



# Assessment of Patient's Satisfaction Regarding Basic Nursing Care Provided by Senior Staff Nurses Working at Dhaka Medical College Hospital (DMCH), Dhaka

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## ABSTRACT

A descriptive type of cross-sectional study was conducted to assess the level of patient's satisfaction regarding Basic Nursing Care provided by the Senior Staff Nurses working at Dhaka Medical College Hospital (DMCH), Dhaka. This study was conducted from November 2013 to April 2014. Selected sample size was 100 admitted patients (respondents) through following purposive sampling technique. The investigators used 5-points Likert Scale questionnaire for data collection on 5 areas of Basic Nursing care like Breathing, Eating and drinking, Assisting with dressing, checking of vital signs, and Administration of drugs those provided by the senior staff nurses. Face to face interview technique was followed for data collection from the respondents. Simple descriptive statistics was used to analysis the data. The collected data was processed manually first then it was analyzed with the help of computer software program for graphical presentation of findings. The study findings showed that all the respondents were male and their mean age was 35.55 years. The level of patient's satisfaction is very much related and dependent regarding the basic nursing care provided by the nurses. On the basis of levels of satisfaction of the respondents it was observed that the respondent's satisfaction levels regarding basic nursing care obtained from senior staff nurses were 3% excellent, 19% very good, 32% good, 38%, average and poor 8%. Finally, the five areas' results were included together where the findings revealed that the majority of the respondents (92%) showed positive opinion as satisfaction regarding basic nursing care obtained from nurses. On the other hand, only few (8%) respondents put negative opinion as dissatisfaction. The investigators recommended and concluded that patient's satisfaction level might be increased regarding the basic nursing care provided by the nurses through providing refresher training and other facilities. The investigators also suggested for further research in this area in large scale to assess patients' satisfaction with basic nursing care and its relevant influencing factors related with basic nursing care.

**Keywords:** *Patient's satisfaction, nursing care, quality of nursing care*

## INTRODUCTION

Basic nursing care is considered with helping a patient to meet his/her basic human needs. These needs very according intellectual capacity or the particular pathologic state with which he/she is suffering. The goal of nursing practice is to provide direct health care services to patients in order to assist them in achieving and maintaining health. Compared to other health professionals, the nurse spends more time dealing directly with patients and relatives. It is the nurse's responsibility to provide basic nursing care to all patients under her care. Basic nursing care includes activities for promotion, restoration and maintenance of health of individual patients and illness among clients and communities.

Basic nursing care is important because the physician's diagnosis and prescribed therapies alone are not enough for the recovery of the patient. These activities include the actions the nurse initiates and carries out that is assessment, implementation, monitoring and recording procedures which help to maintain the patient's life function, make the patient comfortable and help in speedy recovery of the patient. For example, these actions include the nurse's interventions reduce fever, her assessment of the post-operative patient, the regular changes of the position of an unconscious patient, her prompt actions in case of a patient with shock, her teaching and demonstration of oral dehydration for a patient with diarrhea, her effort at keeping the ward calm for promoting rest and sleep, and her action to prevent infections.

Patients admitted to a hospital for treatment ought to be ensured of 24 hours nursing services though the intensity of nursing care for each patient would vary according to the severity of illness and level of alteration in self-care ability of the patient. It is the quality and timely nature of nursing services which indicate the quality of care provided by a hospital. Nursing activities should thus be given the highest priority.

The present study was planned with the purpose of identifying the basic nursing care being performed by the nurses in a biggest hospital in Bangladesh with the goal of improving the quality of nursing services. The study was planned to explore and describe of patients satisfaction regarding basic nursing care offered by nurses in Dhaka Medical College Hospital. This study provided information regarding the level of patient's satisfaction on basic nursing care provided by the nurses that may be used to improving practice and thus increases patient's satisfaction through identifying the gap as well as patient's expectation regarding basic nursing care provided.

## RESEARCH QUESTION

What is the level of patient's satisfaction regarding Basic Nursing Care provided by the Senior Staff Nurses (SSN) working at Dhaka Medical College Hospital (DMCH), Dhaka?

## OBJECTIVES OF THE STUDY

### General Objective

To assess the level of patients' satisfaction regarding Basic Nursing Care provided by the Senior Staff Nurses working at DMCH, Dhaka.

### Specific Objectives

1. To assess the level of patients' satisfaction on breathing related activities.
2. To determine the level of patients' satisfaction regarding maintenance eating and drinking.
3. To find out the level of patients' satisfaction regarding assisting with dressing.
4. To measure the level of patients' satisfaction regarding checking of vital signs.
5. To identify the level of patients' satisfaction regarding administration of drugs.
6. To identify the level of patients' socio demographic characteristics.

## VARIABLE

### A. Variables related to socio-demographic characteristics of the respondents:

1. Age
2. Gender
3. Marital status
4. Educational status
5. Monthly family income
6. Occupation
7. Residence: Urban/ semi-urban/ rural/ slum
8. Duration Hospital staying

### B. Key variables/Study/Research variables:

Variables related Basic Nursing Care:

- Breathing.
- Eating and drinking
- Assisting with dressing.

- Checking of vital signs.
- Administration of drugs.

## RESEARCH METHODOLOGY

**Study Design:** A descriptive type of cross-sectional study design was adopted to conduct this research. The purpose of this study was to assess the level of patient's satisfaction with five areas of basic nursing care provided by the senior staff nurses working at Dhaka Medical College Hospital.

