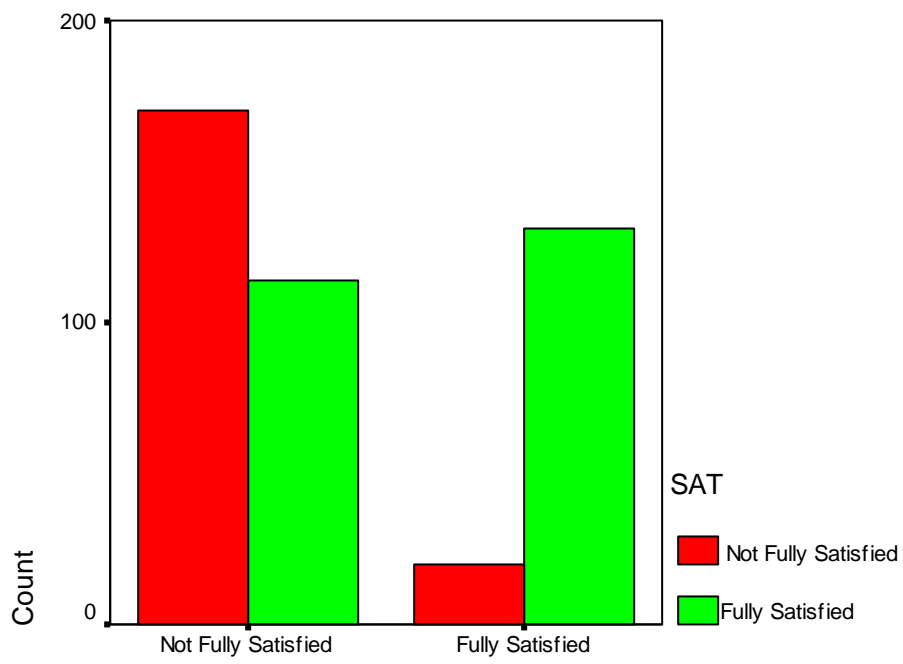
Table.2 Satisfaction scores of nursing care items given for all hospitals under study (n=435) May 2009.Addis Ababa. Ethiopia

Items	Not fully satisfied	Fully satisfied	Total n=435
1 The amount of time nurses spent with you	370(85.1%)	65(14.9%)	435(100%)
2 How capable nurses were at their job	218(50%)	217(50%)	435(100%)
3 There always being nurses around if you need	355(81.6%)	80(18.4%)	435(100%)

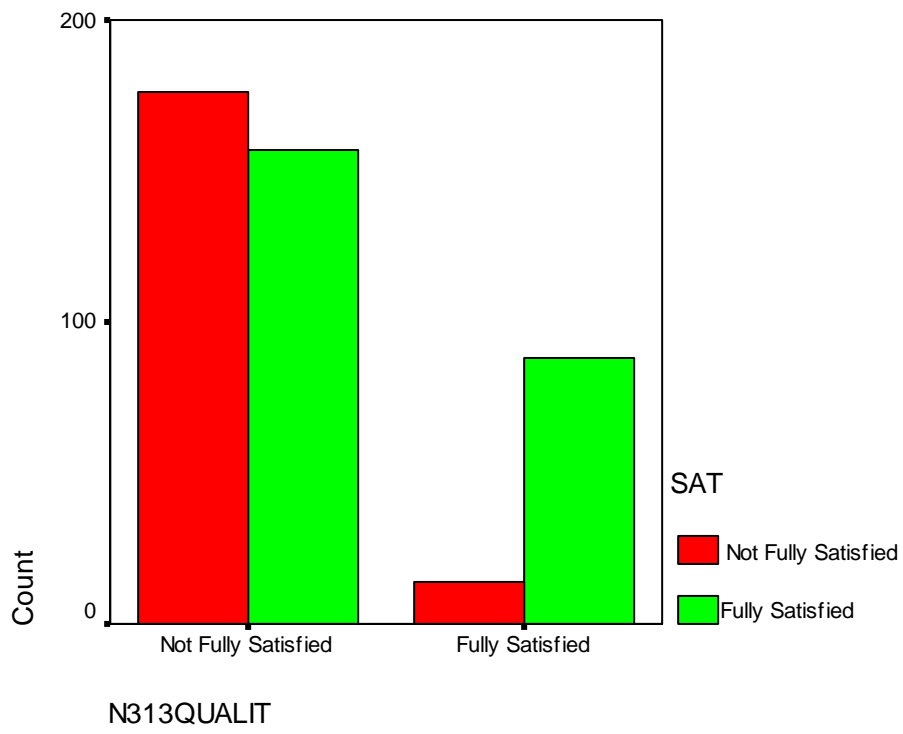
4	The amount nurses know about your care	346(79.5%)	89(20.5%)	435(100%)
5	How quickly nurses come when you called for them	330(75.9%)	105(24.1%)	435(100%)
6	The way the nurses made you feel at home	333(75.9%)	102(24.1%)	435(100%)
7	The amount of information nurses gave to you about your condition and treatment	359(82.5%)	76(17.5%)	435(100%)
8	How often nurses checked to see if you were okay.	347(79.8%)	88(20.2%)	435(100%)
9	Nurses helpfulness	196(45%)	239(55%)	435(100%)
10	The way nurses explained things to you	324(74.5%)	111(25.5%)	435(100%)
11	How nurses helped out your relatives or friends' minds at rest.	306(70.3%)	129(29.7%)	435(100%)
12	Nurses manner in going about their work	174(40%)	261(60%)	435(100%)
13	The type of information nurses gave to you about your condition and treatment.	356(81.8%)	79(18.2%)	435(100%)
14	Nurses treatment of you as an individual	299(68.7%)	136(31.3%)	435(100%)
15	How nurses listened to your worries & concerns	299(68.8%)	136(31.3%)	435(100%)
16	The amount of freedom you were given in the ward	151(34.7%)	284(65.3%)	435(100%)
17	How willing nurses were to respond to your request	284(65.3%)	151(34.7%)	435(100%)
18	The amount of privacy nurses gave you	137(31.5%)	298(68.5%)	435(100%)
19	Nurses awareness of your needs	367(84.4%)	68(15.6%)	435(100%)



