



Assessment Of Satisfaction Levels Of The Outpatients Attending Outpatient Department In A Tertiary Hospital

ALPANA AKHTER

Principal

Jahurul Islam Nursing College
Bhagalpur, Bajitpur, Kishoregonj, Bangladesh

ABSTRACT

Patient satisfaction is an important indicator of the quality of care provided by health care facilities. The objective of this study was to examine the level of outpatient's patient's satisfaction with specific dimensions of nursing care in an effort to provide quality improvement knowledge that will lead to understand and identify the principle drivers to patient satisfaction. Total 200 patients were recruited, and structured personal interviews were conducted with questions based on the Assessment of Satisfaction Levels of the Outpatients Attending Outpatient Department in a Tertiary Hospital were used to compare satisfaction scores between variables. Majority of the respondents (19.5%) were in age group between 16-20 years of age. Mean age was 39.4 (years) \pm 12.2 with the range of 16 to 60 years. The highest percentage (72%) respondents were male. Highest 35% respondent's education levels were SSC and only 1% were master level but 10% were illiterate, Maximum (33.5%) numbers of respondents were admitted in medicine ward other admitted ward categories were orthopedics (22%), Gastro-entriology (16%), Neuro-medicine (12.5), Surgery (8%), Obstetrics and Gynaecology (5%), and Endocrinology (3%). Highest (59%) were admitted in nonpaying bed and other (41%) were admitted in paying bed. Highest 38.5% respondents belonged to income group (Taka 20,001 – 25,000), 32% subjects belonged to low income group (Taka 10,000 – 15,000 months) only 1.5% belonged to high income group more than 40,000 Taka per month. Maximum (84%) belonged to Muslim religion. 24% were professionals, 21% were businessman, 11% were doing private job, 8% had Govt. Job while 19% were housewives. Almost two-thirds of the patients were satisfied with the inpatient service they received, though, the satisfaction rate was higher in private hospitals. Treatment modality, cost, and outcome, as well as hospital environment like accommodation, were associated with their satisfaction level.

Keywords: *Patient satisfaction, outpatient department, tertiary hospital, private hospital*

INTRODUCTION

Patients' satisfaction has become an established outcome indicator of the quality and the efficiency of the healthcare system and can be an important tool to improve the quality of services. The outcome of any disease is influenced by the decisions to seek care, timely arrival at appropriate diagnostic and treatment services and the receipt of adequate care from service providers. Patient satisfaction has become an established outcome indicator of the quality and the efficiency of the healthcare system and can be an important tool to improve the quality of services. Professional excellence is associated with the care provided by doctors and nurses who form the major part of manpower in the field of health care. Patient satisfaction with nursing care has been identified as an important nursing quality outcome indicator.

Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of the care's outcomes for healthcare. Satisfaction with health care is measured with a long history in the social science. This article presents research on factors that influence hospitalized

patients' satisfaction and their intention to return to and recommend the hospital. Nursing service is one of the most important components of hospital service. Understanding how things are looking through the patient's eye should be central part of quality improvement. The level of patient satisfaction with nursing care is an important indicator of quality of care provided in hospitals (Laschinger et al., 2005).

Patient satisfaction is a term that can be interpreted differently by patients and its meaning can also differ for one patient at different times. Patient's satisfaction some time treated as an outcome measure of healthcare providers. A satisfied patient is more willing to recommend the hospital to provide his or her care to others (Abramowitz et al., 1987). Patient places high value on the interpersonal care provided by the nursing staff. Consumers of health care industry demand quality care and one measure of quality is patient's satisfaction. Patient's satisfaction is an indicator of quality of care from patient's perspective.

Patient's satisfaction is defined as patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectations regarding ideal nursing care and their perceptions of actual nursing care. Definition of nursing care is to promote health and to help support, educate and develop patient by liberating his or her own resources. The nursing care provided by nurse is regarded as most important factor in patient assessment of their satisfaction with health care. If patient is satisfied with health care received, this is positive not only for individual but also for nurse and entire health care organization (Johansson et al; 2002). Owing to the nature of nursing, patient may judge the overall quality of hospital services on area, the impact of higher education and the trusting relationship were all positively correlated with overall satisfaction. Patients who are more satisfied with their care are more likely to follow medically prescribed regimens and thus contributing to the positive influence on health. More satisfied patients are more likely to recommend the hospital to family and friends. Research has also indicated that good communication between patient and provider of healthcare is a vital factor for patient satisfaction. Patient's satisfaction is defined as patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectation regarding ideal nursing care and their perceptions of actual nursing care (Erikson 1987).

Definition of nursing care is to promote health and to help support, educate and develop patient by liberating his or her own resources. The nursing care provided by nurse is regarded as most important factor in patient assessment of their satisfaction with health care. If patient is satisfied with health care received, this is positive not only for individual but also for nurse and entire health care organization (Johansson et al; 2002).

It has been documented that the patients are not always satisfied with the care received at emergency departments. More attention needs to be paid to the specific needs and expectations of the non-urgent group of patients, who make up the majority of patients at many emergency departments. Nurses and physicians perception about good quality care is not always in synchronization with patient's perception. Patients are the main user for every hospital. The primary function of the hospital is supporting the patients' total medical care during a period of an illness in the hospital. The patient care in hospital is mostly depending on the quality of nursing care. As quality nursing care is the heartbeat of the hospital. It helps to run the hospital smoothly and also help patients on reducing the average length of stay at the hospital. Patients' Perception with quality of nursing care in hospital is considered to be important element for the quality improvement of the hospital.

OBJECTIVES OF THE STUDY

General Objective:

To examine the level of outpatients patient's satisfaction with specific dimensions of nursing care in an effort to provide quality improvement knowledge that will lead to understand and identify the principle drivers to patient satisfaction.

Specific Objectives:

- To assess the level of satisfaction related to Outpatients attending Outpatient Department in selected units.
- To assess the problem faced by Outpatients.
- To identify relationship among satisfaction of Outpatients with selected variables.
- To assess the outpatients perception on the nursing attitude and behavior.

RESEARCH METHODOLOGY

Research methodology is the systematic way to solve research problem. It include the step that researcher adopt to study this problem with the logic behind. It indicates the general pattern of organizing the procedure of gathering valid and reliable data for an investigation. This chapter provides a brief description of method adopted by the investigator to conduct the study. This chapter includes research approach, research design, and setting of the study, sample and sampling technique. It further deals with development of tool, procedure for data collection, and for data analysis.

Research Design: The descriptive study design was used to fulfill the objective of the study.

Setting of the Study: This study was conducted in the following outpatients Jahurul Islam Medical College & Hospital.