**Study place:** Dhaka Medical College Hospital-1 & 2 building (old & new) was selected for this study place. This is a biggest referral hospital in the country where different categories of patients are admitted here for better treatment and management facilities. This hospital was established in 1946 where medicine, surgery, gynae, orthopedic, pediatric, dental, mental, burn unit, neurology, ICU, CCU, chemotherapy, radiotherapy, emergency, facilities and palliative care unit are available by the Government initiative. The total bed strengths are 2900 and placement of senior staff nurses are 720. One male medical ward (80) and two male surgical wards (30+30) 60 among the total number of wards were chosen where total number of bed capacity was 140 and senior staff nurses placement 26 as care provider in three shift these wards.

**Period of the study:** The duration of study was from 1<sup>st</sup> November 2013, to 30<sup>th</sup> April, 2014\_

**Study population:** The target population was the patients admitted in one male medical ward and two male surgical wards. The total number of patients were (80+60) 140 according to the bed capacity of those wards in DMCH, Dhaka. Thus the study population was 100 after maintaining inclusion and exclusion criteria.

**Sample Size:** Sample size was selected 100 following purposive sampling technique among the total number of study population 100.

### Inclusion criteria:

- Respondents who were admitted for treatment and care.
- Willing to participate voluntarily in the study to give information.
- Respondents who were available in ward during data collection period.

### Exclusion criteria:

- Patients who were psychologically disturbed due to disease condition.
- Patients who were seriously ill and unable to provide information properly.
- Those who were unwilling to provide information.

**Sampling Technique:** A purposive sampling technique was adopted for selecting the sample size among the total number of population 100 admitted in those three particular wards during the data collection period.

**Data Collection instruments:** The Likert scale questionnaire was used as tools for data collection for this study where the respondents had opportunity to give their opinion regarding basic nursing care obtained from the on duty senior staff nurses as care provider. The measurement scale of the instruments were divided into five categories according to Sharma, 2013 like strongly agree, agree, uncertain, disagree and strongly disagree for facilitating the respondents to put their opinion regarding the obtained basic nursing care provided by the senior staff nurses.

**Data collection technique/ procedure:** Face to face interview technique was followed to collect data from the respondents. The investigator's identity and study objective was explained clearly to the respondents by the investigator prior the questionnaire. Verbal consent was taken from the respondents through explaining ethical issues related with this study. So the respondents would answer the questions clearly and easily to the best of their satisfaction. One questionnaire was used for each respondent for collection of data. Thus data were collected conveniently by the investigators from those respondents for 3 days from every shift as purposive sampling technique.

**Data processing & analysis:** The collected data was organized and coded manually first. Then it was placed in the master sheet to facilitate the analysis processing and easily visible to everybody a glance about the data management system.

Simple Statistical package (Central Tendency like; Frequency, percentage, mean,& SD) was used to analysis the data manually and it was converted in to graphical presentation with the help of software program of the computer.

**Assessment criteria for respondent's satisfaction level:** In this study, patient's satisfaction level was assessed on five areas of Basic Nursing Care provided by senior staff nurses. Each area contains sub-areas of 30 (thirty) statements were included as positive and negative opinion of the respondents. In case positive opinion, the score was considered 2 (two) marks for strongly agree and 1 (one) mark for simply agree portion. So, the total estimated score for 30 statements were (30×3) 90 that was considered as 100% opinion for the respondents in both positive and negative areas.

**Table 1: Criteria for assessment of satisfaction level of respondents**

Level of satisfaction	Rating scale
Excellent	80-100
Very Good	60-79
Good	40-59
Average	20-39
Poor	<20

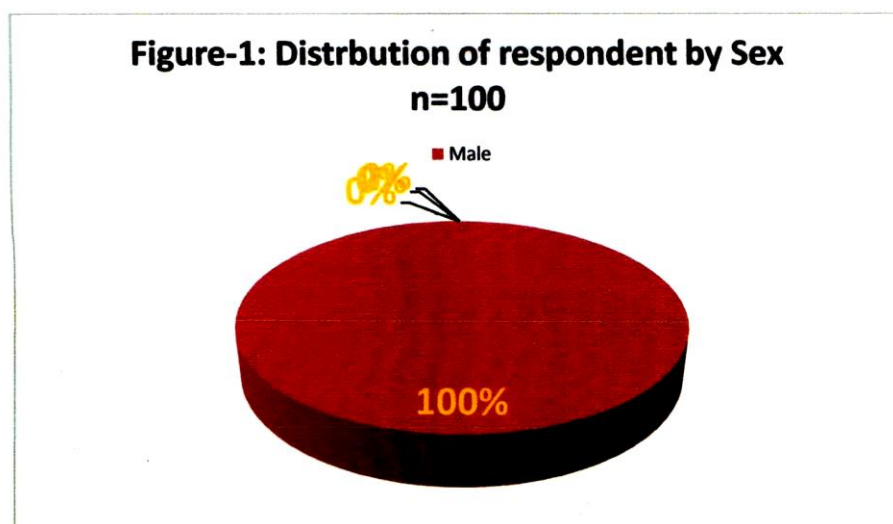
## RESULTS

This chapter provides the results of the study and its interpretation. The results were presented through table, pie and bar chart. Socio-demographic characteristics related information was presented through graphs and patient's satisfaction regarding basic nursing care related analysis was presented by both table and chart.

