# "Assessment Of Family Member's Satisfaction Of Nursing Care In Intensive Care Unit Of Selected Hospitals Of Kamrup, (M) Assam: A Descriptive Study"

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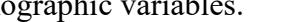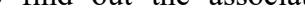
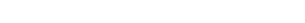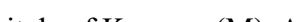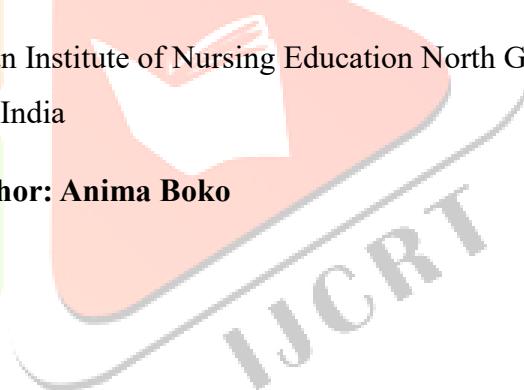**Corresponding Author: Anima Boko**

**ABSTRACT:**

**INTRODUCTION:**

An intensive care unit (ICU) is a specially staffed and equipped area of a hospital dedicated to the management of patients with life-threatening illnesses, injuries or complications. ICUs developed from the postoperative recovery rooms and respiratory units of the 1920s, 1930s and 1940s when it became clear that concentrating the sickest patients in one area was beneficial.

**OBJECTIVES**

1. To identify the level of family member's satisfaction in nursing care at the Intensive Care Unit of selected hospitals of Kamrup (M), Assam.

2.To find out the association between family member's satisfaction with nursing care and selected demographic variables.

## METHODS AND MATERIALS:

A descriptive research design was used to accomplish the objectives. Study was undertaken on 100 family members of patients admitted in ICUs of selected hospitals, Kamrup, Assam by using non probability convenience sampling technique Participants were selected on the basis of inclusion and exclusion criteria. 5point rating scale was used to assess level of satisfaction regarding nursing care in ICU.

## RESULTS:

The level of satisfaction, out of 100 samples majority i.e, 73(73%) were highly satisfied and 27(27%) were moderately satisfied with overall nursing care in the ICU.

The mean satisfaction level were 83.37±16.77 with median of 85.0. The minimum and maximum score was 40 and 110. There was no significant association of satisfaction with the demographic variables.

## CONCLUSION:

From this study it was concluded that majority of the family members were highly satisfied with the nursing care in Intensive Care Unit. So, the investigator concluded that majority of the family members of patients admitted in ICU were highly satisfied with the Nursing Care in Intensive Care Unit.

## KEYWORDS

Family member satisfaction, nursing care, Intensive Care Unit

## BACKGROUND OF THE STUDY

The ICU is not just a ward but a department with dedicated medical, nursing and allied health staff: it operates with defined policies and procedures and has its own quality improvement, continuing education and research programmes. Through its care of critically ill patients in the ICU and its outreach activities. The intensive care department provides an integrated service to the hospital, without which many programmes (eg. cardiac surgery, trauma, transplantation) could not function.

## NEED OF THE STUDY

Every year in United States approximately 20% of all deaths occur in an intensive care unit and family members suffer from being withdrawn or withheld. Many of patients are unable to communicate because of sedation, mechanical ventilation, confusion, and comatose. This results in much of the burden of decision making and treatment choices on the patients' family members. This type of experience may adversely affect family members levels of satisfaction regarding nursing care.

## METHODOLOGY:

A descriptive design was used in the study to accomplish the objectives using non- probability convenience sampling technique for obtaining adequate sample for the study. Study was done on 100 ICU patients, family member in selected hospitals of Guwahati, (M), Assam. Respondents were selected on the basis of inclusion and exclusion criteria; self structured Likert assessment tool was used to assess the level of satisfaction among family member's of patients admitted in the ICUs.

## DESCRIPTION OF THE TOOL:

In order to meet the objectives of the study, the following tools were constructed which consists of three sections:

**Section I**- Describes frequency and percentage distribution of demographic variables of the family member's of patients admitted in Intensive Care Unit.

**Section II-** Describes frequency and percentage distribution of level of family member's satisfaction of nursing care in Intensive Care Unit

**Section III-** Describes the level of satisfaction among family members of patients admitted in Intensive Care Unit of selected hospitals

**Section IV-** Association between the level of satisfaction with selected demographic variables

## DATA COLLECTION PROCEDURE:

Data collection process was scheduled from 10th September to 3rd October 2024.