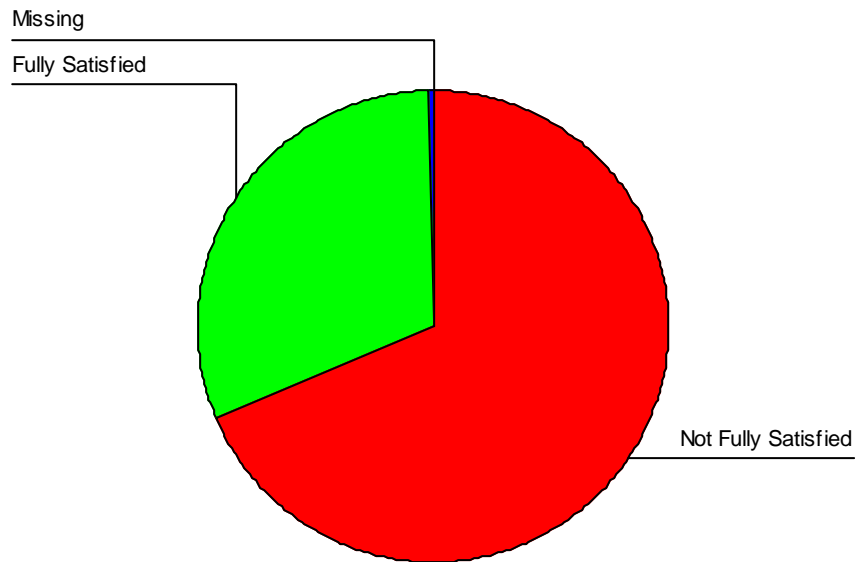
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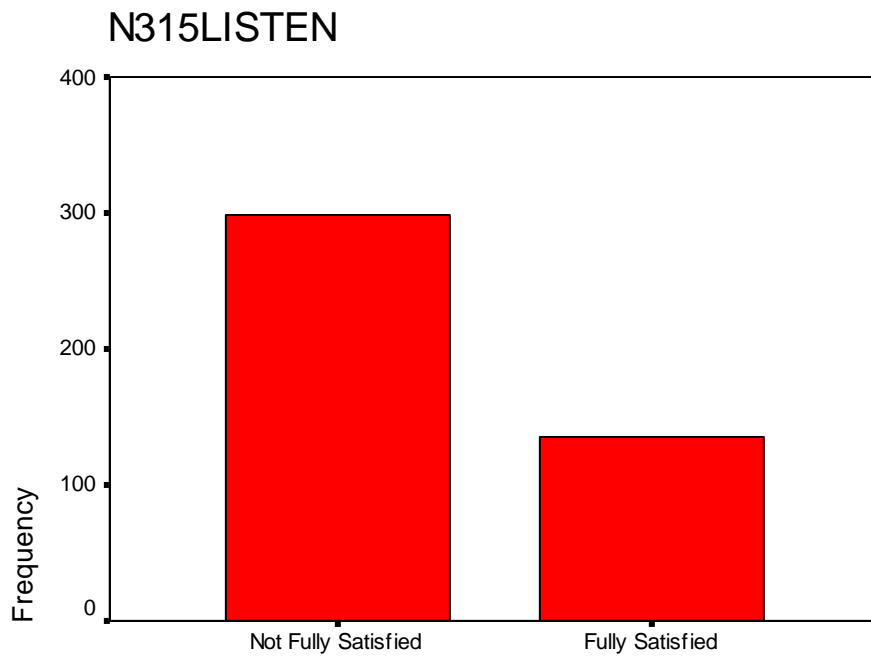