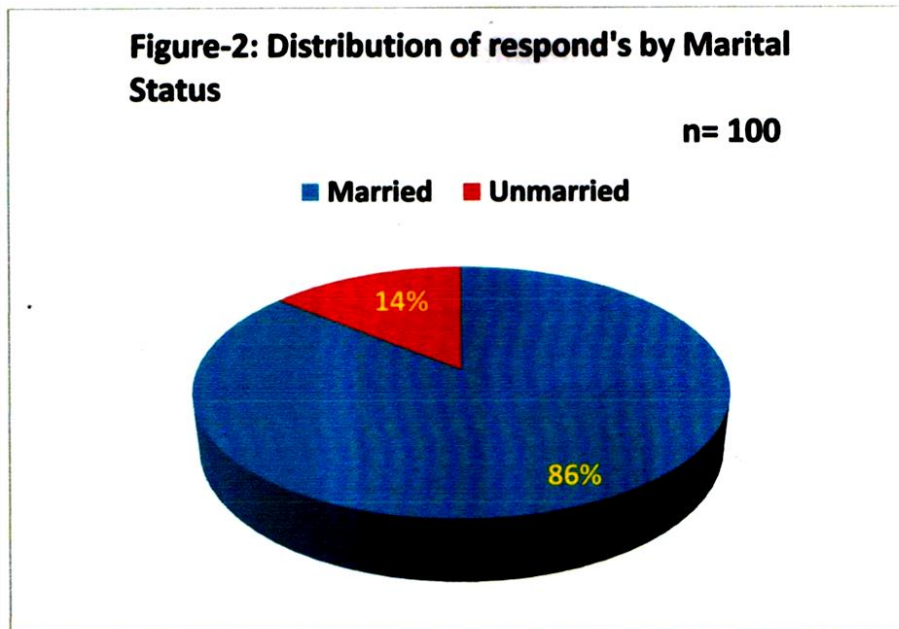
**Table 2: Distribution of the respondents by age**

Age group (year)	Frequency	Percentage
<20 yrs.	7	7
21-30 yrs.	29	29
31-40 yrs.	36	36
41-50 yrs.	14	14
51-60 yrs.	14	14
Total	100	100

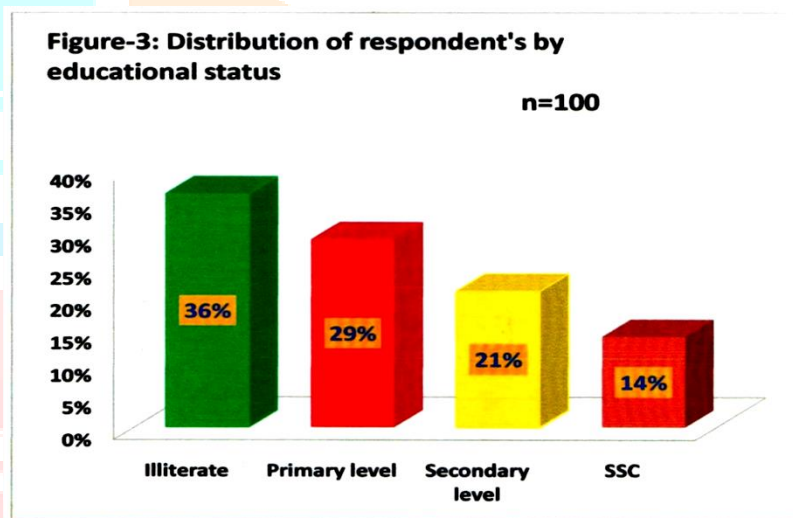
The above table shows that 36% respondent's age were in between 31-40 years, 29% respondent's age was 21-30 years, 14% respondent's age was 41-50 years & 51-60 years and only 7% respondent's age was below 20 years among the total number of sample.



The above Pie chart shows that all the respondents were male.



The above Pie chart represents that most of the respondents (86%) were married and only 14% respondents were unmarried among the total number of sample.

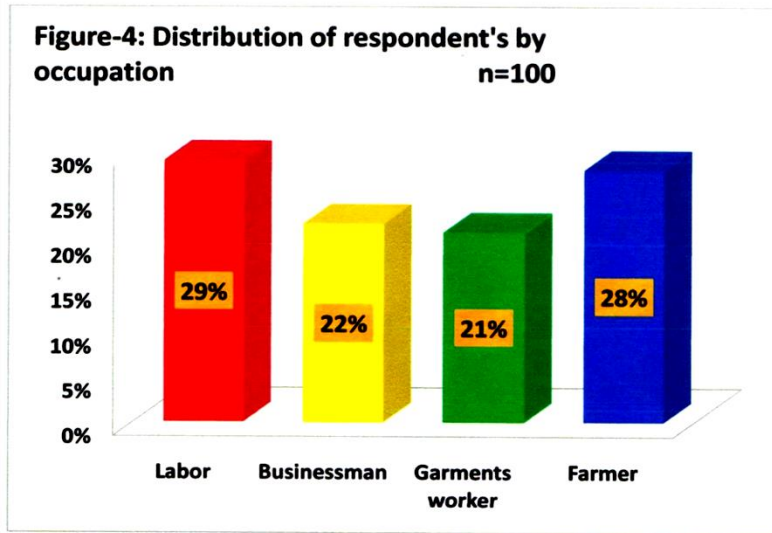


The above Bar Chart represents that the respondents' highest educational level was up to Secondary School Certificate. 36% respondents were illiterate and rest 29% respondents had primary level education, 21% Secondary level and 14% were SSC respectively.