1. Medicine
2. Surgery
3. Orthopedics
4. Neuro Medicine
5. Gastroenterology
6. Obstetrics and Gynaecology
7. Endocrinology

Study Population: The target population of the study was both male and female patients who were above 16 years of age in the following outpatients of Jahurul Islam Medical College & Hospital.

1. Medicine
2. Surgery
3. Orthopedics
4. Neuro Medicine
5. Gastroenterology
6. Obstetrics and Gynaecology
7. Endocrinology

Research Question

Is the outpatient satisfied regarding attending Outpatient Department at JIMCH?

List of Variables

I) To know socio-demographic information from the patient:

- a) Name
- b) Age
- c) Sex
- d) Religion
- e) Education
- f) Occupation
- g) Monthly income
- h) Marital status
- i) Address

II) To identify the level of out patient satisfaction regarding nursing care of tertiary level hospital in Bangladesh.

1. Nurses are courteous and treated outpatient with dignity and respect.
2. Willingness of nurses to answer of outpatient's questions.
3. Nurses behaviors with the outpatient's
4. Privacy maintain of the outpatient's.
5. Explanations about tests, treatments of the outpatient.
6. Time allowed for helping in care of outpatient.
7. Give importance and choice of outpatient's thinking and choice.
8. Giving medicine and handling intervenes procedure.
9. Teamwork between nurses and other hospital staffs
10. Advice during left or transfer the hospital or another department.

11. Overall quality of nursing care.
12. Based on Outpatients Attending recommend this hospital for family and friends.

Sample Size: The sample size consists of 215 patients. 15 patients were selected for pilot study.

Data Collection Tools: Data collection tool refers to instrument which was used by investigator to obtain relevant data. A modified questionnaire was prepared by investigator. The questionnaire was translated to regional language Bangla with some modifications.

Data Collection Procedure: There was no problem faced during pilot study, the same method of data collection was used for the final study. The researcher first introduced himself to the patient and explained the need and purpose of the study. Informed consent was taken from the patient before data collection. It took 20 minutes for the patient to answering the questions.

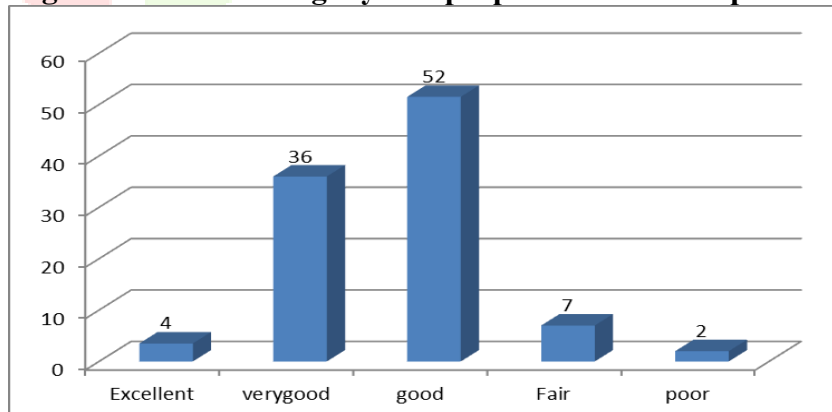
RESULTS

Majority of the respondents (19.5%) were in age group between 16-20 years of age. Mean age was 39.4 (years) \pm 12.2 with the range of 16 to 60 years. The highest percentage (72%) respondents were male. Highest 35% respondent's education levels were S.S.C. and only 1% were master level but 10% were Illiterate, Maximum (33.5%) numbers of respondents were admitted in medicine ward other admitted ward categories were orthopedics (22%), Gastro-entrolgy (16%), Neuro-medicine (12.5), Surgery (8%), Obstetrics and Gynaecology (5%), and Endocrinology (3%). Highest (59%) were admitted in nonpaying bed and other (41%) were admitted in paying bed. Highest 38.5% respondents belonged to income group (Taka 20,001 – 25,000), 32% subjects belonged to low income group (Taka 10,000 – 15,000 months) only 1.5% belonged to high income group more than 40,000 Taka per month. Maximum (84%) belonged to Muslim religion. 24% were professionals, 21% were businessman, 11% were doing private job, 8% had Govt. Job while 19% were housewives.

Table 1: Nurse's integrity and proper manner with patients

Nurse's integrity and proper manner with patients	Frequency	Percentage
Excellent	7	3.5
Very good	72	36.0
Good	103	51.5
Fair	14	7.0
Poor	4	2.0
Total	200	100.0

Figure 1: Nurse's integrity and proper manner with patients

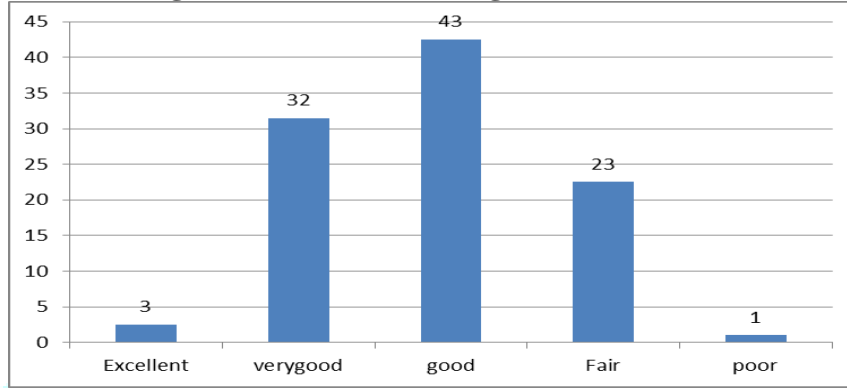


The above bar diagram shows that 52% of nurses have good integrity and proper manner with patients, 36% of nurses have very good integrity and proper manner with patients, 7% of nurses have fair integrity and proper manner with patients, 4% of nurses have excellent integrity and proper manner with patients and 2% nurses have poor integrity and proper manner with patients.

Table 2: Time for waiting to meet a nurse

Time for waiting to meet a nurse	Frequency	Percentage
Excellent	5	2.5
Very good	63	31.5
Good	85	42.5
Fair	45	22.5
Poor	2	1.0
Total	200	100.0

Figure 2: Time for waiting to meet a nurse

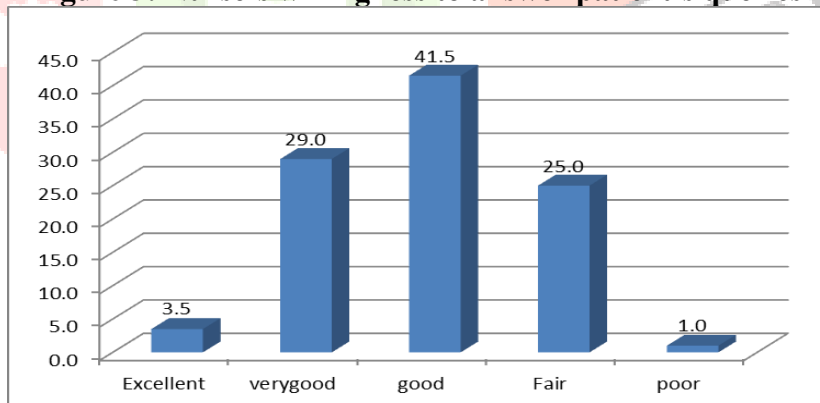


The above bar diagram shows 43% respondents said that time for waiting to meet a nurse is good, 23% considered it as fair, 32% as very good, 3% as excellent where 1% respondents answered it as poor.