Prior data collection, permission was obtained from the respective authorities of the selected hospitals. After getting permission the investigator visited the hospitals on the given respective dates. The investigator explained the purpose of her study and she assured them of the confidentiality and anonymity to get their co-operation and prompt responses during data collection. 100 family members of patient admitted in Intensive Care Unit were selected using convenience sampling technique A written informed consent was also taken from the family members. Then the investigator distributed the Likert scale for assessing the Satisfaction of the family members towards nursing care in Intensive Care Unit which took 25-30minutes to complete in average.

**RESULT**

**SECTION-I**

**TABLE - I**

**FREQUENCY AND PERCENTAGE DISTRIBUTION OF FAMILY MEMBER'S ACCORDING TO THEIR SOCIODEMOGRAPHIC CHARACTERISTICS.**

**n =100**

| Demographic Variables | Frequency (f) | Percentage (%) |
|---|---|---|
| **Age (in years)** | | |
| 19 – 28 years | 32 | 32% |
| 29 – 38 years | 39 | 39% |
| 39 and above | 29 | 29% |
| **Gender** | | |
| Male | 67 | 67% |
| Female | 33 | 33% |
| Transgender | 0 | 0% |
| **Occupation** | | |
| Student | 17 | 17% |
| House wife | 10 | 10% |
| unemployed | 8 | 8% |
| Daily wager | 10 | 10% |
| business | 16 | 16% |
| Private job | 24 | 24% |
| Govt. job | 15 | 15% |
| **Educational status** | | |
| Primary | 8 | 8% |
| High school | 13 | 13% |

| Demographic Variables | Frequency (f) | Percentage (%) |
|---|---|---|
| Higher secondary | 26 | 26% |
| Graduate and above | 53 | 53% |
| **Relationship** | | |
| Spouse | 16 | 16% |
| Parent | 36 | 36% |
| Sibling | 22 | 22% |
| Children | 19 | 19% |
| Any other | 7 | 7% |
| **Experience in ICU** | | |
| Yes | 22 | 22% |
| No | 78 | 78% |

The table I portrays that most of the patients admitted in ICU, 39 (39%) were aged between 29 – 38 years, 67 (67%) were male, 24 (24%) were employed in private job 53 (53%) were graduate and above respectively, 36 (36%) of the patient were parent to the respondent,38 (26.8%) were married and unmarried respectively, 78(78%) had no prior experience in ICU previously.

## TABLE - II

**FREQUENCY AND PERCENTAGE DISTRIBUTION OF LEVEL OF FAMILY MEMBER'S SATISFACTION OF NURSING CARE IN INTENSIVE CARE UNIT.**

**n = 100**

| Level of Satisfaction | Not Satisfied (<33%) | | Moderately Satisfied (33 – 66%) | | Highly Satisfied (>66%) | |
|---|---|---|---|---|---|---|
| | F | % | F | % | F | % |
| Satisfaction during admission | 0 | 0 | 33 | 33.0 | 67 | 67.0 |
| Satisfaction on care | 1 | 1.0 | 18 | 18.0 | 81 | 81.0 |
| Satisfaction on illness management | 0 | 0 | 24 | 24.0 | 76 | 76.0 |
| Satisfaction on communication and behaviour | 1 | 1.0 | 37 | 37.0 | 62 | 62.0 |
| **Overall satisfaction** | **0** | **0** | **27** | **27.0** | **73** | **73.0** |

The table II Shows the overall satisfaction revealed that, 73(73%) were highly satisfied and 27(27%) were moderately satisfied with overall nursing care in the ICU.

## TABLE – III

**ASSESSMENT OF LEVEL OF FAMILY MEMBER'S SATISFACTION OF NURSING CARE IN INTENSIVE CARE UNIT.**

**n = 100**

| Satisfaction | Minimum | Maximum | Median | Mean | S.D |
|---|---|---|---|---|---|
| Satisfaction during admission | 13.0 | 35.0 | 27.0 | 26.31 | 5.78 |
| Satisfaction on care | 6.0 | 25.0 | 20.0 | 19.64 | 3.94 |
| Satisfaction on illness management | 9.0 | 25.0 | 20.0 | 19.22 | 3.83 |
| Satisfaction on communication and behaviour | 8.0 | 25.0 | 19.0 | 18.21 | 4.59 |
| **Overall satisfaction** | **40.0** | **110.0** | **85.0** | **83.37** | **16.77** |

The table III shows that, the overall satisfaction revealed that, the mean score was 83.37±16.77 with median of 85.0. The minimum and maximum score was 40 and 110