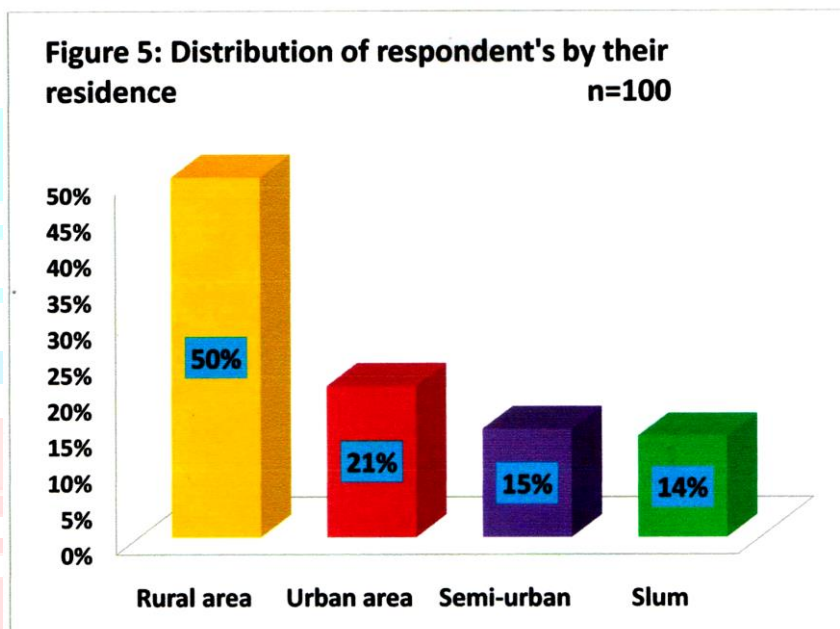
**Table 3: Distribution of the respondents by their monthly family income**

Monthly family income (TK)	Frequency	Percentage
<2000	15	15
2000-4000	25	25
4000-6000	30	30
6000-8000	13	13
8000-10000	10	10
>10000	7	7
<b>Total</b>	<b>100</b>	<b>100</b>

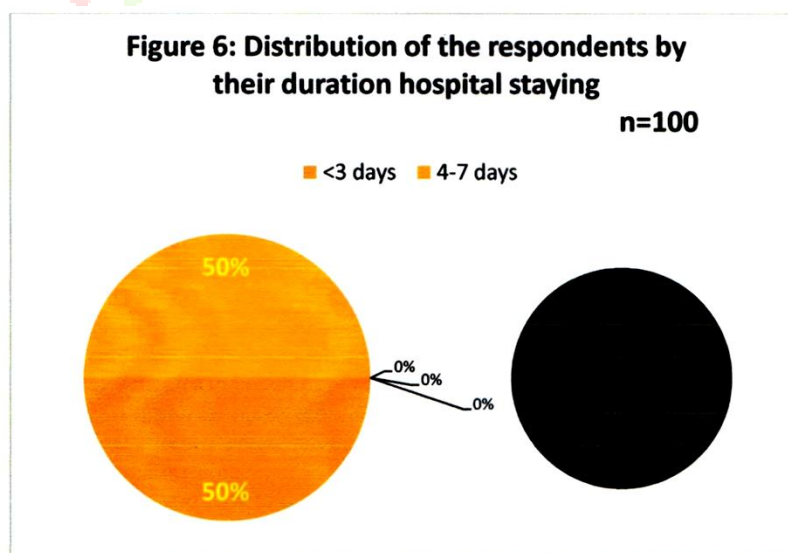
The above table represents that 30% respondent's monthly family income was 4000-6000 Taka, 25% respondent's monthly income was 2000-4000 Taka, 15% respondent's income was <2000 Taka, and rest two categories 13% respondent's income was 6000-8000 Taka, 10% respondent's income was 8000-10000 & only 7% respondent's income was >10000.



The above Bar Chart shows that 29% respondents were labor and 21% were garments worker. Rest two categories of respondents were 28% farmer and 22% Businessman.



The above Bar Chart shows that 50% respondents were rural area and 14% were slum area. Rest two categories of respondents were 21% urban area and 15% semi-urban area.



The above Pie chart represents that of the respondent's (50%) by their duration hospital staying for <3 days and rest 50% respondents that area for 4-7 days.

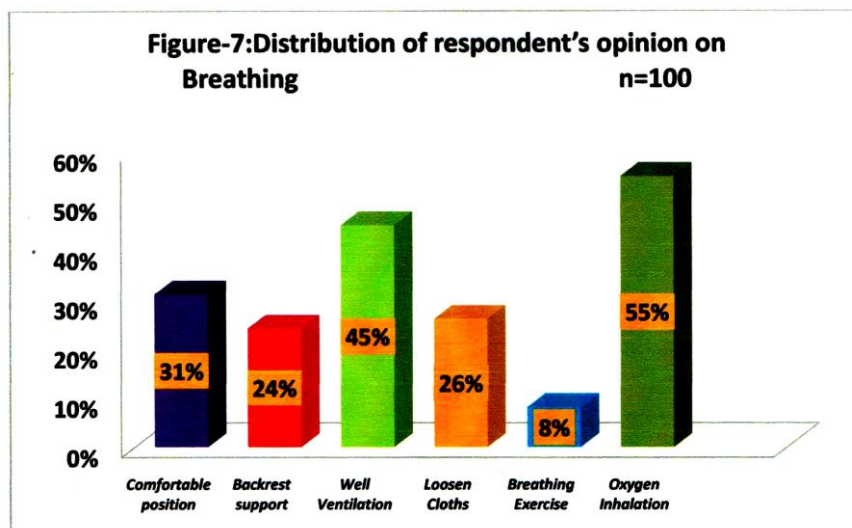
**Table 4: Distribution of respondent's opinion on Breathing**

Statements	SA	A	Unc	DA	SDA	Total
1. On duty nurses help you to seat in comfortable position when you feel difficulty in breathing.	7	55	0	38	0	100
2. Nurses provide you backrest support to reduce difficulty in breathing.	8	54	0	38	0	100
3. Whether they give attention for well ventilation of the room when you feel difficulty in breathing.	7	<b>62</b>	0	31	0	100
4. Nurses help you to make loosen your tight clothes when having difficulty in breathing.	<b>16</b>	39	0	<b>45</b>	0	100
5. Nurses show you how to do deep breathing exercise to relieve difficulty in breathing.	0	54	8	30	8	100
6. Nurses give you oxygen inhalation when you complain difficulty in breathing.	<b>16</b>	54	0	30	0	100

The above table represents the respondent's opinion on breathing related care provided by the nurses. Most of the respondents (62%) agreed and (16+16) 32% strongly agreed that nurses helped them to make loosen the tight clothes and give oxygen inhalation when they feel difficulty in breathing. On the other hand, 45% respondents were disagreed on the area of loosen tight cloths by the nurses when they feel difficulty in breathing and only 8% respondents were strongly disagreed that nurses never show how to do deep breathing exercise to reduce difficulty in breathing.