Table 3: Nurse’s willingness to answer patient’s queries

Nurse’s willingness to answer patient’s queries	Frequency	Percentage
Excellent	7	3.5
Very good	58	29.0
Good	83	41.5
Fair	50	25.0
Poor	2	1.0
Total	200	100.0

Figure 3: Nurse’s willingness to answer patient’s queries

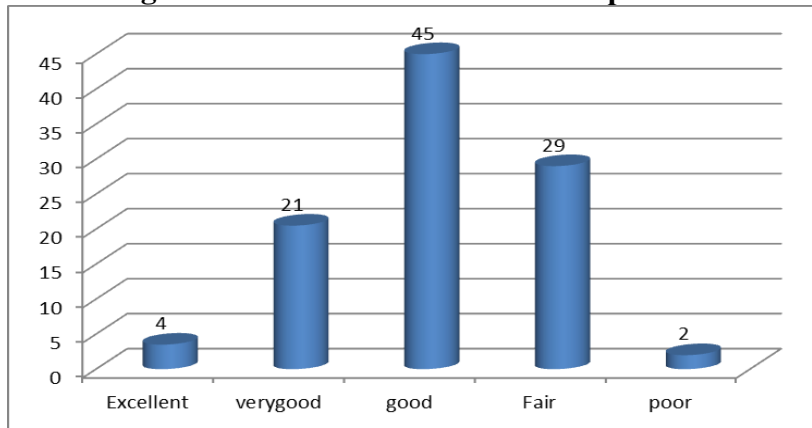


The above bar diagram shows 41.5% respondents said that nurse’s willingness to answer patient’s queries is good, 25% considered it as fair, 29% as very good, 3.5% as excellent where 1% respondents answered it as poor.

Table 4: Nurse’s behavior with them

Nurse’s behavior with them	Frequency	Percentage
Excellent	7	3.5
Very good	41	20.5
Good	90	45.0
Fair	58	29.0
Poor	4	2.0
Total	200	100.0

Figure 4: Nurses' behavior with the patients

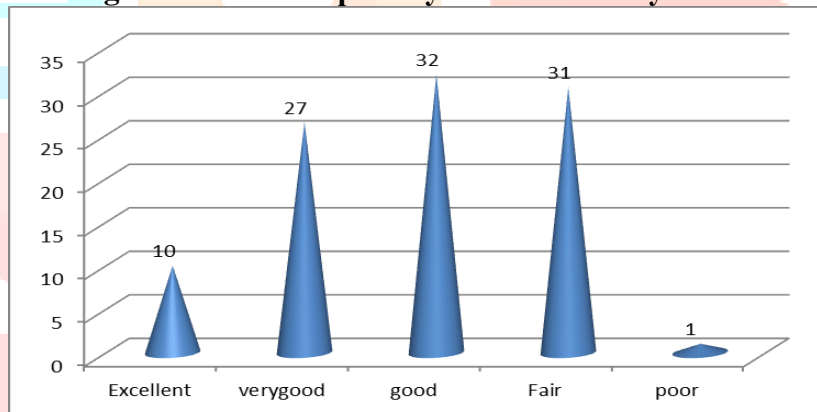


45% respondents said that nurses' behavior with the patients is good, 29% considered it as fair, 21% as very good, 4% as excellent where 2% respondents answered it as poor.

Table 5: Patient's privacy maintenance by nurses

Patient's privacy maintenance by nurses	Frequency	Percentage
Excellent	20	10.0
Very good	53	26.5
Good	64	32.0
Fair	61	30.5
Poor	2	1.0
Total	200	100.0

Figure 5: Patient's privacy maintenance by nurses

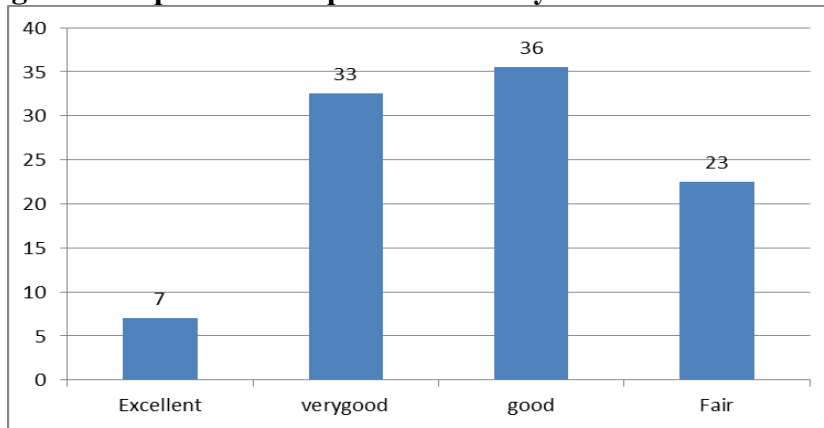


32% respondents said that patient's privacy maintenance by nurses is good, 31% considered it as fair, 27% as very good, 10% as excellent where 1% respondents answered it as poor.

Table 6: Explanation of patients' variety of tests and treatments

Explanation of patients' variety of tests and treatments	Frequency	Percentage
Excellent	14	7.0
Very good	65	32.5
Good	71	35.5
Fair	45	22.5
Poor	5	2.5
Total	200	100.0

Figure 6: Explanation of patients' variety of tests and treatment

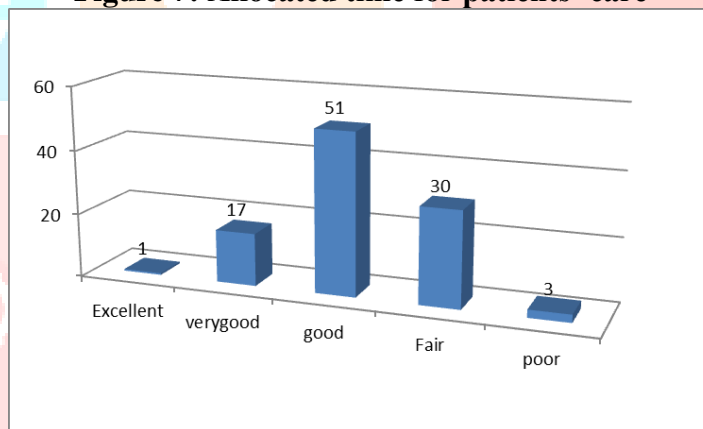


36% respondents said that explanation of patients' variety of tests and treatment is good, 23% considered it as fair, 33% as very good, 7% as excellent where 0% respondents answered it as poor.