N312MANAR



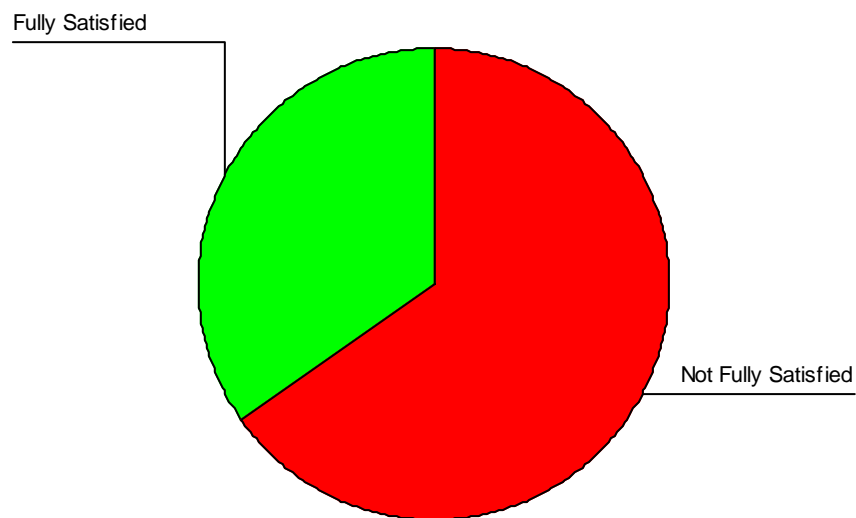
N314TREAT





N315LISTEN

N317RESPEC



Discussion

Patient satisfaction with nursing care is acknowledged as an outcome indicator of nursing care quality. Nowadays client or patient participation is a central tenet of nursing care seeking patients opinion is considered to be therapeutic nursing activity.

Recently in Ethiopia a new civil service reform or business process reengineering (BPB) has been implemented in all government institutions including the health sector with primary goal of quality improvement and consumer satisfaction.

This study was conducted in randomly selected three government hospitals in Addis Ababa. Adult patients in medical and surgical wards of the study hospitals namely Black Lion, Saint Paul and Yekatit-12 were interviewed. Adult patients who were admitted in the medical and surgical ward and stayed for one week and above were included in the study, because they would have enough experience of the nursing service and the ward environment.

The overall satisfaction level in this study was 56.3% which was very low compared to other studies. The top aspects of care dimensions that patients scored

The amount of privacy nurses gave to patients, the amount of freedom on the ward nurses give to patients and nurses manner in going about their work. Patients rated lowest for their satisfaction with nursing care in the amount of time nurses spent with patients, nurses awareness of patient needs and the amount and type of information nurses gave to patients about their condition and treatment

Regarding to the characteristics of participants those who were fully satisfied versus not fully satisfied 245 (56.3%) of participants from the study hospitals were fully satisfied for satisfaction items. Among these 61% of participants were from Black Lion hospital, 50% were from Saint Paul hospital and 48.2% were from Yekatit -12 hospital.

Income was significant predictor of patients satisfaction among fully satisfied versus not fully satisfied patients ($p < 0.05$).

Patients with monthly income 151-600 birr (54.7%) were more satisfied than others which is in contrast to the finding of a study that, satisfaction was

related to social class those from high social class tended to be more satisfied than the others. ().

Aspects of care or care dimensions given the highest satisfaction in similar study revealed that the amount of freedom in the ward (92%) the amount of privacy nurses gave to patients (89%) and nurses manner in going about their work (86%) were consistent with this study but inconsistent with how capable nurses were at their job (90%) and nurses treatment of you as an individual (87%) ().

A similar study conducted in Jordan found the amount of freedom in the ward (83%), how capable nurses were of their job (70%) nurses treatment of patients as an individual (70%), nurses manner in going about their work (67%) and the amount of privacy nurses gave to patients (61%) were the highest satisfaction scores. The findings were in line with this study except how capable nurses were at their job and nurses treatment of patients as an individual were not given the highest satisfaction ratings this study .

Even if there is similarity between this and the above studies, the percentages were quite low in this study.