**Table 5: Distribution of respondent's aggregated opinion on Breathing**

Statements	SA & A	DA & SDA	Total score (positive)	Un c
1. On duty nurses help you to seat in comfortable position when you feel difficulty in breathing.	<b>69%</b>	<b>38%</b>	31%	0
2. Nurses provide you backrest support to reduce difficulty in breathing.	<b>70%</b>	<b>38%</b>	<b>240/0</b>	0
3. Whether they give attention for well ventilation of the room when you feel difficulty in breathing.	<b>76%</b>	<b>31%</b>	<b>45%</b>	0
4. Nurses help you to make loosen your tight clothes when having difficulty in breathing.	71%	<b>45%</b>	<b>26%</b>	0
5. Nurses show you how to do deep breathing exercise to relieve difficulty in breathing.	<b>54%</b>	<b>46%</b>	<b>8%</b>	0
6. Nurses give you oxygen inhalation when you complain difficulty in breathing.	<b>86%</b>	<b>31%</b>	<b>55°/0</b>	0



The above Bar chart shows the respondent's satisfaction on oxygen inhalation related activities provided by the nurses when they feel difficulty in breathing. Here the score strongly agree & agree were merged together as positive opinion and disagree & strongly disagree were aggregated as negative opinion of the

respondents regarding obtained care by the nurses. In this regards, 55% respondents showed that the nurses provided care and gave emphasis on oxygen inhalation, 45% put their opinion on well ventilation of the room, 31% respondents opinion that nurses help seat in comfortable position when they feel difficulty in breathing, 26% respondents opinion nurses help make loosen tight cloths when they had difficulty in breathing, rest two categories 24% respondents opinion nurses gave backrest support when they reduce difficulty in breathing and only 8% respondents stated regarding breathing exercise when they feel difficulty in breathing.

**Table 6: Distribution of respondent's opinion on Eating and Drinking**

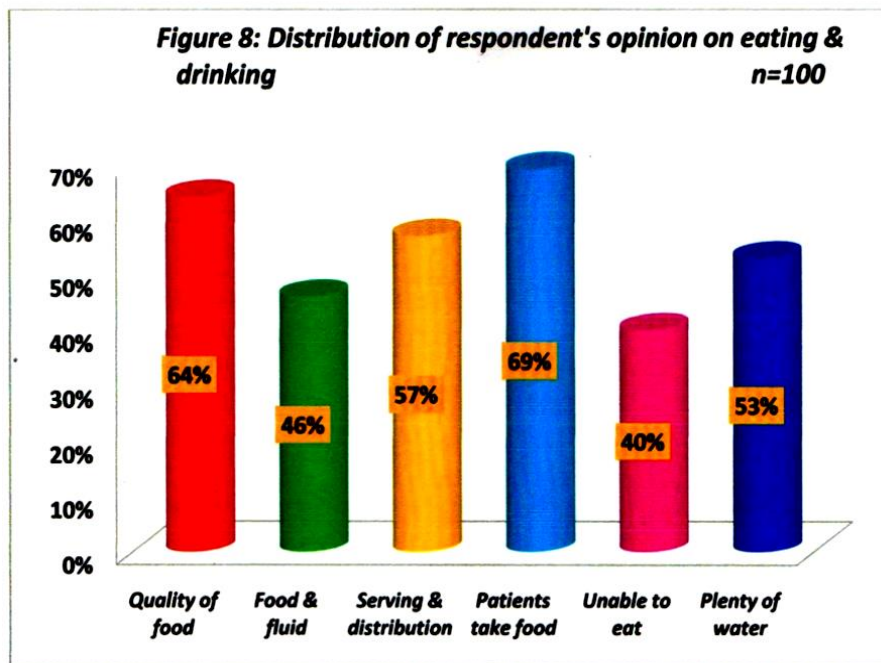
Statements	SA	A	Unc	DA	SDA	Total
1. On duty nurses ensure the quality of food by testing themselves before receiving.	0	82	0	18	0	100
2. Food and fluid supplied as per diet chart.	14	52	0	34	0	100
3. Nurses supervise physically during serving and distribution of food.	9	65	0	26	0	100
4. Nurses ensure that all patients take food immediate after distribution.	13	65	0	22	0	100
5. On duty nurses help those patients to take food who are unable to eat by themselves.	4	66	0	30	0	100
6. Nurses advise to take plenty of water/ fluid to maintain electrolyte balance of the body.	13	57	0	30	0	100

The above table represents the respondent's opinion on eating & drinking related care provided by the nurses. Most of the respondents (82%) agreed and 14% strongly agreed that nurses ensure on quality of food by testing themselves before receiving & no (0%) respondents were strongly disagreed.