Table 7: Allocated time for patients' care

Allocated time for patients' care	Frequency	Percentage
Excellent	1	0.5
Very good	33	16.5
Good	101	50.5
Fair	60	30.0
Poor	5	2.5
Total	200	100.0

Figure 7: Allocated time for patients' care

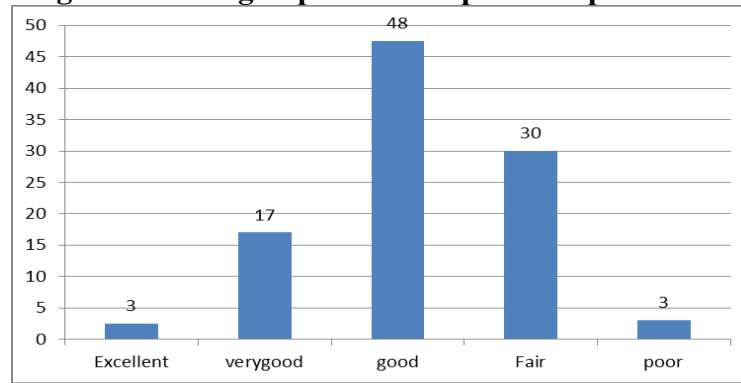


51% respondents said that allocated time for patients' care is good, 30% considered it as fair, 17% as very good, 1% as excellent where 3% respondents answered it as poor.

Table 8: Giving importance to patients' preference

Giving importance to patients' preference	Frequency	Percentage
Excellent	5	2.5
Very good	34	17.0
Good	95	47.5
Fair	60	30.0
Poor	6	3.0
Total	200	100.0

Figure 8: Giving importance to patients' preference

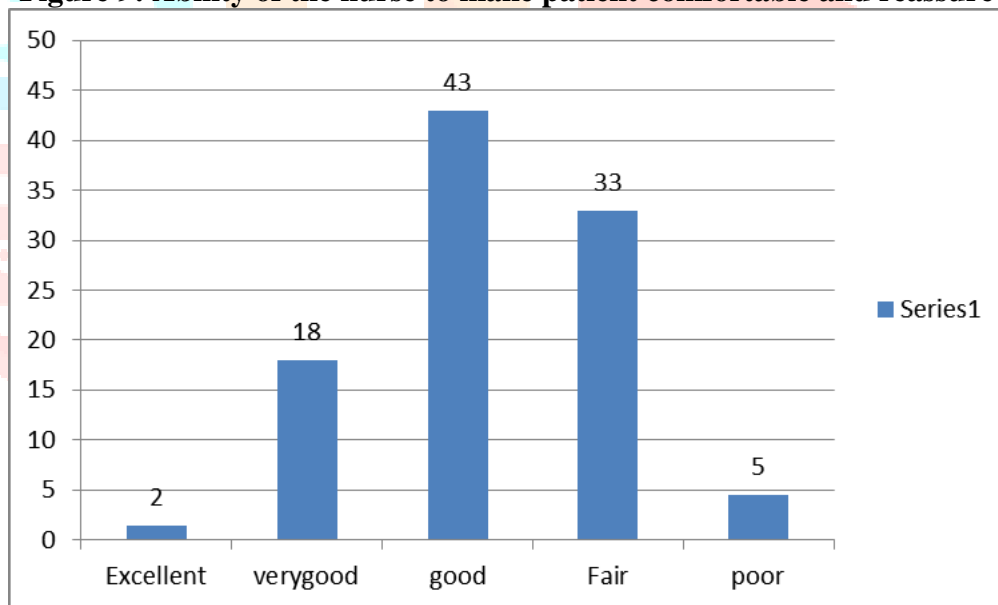


48% respondents said that giving importance to patients' preference is good, 30% considered it as fair, 17% as very good, 3% as excellent where 3% respondents answered it as poor.

Table 9: Ability of the nurse to make patient comfortable and reassure

Ability of the nurse to make patient comfortable and reassure	Frequency	Percentage
Excellent	3	1.5
Very good	36	18.0
Good	86	43.0
Fair	66	33.0
Poor	9	4.5
Total	200	100.0

Figure 9: Ability of the nurse to make patient comfortable and reassure

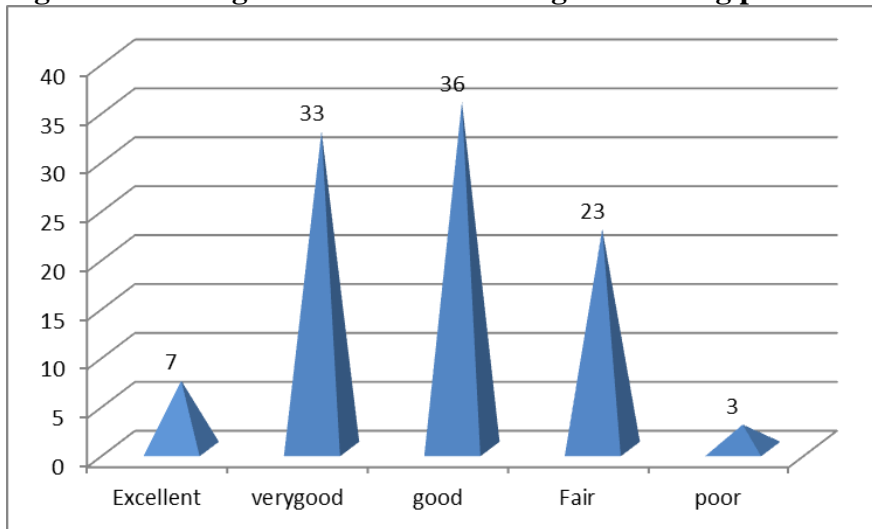


43% respondents said that ability of the nurse to make patient comfortable and reassure is good, 33% considered it as fair, 18% as very good, 2% as excellent where 5% respondents answered it as poor.