### TABLE – IV

**ASSOCIATION OF LEVEL OF FAMILY MEMBER'S SATISFACTION OF NURSING CARE IN INTENSIVE CARE UNIT WITH THEIR SELECTED DEMOGRAPHIC VARIABLES.**

n = 100

| Demographic Variables | Moderately Satisfied | | Highly Satisfied | | Chi-Square p-value / Fisher Exact test p-value |
|---|---|---|---|---|---|
| | f | % | f | % | |
| **Age (in years)** | | | | | $\chi^2$=2.743 |
| 19 – 28 | 12 | 12.0 | 20 | 20.0 | d.f=2 |
| 29 – 38 | 8 | 8.0 | 31 | 31.0 | p=0.254 |
| 39 and above | 7 | 7.0 | 22 | 22.0 | (N.S) |
| **Gender** | | | | | $\chi^2$=0.273 |
| Male | 17 | 17.0 | 50 | 50.0 | d.f=1 |
| Female | 10 | 10.0 | 23 | 23.0 | p=0.602 |
| Transgender | - | - | - | - | (N.S) |
| **Occupation** | | | | | |
| Student | 6 | 6.0 | 11 | 11.0 | |
| Housewife / Homemaker | 2 | 2.0 | 8 | 8.0 | |
| Unemployed | 4 | 4.0 | 4 | 4.0 | p=0.581 |
| Daily wages | 1 | 1.0 | 9 | 9.0 | (N.S) |
| Business | 5 | 5.0 | 11 | 11.0 | |
| Private job | 6 | 6.0 | 18 | 18.0 | |
| Govt. job | 3 | 3.0 | 12 | 12.0 | |
| **Educational qualification** | | | | | |
| Primary school | 1 | 1.0 | 7 | 7.0 | p=0.541 |
| High school | 2 | 2.0 | 11 | 11.0 | (N.S) |
| Higher secondary | 9 | 9.0 | 17 | 17.0 | |
| Graduate and above | 15 | 15.0 | 38 | 38.0 | |
| **Relationship with the patient** | | | | | |
| Spouse | 7 | 7.0 | 9 | 9.0 | $\chi^2$=5.540 |
| | | | | | d.f=4 |
| Parent | 9 | 9.0 | 27 | 27.0 | p=0.236 |
| Sibling | 7 | 7.0 | 15 | 15.0 | (N.S) |
| Children | 4 | 4.0 | 15 | 15.0 | |
| Any other | 0 | 0 | 7 | 7.0 | |

| Demographic Variables | Moderately Satisfied | | Highly Satisfied | | Chi-Square p-value / Fisher Exact test p-value |
|---|---|---|---|---|---|
| | f | % | f | % | |
| Have any member of your family got admitted in ICU before? | | | | | |
| Yes | 4 | 4.0 | 18 | 18.0 | $\chi^2$=1.113 |
| No | 23 | 23.0 | 55 | 55.0 | d.f=1 p=0.291 (N.S) |

*NS- not significant p>0.05, df- degree of freedom

The table IV shows the level of family member's satisfaction of nursing care in Intensive Care Unit with their selected demographic variables. Since the calculated value is less than the tabulated value at p<0.05 level. Therefore,

**Age:-** The table shows that the obtained chi square value ( $\chi^2$ ) ( 2.743 ) was less than the tabulated value (5.99) at 0.05 level of significance with df 2. Hence, there is no association between satisfaction level and age group of respondents.

**Gender:-**The table shows that the obtained chi square value ($\chi^2$) (0.273) was less than the tabulated value (3.84) at 0.05 level of significance with df 1. Hence, there is no association between sayisfaction level and gender of respondents.

**Occupation:-**The table shows that the obtained Fisher exact test value (p) (0.581) was more than the level of significance at 0.05. Hence, there is no association between satisfaction level and occupation of the respondents.

**Educational qualification:-** The table shows that the obtained Fisher exact test value (p) (0.541) was more than the level of significance at 0.05. Hence, there is no association between satisfaction level and educational status of respondents.

**Relationship with the patient:-** The table shows that the obtained chi square value($\chi^2$) (5.540) was less than the tabulated value (11.07) at 0.05 level of significance with df 4. Hence, there is no association between satisfaction level and relationship with the patient.

**Prior ICU experience:-** The table shows that the obtained chi square value ( $\chi^2$) (1.113) was less than the tabulated value (3.84) at 0.05 level of significance with df 1. Hence, there is no association between satisfaction level and prior ICU Experience.

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