**Table 7: Distribution of respondent's aggregated opinion on Eating and Drinking**

Statements	SA & A	DA & SDA	Total score (positive)	Unc
1. On duty nurses ensure the quality of food by testing themselves before receiving.	82%	18%	64%	0
2. Food and fluid supplied as per diet chart.	80%	34%	46%	0
3. Nurses supervise physically during serving and distribution of food.	83%	26%	57%	0
4. Nurses ensure that all patients take food immediate after distribution.	91%	22%	69%	0
5. On duty nurses help those patients to take food who are unable to eat by themselves.	74%	30%	40%	0
6. Nurses advise to take plenty of water/ fluid to maintain electrolyte balance of body.	83%	30%	53%	0





The above Bar chart shows the respondent's satisfaction on food distribution like eating and drinking related activities provided by the nurses. The score strongly agree & agree were aggregated together as positive opinion and disagree & strongly disagree were merged as negative opinion of the respondents regarding obtained care by the nurses. Most of the (69%) respondents showed that the nurses provided care and gave emphasis on food distribution according to category of patients, 64% put opinion on quality of food when they testing before receiving, 57% opinion serving & distribution of food, 53% respondents showed that the nurses provided care on plenty of water/fluid for maintaining electrolyte balance of the body, 46% respondents showed that nurses food & fluid supplied as per diet chart and only 40% respondents stated regarding patients take food when they are unable to eat by themselves.

**Table 8: Distribution Opinion of respondents on assisting with dressing**

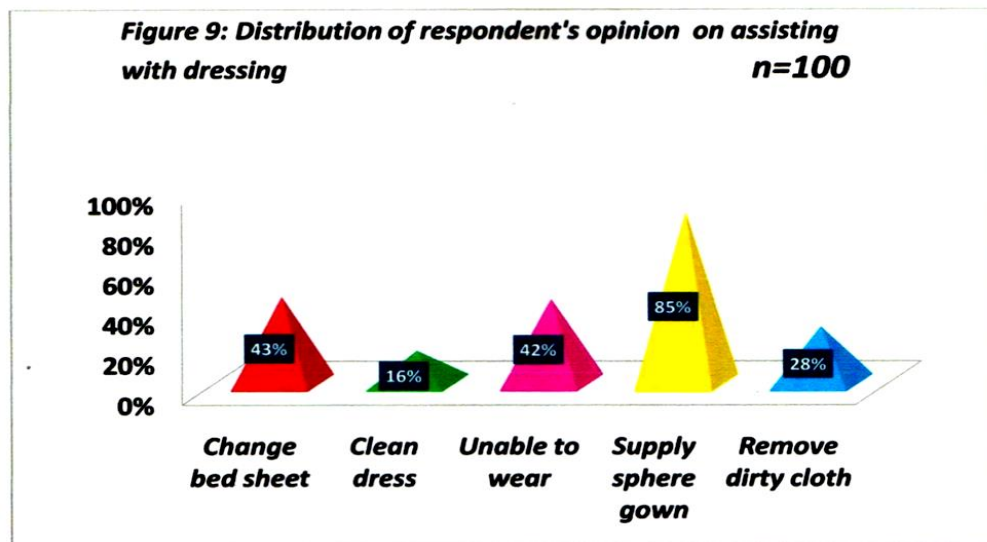
Statements	SA	A	Unc	DA	SDA	Total
1. Nurses change bed sheet routinely for cleanliness.	15	49	0	36	0	100
2. Nurses provide you clean dress/ rubber gown before any surgical procedure.	0	58	0	42	0	100
3. On duty nurses help to put on your cloths when you unable to wear.	0	63	16	21	0	100
4. On duty nurses supply sphere gown if patients are poor.	37	37	0	26	0	100
5. Nurses assist to remove dirty cloths if necessary.	0	64	0	36	0	100

The above table represents the respondent's opinion on assisting with dressing related care provided by the nurses. Most of the respondents (64%) agreed that nurses assist to remove dirty cloths if necessary and 63% stated that they help to put on cloths when they unable to wear. On the other hand, 37% respondents were strongly agreed regarding that nurses supply sphere gown if patients are poor & 16% respondents put uncertain opinion that nurses help to put on cloths when they unable to wear.

**Table 9: Distribution of respondent's aggregated opinion on Assisting with dressing**

Statements	SA & A	DA & SDA	Total score (positive)	Unc
1. Nurses change bed sheet routinely for cleanliness.	79%	36%	43%	0
2. Nurses provide you clean dress/ rubber gown before any surgical procedure.	58%	42%	16%	0

3. On duty nurses help to put on your cloths when you unable to wear.	<b>63%</b>	21%	<b>42%</b>	0
4. On duty nurses supply sphere gown if patients are poor.	111%	<b>26%</b>	<b>85%</b>	0
5. Nurses assist to remove dirty cloths if necessary.	<b>64%</b>	<b>36%</b>	<b>28%</b>	0



The above Bar chart shows the respondent's satisfaction on assisting dressing related activities provided by the nurses. Here the score strongly agree and agree were aggregated together as positive opinion of the respondents regarding obtained care by the nurses. 85% respondents showed that the nurses provided care and gave emphasis on that nurses supply sphere gown if patients are poor. 43% respondent's opinion that nurses change bed sheet routinely for cleanliness, rest two categories 42% respondents showed that nurses help put on cloths when they unable to wear and only 16% respondents stated that the nurses use clean dress/rubber gown before conducting any surgical procedure.