Table 10: Giving medicine and handling intervening procedure

Giving medicine and handling intervening procedure	Frequency	Percentage %
Excellent	14	7.0
Very good	65	32.5
Good	71	35.5
Fair	45	22.5
Poor	5	2.5
Total	200	100.0

Figure 10: Giving medicine and handling intervening procedure

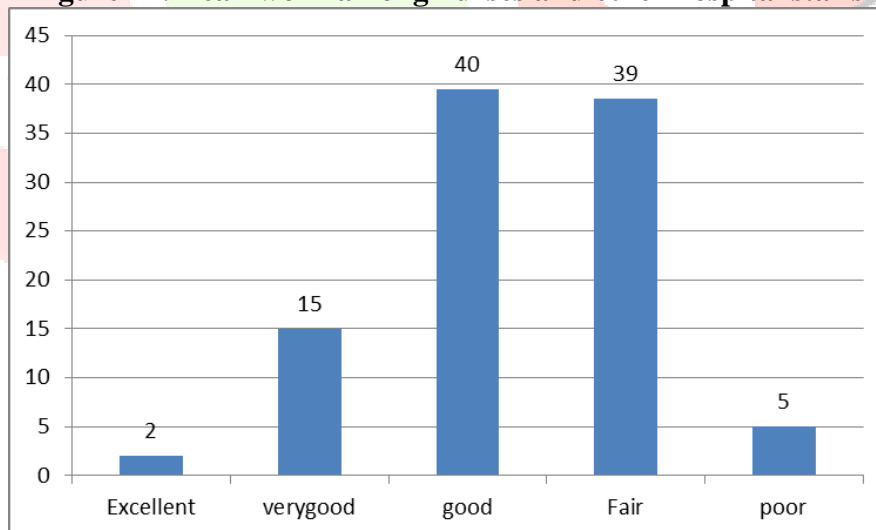


36% respondents said that giving medicine and handling intervening procedure is good, 23% considered it as fair, 33% as very good, 7% as excellent where 3% respondents answered it as poor.

Table 11: Teamwork among nurses and other hospital staffs

Teamwork among nurses and other hospital staffs	Frequency	Percentage %
Excellent	4	2.0
Very good	30	15.0
Good	79	39.5
Fair	77	38.5
Poor	10	5.0
Total	200	100.0

Figure 11: Teamwork among nurses and other hospital staffs

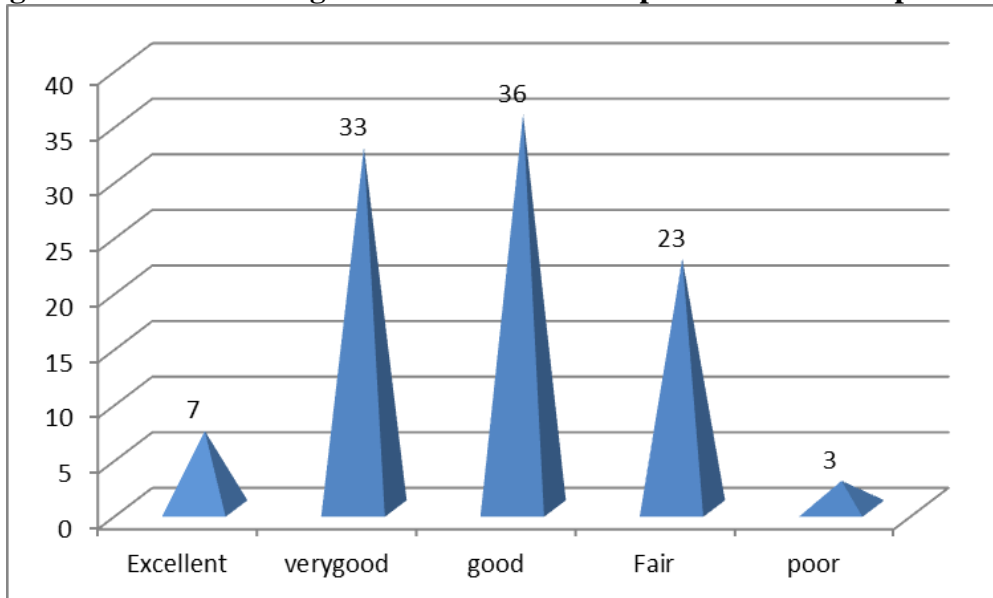


40% respondents said that teamwork among nurses and other hospital staffs is good, 39% considered it as fair, 15% as very good, 2% as excellent where 5% respondents answered it as poor.

Table 12: Advice during leave or transfer from the hospital or other departments

Advice during leave or transfer from the hospital or other departments	Frequency	Percentage
Excellent	14	7.0
Very good	65	32.5
Good	71	35.5
Fair	45	22.5
Poor	5	2.5
Total	200	100.0

Figure 12: Advice during left or transfer the hospital or another department

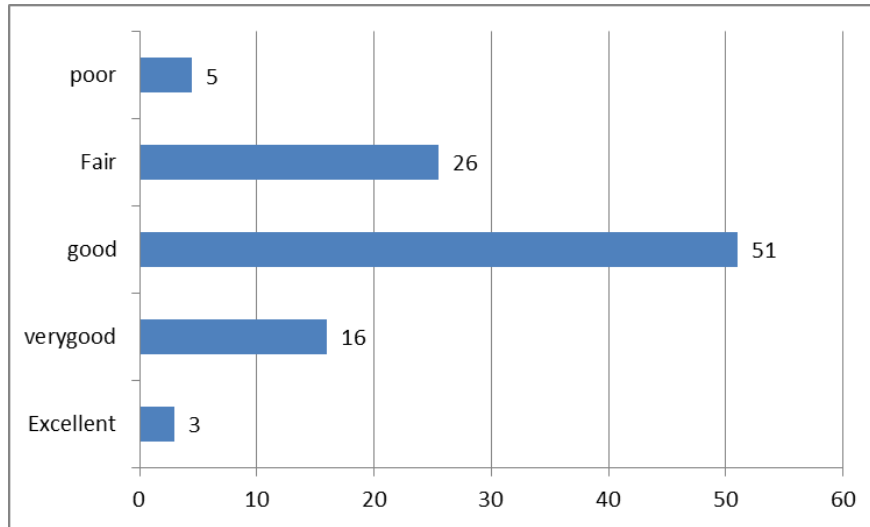


36% respondents said that advice during left or transfer the hospital or another department is good, 23% considered it as fair, 33% as very good, 7% as excellent where 3% respondents answered it as poor.