Care dimensions or aspects of care given the lowest satisfaction ratings in this study were the amount of time nurses spent with patients (14.9%) , nurses awareness of patient needs (15.6%), the amount (17.5) and type (18.2%) of information nurses gave to patients about their condition and treatment were a major causes of dissatisfaction in this study.

The findings have similarity and differences with other studies. For instance, one study concluded that the greatest single defect in hospital care was the barrier to easy exchange of information's a study conducted in jimma using different tool revealed low satisfaction relative to offering help during meal time , information regarding the disease condition as well as hospital facilities and ward environment maintaining privacy , the degree of instruction for self care result explanation involving patient in discussion and patient teaching and instruction for self care.

ANNEX I – English Version Questionnaire

***Addis Ababa University
Faculty of Medicine
Centralized school of Nursing***

Questionnaire for Data Collection on in Patient Satisfaction with Nursing care in Government Hospitals, Addis Ababa, 2008

Identification

Name of Hospital _____ Ward _____

Class _____ Ward code No. _____

Verbal consent form before conducting interview

Greeting:

Hello, my name is _____. I am working in the research team of Addis Ababa University. I would like to interview you a few questions about your experience and opinion of nursing care while you are in this Hospital ward. The objective of this study is to Asses the quality of nursing care in this Hospital, which is important to improve the Nursing Services so as to facilitate the healing process of patients. Your cooperation and willingness for the interview is helpful in identifying problems related to the subject matter. Your name will not be written in this form. All information that you give will be kept strictly confidential. Your participation is voluntary and you are not obliged to answer any question you do not wish to answer. If you feel any discomfort with the length of the interview please feel free to drop it any time you want. Do I have your permission to continue?

1. If yes, continue to the next page
2. If no, ask the reason and skip to the next respondent.

Date of interview _____ Time started _____ Time finished _____

Supervisors name _____ signature _____

Section 1: Questions on background information

Variables

Gender

Female

Male

Age _____

What is your educational status? _____

How much is your average monthly income? _____

Do you have history of previous admission?

Yes

No

For how long you stayed in the hospital? _____

_____ Days

Have you other disease/s in addition to current health problem?

Yes

No

Section 2: Your Opinions of Nursing Care

How to answer these questions

In this section, we ask your opinions of the nursing care you received during your stay on the ward. For each question, please circle one number which best describes your view.

Thinking about your stay on the ward, how did you feel about:

		<i>Not at all satisfied</i>	<i>Barely satisfied</i>	<i>Quite satisfied</i>	<i>Very satisfied</i>	<i>Completely satisfied</i>
1.	The amount of time nurses spent with you	1	2	3	4	5
2.	How capable nurses were at their job	1	2	3	4	5
3.	There always being a nurse around if you needed one	1	2	3	4	5
4.	The amount nurses knew about your care	1	2	3	4	5
5.	How quickly nurses came when you called for them	1	2	3	4	5
6.	The way the nurses made you feel at home	1	2	3	4	5
7.	The amount of information nurses gave to you about your condition and treatment	1	2	3	4	5
8.	How often nurses checked to see if you were okay	1	2	3	4	5
9.	Nurses' helpfulness	1	2	3	4	5
10.	The way nurses explained things to you	1	2	3	4	5
11.	How nurses helped put	1	2	3	4	5

	your relatives' or friends' minds at rest					
12	Nurses' manner in going about their work	1	2	3	4	5
13	The type of information nurses gave to you about your condition and treatment	1	2	3	4	5
14	Nurses' treatment of you as individual	1	2	3	4	5
15	How nurses listened to you worries and concerns	1	2	3	4	5
16	The amount of freedom you were given on the ward	1	2	3	4	5
17	How willing nurses were to respond to your requests	1	2	3	4	5
18	The amount of privacy nurses gave you	1	2	3	4	5
19	Nurses' awareness of your needs	1	2	3	4	5

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Curriculum Vitae

I -Personal information

Full Name Solomon Bekele **Age** - 35 **Sex** - Male

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Place of Birth Bale Goba **Birth date** September 12, 1974

Marital status- Married

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Language-

-) Oromiffaa (Read and Speak)
-) Amharic (Read, Write and Speak)
-) English (Read, Write and Speak)

II -Educational background

-) Primary and Junior school (1-8)- Agarfa Elementary and Junior school
-) Secondary school - (9-12) - Batu Terara Comprehensive secondary school -
-) Higher Education-Diploma-Comprehensive Nursing at Nekemte health science college

-Degree- Jimma University

Special training- Training on Teaching Methodology.

- Training on research methodology

III- Work Experience

- ❖ Dallo Menna health centre-staff Nurse(1987-1990)
- ❖ Agarfa Agriculture college clinic- Staff Nurse (1991-1992)
- ❖ Defense health science college - Nurse teacher (1995-1998)