**Table 10: Distribution of respondent's opinion on checking Vital signs**

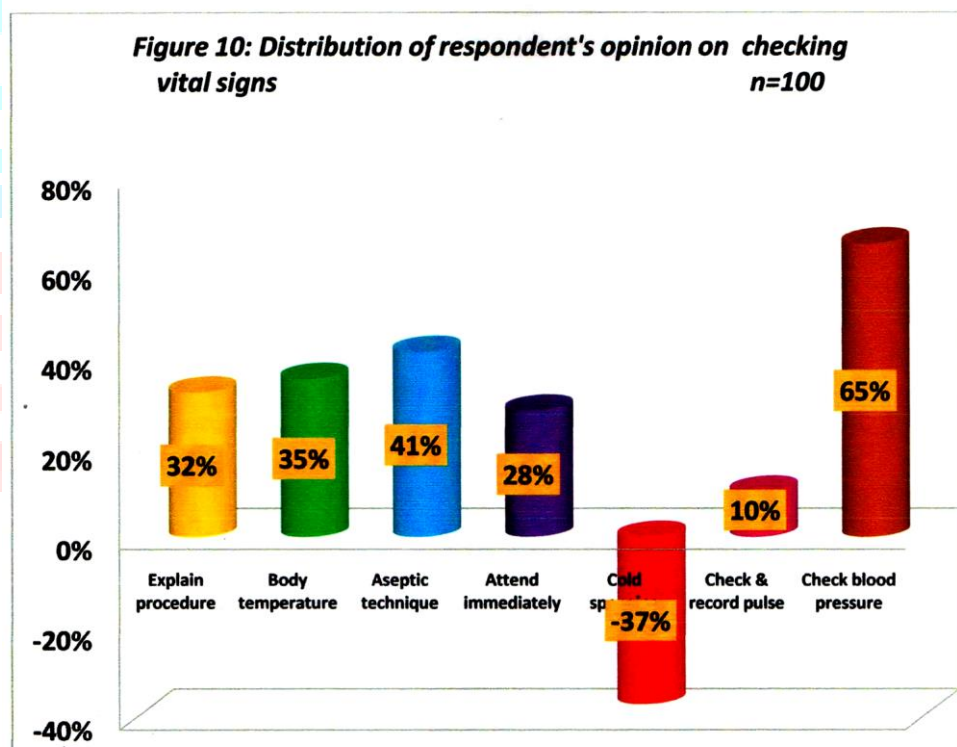
Statements	SA	A	Unc	DA	SDA	Total
1. Nurses explain about the procedure to you before conducting it.	4	60	0	36	0	100
2. Nurses measure your body temperature routinely.	9	54	0	37	0	100
3. Whether they maintain aseptic technique before using thermometer into your body.	5	63	0	32	0	100
4. On duty nurses attend immediately when you feel shivering due to high temperature.	0	<b>64</b>	0	36	0	100
5. Nurses apply cold sponging/ ice pack for reducing temperature.	0	41	0	<b>40</b>	<b>19</b>	100
6. Nurses' check and record pulse together during taking other vital signs.	0	55	9	27	9	100
7. Nurses check blood pressure routinely.	19	54	0	27	0	100

The above table represents the respondent's opinion on checking vital signs related care provided by the nurses. Most of the respondents (64%) agreed and 0% strongly agreed were aggregated together as positive opinion of the respondents regarding obtained care by the nurses attend immediately when feel shivering due to high temperature. On the other hand, (40%+19%) 59% disagree & strongly disagree were aggregated together as negative opinion of the respondents regarding obtained care by the nurses provided care and

gave emphasis on never nurses apply cold sponging/ ice pack for reducing temperature & only (9%) uncertain opinion on nurses' check and record pulse together during taking other vital signs.

**Table 11: Distribution of respondent's aggregated opinion on Checking Vital signs**

Statements	SA & A	DA & SDA	Total score (positive)	Unc
1. Nurses explain about the procedure to you before conducting it.	68%	36%	32%	0
2. Nurses measure your body temperature routinely.	72%	37%	35%	0
3. Whether they maintain aseptic technique before using thermometer into your body.	73%	32%	41%	0
4. On duty nurses attend immediately when you feel shivering due to high temperature.	64%	36%	28%	0
5. Nurses apply cold sponging/ ice pack for reducing temperature.	41%	78%	37%	0
6. Nurses' check and pulse together during taking other vital signs record	55%	45%	10%	0
7. Nurses check blood pressure	92%	27%	65%	0



The bar shows the respondent's satisfaction on checking vital signs related activities provided by the nurses. Here, the score strongly agree and agree were merged together as positive opinion of the respondents regarding the obtained care provided by the nurses. 65% respondents showed that the nurses provided care and gave emphasis on check blood pressure routinely, 41% respondents of the opinion they maintain aseptic technique before using thermometer, 35% respondents showed that nurses when they measure body temperature routinely, 32% respondents that nurses explained about the procedure when they before conducting it, 28% respondents opinion that nurses attend immediately when they feel shivering due to high temperature, 10% respondents of the opinion nurses' check and record pulse together during taking other vital signs and -37% negative opinion of the respondents showed that the nurses provided care and gave emphasis on never nurses apply cold sponging/ ice pack for reducing temperature.

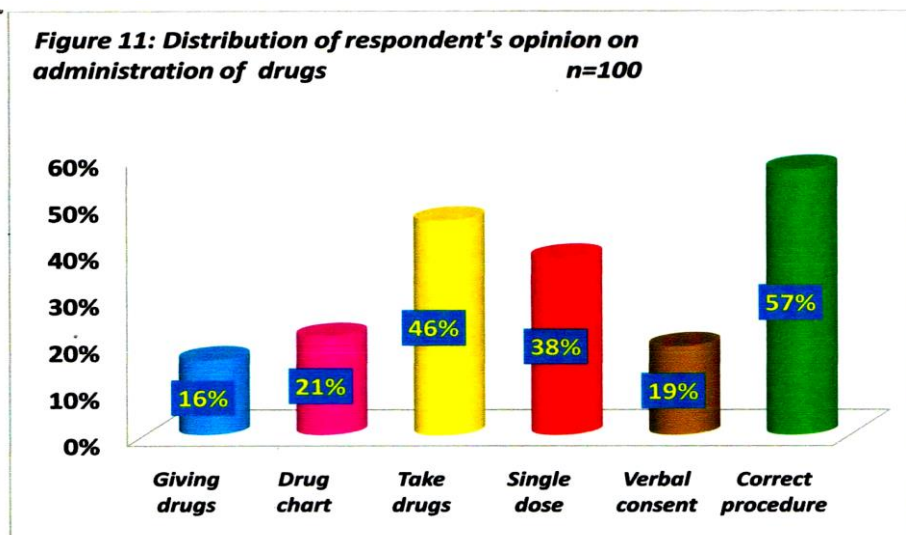
**Table 12: Distribution of respondent's opinion on Administration of drugs**