Table 13: Nurses’ clear and complete instruction about do’s and don’ts during leave or transfer issues

Nurses’ clear and complete instruction about do’s and don’ts during leave or transfer issues	Frequency	Percentage
Excellent	6	3.0
Very good	32	16.0
Good	102	51.0
Fair	51	25.5
Poor	9	4.5
Total	200	100.0

Figure 13: Nurses’ clear and complete instruction about do’s and don’ts during leave or transfer issues

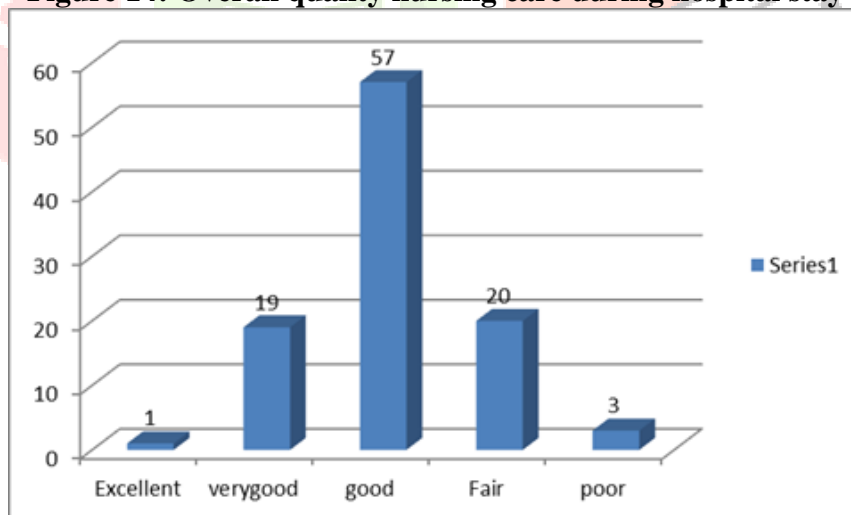


51% respondents said that Nurses’ clear and complete instruction about do’s and don’ts during leave or transfer issues is good, 26% considered it as fair, 16% as very good, 3% as excellent where 5% respondents answered it as poor.

Table 14: Overall quality nursing care during hospital stay

Overall quality nursing care during hospital stay	Frequency	Percentage %
Excellent	2	1.0
Very good	38	19.0
Good	114	57.0
Fair	40	20.0
Poor	6	3.0
Total	200	100.0

Figure 14: Overall quality nursing care during hospital stay



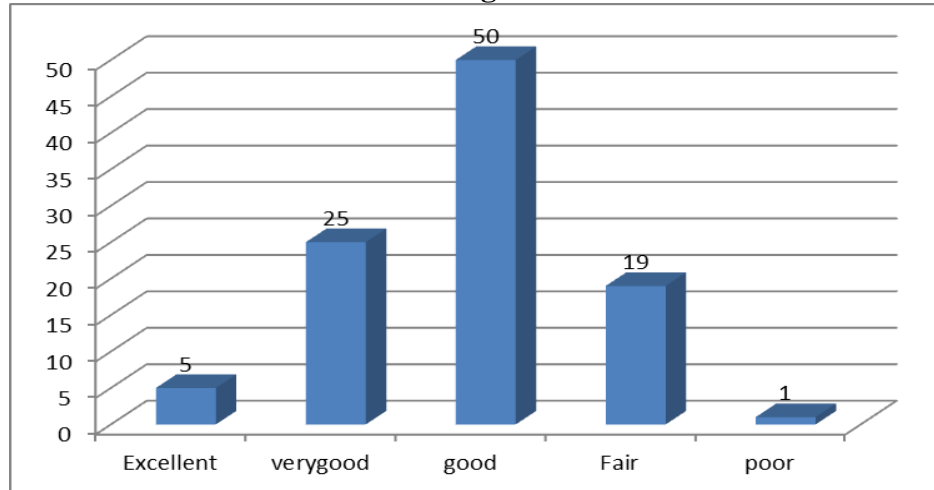
57% respondents said that overall quality nursing care during hospital stay is good, 20% considered it as fair, 19% as very good, 1% as excellent where 3% respondents answered it as poor.

Table 15: Patients’ advocacy to their family and friends for the hospital based on satisfactory nursing care

Patients’ advocacy to their family and friends for the hospital based on satisfactory nursing care	Frequency	Percentage
Excellent	10	5.0
Very good	50	25.0
Good	100	50.0
Fair	38	19.0
Poor	2	1.0

Total	200	100.0
-------	-----	-------

Figure 15: Patients' advocacy to their family and friends for the hospital based on satisfactory nursing care



50% respondents said that patients' advocacy to their family and friends for the hospital based on satisfactory nursing care is good, 19% considered it as fair, 25% as very good, 5% as excellent where 1% respondents answered it as poor.

Table 16: Overall quality nursing care during hospital stay according to the Age

Age	Good Satisfaction		Fair Satisfaction	
	Frequency	Percentage	Frequency	Percentage
16-20 Years (n-39)	14	36%	25	64%
21-25 Years (10)	3	30%	7	70%
26-30 Years (03)	1	33%	2	67%
31-35 Years (24)	10	42%	14	48%
36-40 years (15)	9	60%	6	40%
41-45 Years (22)	13	59%	9	41%
46-50Years (15)	9	60%	6	40%
51-55 Years (22)	15	68%	7	32%
56-60 Years (15)	10	67%	5	33%
>60 (35)	20	57%	15	43%

Above table shows patient satisfaction on overall quality of nursing care according to the age, good satisfaction age group is 51-55 Years (68%) on the other hand 16-20 age group is 36% and highest fair satisfied age group is 26-30 year but minimum fair satisfied age group is 51-55 year.

Table 17: Satisfaction of patient regarding Overall quality nursing care according to the sex of respondent

Sex	Good Satisfaction		Fair Satisfaction	
	Frequency	Percentage	Frequency	Percentage
Male (n=144)	82	57	62	43
Female (n=56)	34	61	22	39

Above table shows patient satisfaction on overall quality of nursing care according to the sex good satisfaction sex group is female (61%) on the other hand male group is 57% and highest (43%) fair satisfied sex group is male but minimum fair satisfied sex group is female.

Table 18: Satisfaction of patient Nurses' behavior with the patients according to the categories of bed

Categories of bed	Good Satisfaction		Fair Satisfaction	
	Frequency	Percentage	Frequency	Percentage
Paying (82)	30	37%	52	63%
Nonpaying (118)	76	64%	42	36%

Above this table shows that patient satisfaction regarding nursing behavior with patient according to the categories of bed, more 64% good satisfaction of nonpaying bed patient whereas 37% of paying bed patient, In paying bed 63% patient were fair satisfied but in nonpaying 36% patient were fair satisfied.

Table 19: Patient Satisfaction with Nursing Care Quality Questionnaire

Sl	Nursing care variables	Excellent (1)		Very good (2)		Good (3)		Fair (4)		Poor (5)	
		n	%	n	%	n	%	n	%	N	%
		1.	Nurses are courteous and treated patient with dignity and respect.	7	3.5	72	36	103	51.5	14	7
2.	The wait time to meet a nurse.	5	2.5	63	31.5	85	42.5	45	22.5	2	1
3.	Willingness of nurses to answer of patient's questions.	7	3.5	58	29	83	41.5	50	25	2	1
4.	Nurses behaviors with the patient.	7	3.5	41	20.5	90	45	58	29	4	2
5.	Patient's privacy was respected by the nurse.	20	10	53	26.5	64	32	61	30.5	2	1
6.	Explanations about tests, treatments of patient.	14	7	65	32.5	71	35.5	45	22.5	5	2.5
7.	Time allowed helping in care of patient.	1	0.5	33	16.5	101	50.5	60	30	5	2.5
8.	Give importance patient's thinking and choice.	5	2.5	34	17	95	47.5	60	30	6	3
9.	Giving medicine and intervenes procedure	3	1.5	36	18	86	43	66	33	9	4.5
10.	Teamwork between nurses and other hospital staffs	4	2	30	15	79	39.5	77	38.5	10	5
11.	Overall quality of nursing care	2	1	38	19	114	57	40	20	6	3
12.	Advice during left the hospital.	14	7	65	32.5	71	35.5	45	22.5	5	2.5
13.	Based on nursing care recommend this hospital for family and friends.	10	5	50	25	100	50	38	19	2	1

Patient satisfaction regarding nursing care

52% of nurses have good integrity and proper manner with patients, 43.0% respondents said that time for waiting to meet a nurse is good, 23% considered it as fair, only 3% as excellent. 41.5% respondents said that nurse's willingness to answer patient's queries is good, 25% considered it as fair. 45% respondents said that nurses' behavior with the patients is good, 29% considered it as fair, 4% as excellent where 2% respondents answered it as poor. 32% respondents said that patient's privacy maintenance by nurses is good, 36% respondents said that explanation of patients' variety of tests and treatment is good and 23% considered it as fair, 51% respondents said that allocated time for patients' care is good but 30% considered it as fair, 48% respondents said that giving importance to patients' preference is good on the other hand 30% considered it as fair, 43% respondents said that ability of the nurse to make patient comfortable and reassure is good and 33% considered it as fair. 36% respondents said that giving medicine and handling intervening procedure is good and 23% considered it as fair, 40% respondents said that teamwork among nurses and other hospital staffs is good, 36% respondents said that advice during left or transfer the hospital or another department is good, 51% respondents said that Nurses' clear and complete instruction about do's and don'ts during leave or transfer issues is good where 5% respondents answered it as poor. 57% respondents said that overall quality nursing care during hospital stay is good, 20% considered it as fair, 19% as very good, 1% as excellent where 3% respondents answered it as poor. 50% respondents said that patients' advocacy to their family and friends for the hospital based on satisfactory nursing care is good.

DISCUSSION

The purpose of the study was to determine the impact of nursing care on patient satisfaction. The outcome of the study suggested the beneficial effects of outpatients attending outpatient department on patient satisfaction.

There are many studies related to Patient's Satisfaction with Nursing Care. Patient satisfaction is the popular way of evaluation nursing practice in most countries. The aim of the study was to assess the patient satisfaction regarding nursing care and to identify relationship between satisfactions of patient with selected variables. The present study emphasized to assess patient satisfaction with quality of nursing care using Dr. Laschingers PSNCQQ by using excellent, very good, good, fair and poor. In this study questionnaire include specific issue that affect satisfaction patient including comfortable feeling to talk to nurse. Foss [2002] conducted a study on Gender-related differences in experience with nursing care. The patient satisfaction questionnaire consisted of 25 questions. 13 questions had five response options - excellent, very good, good, fair and poor, Those 13 of the questions related to patient's experiences with nursing care.

The health care system is basically a service based industry and customer satisfaction is as important as in other service-oriented sectors. Patient satisfaction and their expectations of care valid indicators of quality nursing care. Improved communication with families may significantly increase their satisfaction about their hospitalized patient. My findings showed that patients experienced an excellent to poor level of satisfaction with many dimensions nursing care.

The aspects of care, patient reported a positive level of satisfaction with two aspect care. Patients also felt nurses were good as their explanations about nurses respect and honour to the patient, time for waiting to meet nurse, willing to give answer of the patient, privacy maintain of the patient, explanation variety of the test, time for patient care, giving importance to the patient choice, patient make comfortable, giving medicine and IVs, Team work among other care providers, advice during leave and transfer, clear and complete explanation, and overall quality of nursing care.

Patient satisfaction regarding nursing care provided at Jahurul Islam Medical College & Hospital" in my study result showed that among 200 respondents patient satisfaction on overall quality of nursing care according to the sex good satisfaction sex group is female (61%) on the other hand male group is 57% and highest (43%) fair satisfied sex group is male but minimum fair satisfied sex group is female.

So my study showed that female were more satisfied rather than male but the result of "in-patient satisfaction with nursing care" at the Kwame Nkrumah University of Science and Technology (KNUST) hospital revealed that 38% of male participants were very satisfied with nursing care compared to 30% of female participants in Ghana, West Africa.

The result revealed that majority of the respondents was within the age of more than 50 years. Age was distributed according to class interval. Age of the admitted patients were categories into 8 groups as (16-20) years, 21-25 years, 26-30 years, 31-35 years, 36-40 years, 41-45 years, 46-50 years, 51-55 years, 56-60 years and >60 years. Majority of the patient were 19.5% (n=39) patient were more than 50 16-20 years, 18.5% (n=37) patient were 41-45 years, 17.5% (n=35) patient were more than 60 years, 12% (n=24) were 31-35 year, 11% (n=22) patients were 56-60, 7.5% (n=15) were 46-50 and 56-60 years and also 5% (n=10) patients were 21-25 years. Patient satisfaction on overall quality of nursing care according to the age, good satisfaction age group is 51-55 Years (68%) on the other hand 16-20 age group is 36% and highest fair satisfied age group is 26-30 year but minimum fair satisfied age group is 51-55 years.

FINDINGS

Total number of sample was 200. The mean age of patients was 42.7 yrs. standard deviation 16.88. Patient satisfaction on overall quality of nursing care according to the age, good satisfaction age group is 51-55 Years (68%) on the other hand 16-20 age group is 36% and highest fair satisfied age group is 26-30 year but minimum fair satisfied age group is 51-55 year. Patient satisfaction regarding nursing behavior with patient according to the categories of bed, more 64% good satisfaction of nonpaying bed patient whereas 37% of paying bed patient, In paying bed 63% patient were fair satisfied but in nonpaying 36% patient were fair satisfied. There is statistical difference in patient satisfaction with overall quality of nursing care according

to the age, and according to the category of bed no statistical difference in patient satisfaction with sex, marital status, education, income category, length of stay and previous admission.

CONCLUSION

This study was undertaken to assess patient satisfaction regarding nursing care. The experience in different units of Jahurul Islam Medical College & Hospital motivated the investigator to undertake this study of Patient Satisfaction with nursing care. Patient satisfaction is an important parameter to assess the quality of the overall services provided by a hospital. This OPD-based study found that apart from treatment-related factors, non-treatment-related variables too play an important role in satisfying patients. Thus, liaison between the medical and non-medical management teams is crucial to improving health services and patient satisfaction.

There is always scope for further improvement, and proper steps should be taken to increase patient satisfaction levels, especially by focusing on the domains that lag. Such patient satisfaction surveys should be conducted periodically in all hospitals for continuous monitoring and identification of issues, which will help in the formulation of policies and interventions with the goal of providing patients with the best possible care.

REFERENCES

1. Abramowitz S, Berry E, Cott A. "Analyzing patient satisfaction; A multi analytic approach." Quality review bulletin 1987; 13: 122-130.
2. Andaleeb S "Service quality and patient satisfaction, a study of Hospitals in a developing country." Soc Sci Med 2011; 52:1359-70.
3. Chang E, Hancock K, Chenoweth L, Jean C. "The Influence of demographic variables and type on elderly patient's perception of need and satisfaction during hospitalization". International Journal of nursing practice 2003; 9 [3]: 191-201.
4. Chang et al. "Evaluating quality of nursing care: The gap between Theory and Practice." the Journal of nursing administration 2002; 32 (7/8):405-18.
5. Erickson L R. "Patient satisfaction: -an indicator of nursing care quality." J nurse management 1987; 18: 31-35.
6. Fahad A F. "The effect of nursing care on overall patient satisfaction and its predictive value on return-to-provider behavior. A survey study." Quality management in health care 2005; 14 [2]: 337-44.
7. Findik U Y and Unsar S "Patient satisfaction with nursing care and its relationship with patient characteristics." Nursing and Health Sciences 2010; 12 [2]:162-69.
8. Foss C. "Gender bias in nursing care? Gender – related in patient satisfaction with quality of nursing care". Scandinavian journal of caring nurses 2002; 16 [1]: 19-26
9. Harkreader H & Hogan M A. "Fundamentals of nursing caring & clinical judgment". Elsevier science 2004; 2: 45-51.
10. Ijeoma M, Ada N, Peace I, Akpati V. "Helpless patient satisfaction with quality of nursing care in federal territory hospitals, Enugu, Southeast, Nigeria." International journal of nursing and midwifery 2011; 3 [1]:6-13.
11. Johansson P, Oleni M, Fridlund B. "Patient satisfaction with nursing care in the context of health care: Literature study". Scandinavian journal of caring nurses 2002; 16 [4]: 337-44.
12. Kaushal S, Vati J, Das K. Level of patient satisfaction with nursing care Nursing and Midwifery Researchj, 2005; 1: 107-114.
13. Keerthi Mohanan, Sukhpal Kaur, Karobi Das, Ashish Bhalla, Patient satisfaction regarding nursing care at Emergency Outpatient Department in a Tertiary care Hospital, Journal of Mental Health & Human Behavior, 2010.
14. Kumari R. Idri s MZ, Bhushan V, Khanna A. Agarwal M, Singh SK. Study on patient's satisfaction in the government allopathic health facilities of Lucknow district, India. Ind J Comm Med 2009; 34: 35-42.
15. Laschinger H S, Hall L M, Pederson S, Almost J. A psychometric analysis of patient satisfaction with nursing care quality questionnaire; an actionable approach to measuring patient satisfaction". J Nurse Care quality 2005; 20: 220-230.
16. Laschinger H S. "A psychometric analysis of patient satisfaction with nursing care quality questionnaire: an actionable approach to measuring patient satisfaction." Journal of nursing care quality 2005; 20 [3]; 220-30.
17. Laschinger HS, Hall LM, Pedersen C, Almost J. A psychomotor analysis of the patient satisfaction with nursing quality questionnaire: An actionable approach to measuring patient satisfaction. 2005; 20: 220-230.

18. Lemonidou C, Papathanassoglou EDE, Merkouris A. Evaluation of patient satisfaction with nursing care; quantitative or qualitative approach. *Int J Nurs Stud*, 2004; 355-367.
19. Lindgren M, Andersson I S. "The Karen instrument for measuring quality of nursing care: construct validity and internal consistency." *International journal for quality in health care* 2011; 17:115-20.
20. Lucero R J, Lake E T, Aiken L H. "Nursing care quality and adverse events in U S hospitals". *Journal of clinical nursing* 2010; 19 [15, 16]:2185-95.
21. Lynn M R, Mcmillen B J, Sidani S. "Understanding and measuring patient assessment of quality of nursing care". *Nursing Research* 2007; 56 [3]: 159-66.
22. Merkouris A, Ifantopoulos J, Lanarva v, Lemonidou C. "Patient Satisfaction: a key concept for evaluating and improving nursing service". *J Nurs Manag* 1999; 13:19-22.
23. Mohammad Hussain Khan, Rasheed Hassan, Saeed Anwar, Tariq Sohail Babar, Khalid Shakeel Babar, Patient Satisfaction with Nursing Care, *Rawal Medical Journal*: Vol.32, No.1, Jan.-June, 2007.
24. Mrayyan M T. "Jordanian nurses job satisfaction, patient's satisfaction and quality of nursing care". *Int Nurs Revn* 2006; 53[3]: 224-30.
25. Muntlin A, Gunningberg L, Carlsson M. Patient's perception of quality of care at an emergency department and identification of areas for quality improvement. 2006; 15: 1045-1056.
26. Qureshi W, Khan NA, Naik AA et al. A case study on patient satisfaction in SMHS hospital Srinagar. *JKPractitioner* 2005; 12:154-155.
27. Risser N. "Development of instrument to measure patient satisfaction with nurses and nursing care in primary care setting". *Nursing Research* 1975; 24: 45-52.
28. Uys L R & Naidoo J R. "A survey of quality nursing care in several Health districts in South Africa". *B M C nursing* 2004; 3:22-38.
29. Wagner D and Bear M. "Patient satisfaction with nursing care: a Concept analysis within a nursing framework". *Journal of advanced Nursing* 2009; 65: 692-701.
30. Yi M, Kim J, Noh D, Lee J L, Yoo K Y, Hwang K, Chung H. "Evaluation of satisfaction and usefulness of web based educational program for breast cancer patient." *Open Med Inform Journal* 2008;2: 129-37