Statements	SA	A	Unc	D	SDA	Total
1. Nurses explain clearly before giving drugs as per prescription.	4	57	0	39	0	100
2. Nurses follow drug chart during distribution of drugs.	9	52	0	39	0	100
3. Nurses assist to take drugs by themselves immediate after serving.	8	<b>61</b>	0	31	0	100
4. Nurses give drugs together for 24 hours or single dose.	18	42	0	<b>40</b>	0	100
5. Nurses explain clearly and take verbal consent before starting IV injection procedure.	0	57	9	26	<b>8</b>	100
6. Nurses supervise for any discomfort during correct procedure of giving drugs.	17	53	0	30	0	100

The above table represents the respondent's opinion on Administration of drugs related care provided by the nurses. Most of the respondents (61%) agreed and (8%) strongly agreed that nurses assist to take drugs by themselves immediate after serving. On the other hand, (40%) disagreed respondents of the opinion nurses give drugs together for 24 hours or single dose & only 8% respondents were strongly disagreed that nurses never explain clearly and take verbal consent before starting IV injection procedure & 9% uncertain opinion on that area.

**Table 13: Distribution of respondent's aggregated opinion on Administration of drugs**

Statements	SA & A	DA & SDA	Total score (positive)	Unc
1. Nurses explain clearly before giving drugs as per prescription.	65%	39%	<b>16%</b>	0
2. Nurses follow drug chart during distribution of drugs.	70%	39%	<b>21%</b>	0
3. Nurses assist to take drugs by themselves immediate after serving.	77%	31%	<b>46%</b>	0
4. Nurses give drugs together for 24 hours or single dose.	78%	40%	<b>38%</b>	0
5. Nurses explain clearly and take verbal consent before starting IV injection procedure.	57%	42%	<b>19%</b>	0
6. Nurses supervise for any discomfort during correct procedure of giving drugs.	87%	30%	<b>57%</b>	0



The bar shows the respondent's satisfaction on administration of drugs related activities provided by the nurses. Here the score strongly agree and agree were merged together as positive opinion of the respondents regarding obtained care by the nurses. 57% respondents showed that the nurses provided care and gave

emphasis on nurses supervise for any discomfort during correct procedure of giving drugs. 46% respondents of the opinion nurses assist to take drug when they immediate after serving, 38% respondents opinion that nurses gave drugs together for 24 hours or single dose, 21% respondents showed nurses follow drug chart during distribution of drugs, two rest categories 19% respondents opinion that nurses explained clearly & take verbal consent when they before starting IV injection procedure & 16% respondents of the opinion nurses explain clearly before giving drugs as per prescription.

**Table 14: Levels of satisfaction of the respondent's**

Levels of satisfaction	Rating scale	Percentage
Excellent	80-100	03
Very Good	60-79	19
Good	40-59	32
Average	20-39	38
Poor	<20	08
Total		100

The above table shows that the respondents who had Excellent level of satisfaction was 3%, Very Good level of satisfaction was 19%, Good level of satisfaction was 32%, Average level of satisfaction was 38%, while those with Poor level of satisfaction was only 8%.

## DISCUSSION

The quality of health care services in Bangladesh has led to loss of faith in public and private hospitals, low utilization of public health facilities, and increasing outflow of Bangladeshi patients to hospitals in neighboring countries. Under these circumstances, assessment of patient's satisfaction level on nursing care service provided by the nurses has become imperative. This study attempts to identify the determinants of patient satisfaction level with selected five areas of basic nursing care (*Breathing, Eating and drinking, Assisting with dressing, checking of vital signs and Administration of drugs*) during the admission period in the hospitals. A survey was conducted involving patients admitted in male medical and male surgical ward in Dhaka Medical College Hospital and experienced hospital services received from the nurses. Their views and opinions regarding basic nursing care obtained from the nurses using 5 options Likert Scale questionnaire. After analysis of collected data and revealed findings of the study, the significant findings were focused on this discussion area.

### *Demographic Information of the respondents:*

According to the study finding 36% respondent's age were in between 31-40 years and only 7% respondent's age was below 20 years **among the total** number of sample. On the area of marital status, most of the respondents (86%) were married and only 14% respondents were unmarried among the total number of sample. The educational level was up to Secondary School Certificate. 36% respondents were illiterate and rest 29% respondents had primary level education, 21% Secondary level **and 14% were SSC** respectively.

30% respondents' highest monthly family income was from 4000-6000 taka and rest 25% income from 2000-4000 taka, 15% was from <2000 taka, 13% income was from 6000-8000 taka, 10% income was from 8000-10000 taka, and only 7% income was from >10000 taka that represents their socio-economic status in the society. The highest number of respondents Labor 29%, 28% was farmer, 22% **Businessman** and lowest number 21% was garments worker among the total number of sample. 50% respondents were from rural area and rest respondents from urban area and semi-urban area. On the area of hospital staying, 50% respondents stayed for 4-7 days and rest 50% stayed for <3 days in these ward for treatment and care.

### **Patient's satisfaction with breathing related activities:**

In this area most of the (69%) respondents were agreed and strongly agreed regarding obtained basic nursing care on breathing related activities provided by the nurses. It is mentioned that these group patients' age were in between 18-30 (<20+21-30) years old, 36% were illiterate, 29% were labor, 30% respondent's monthly income within 4000/-6000/-taka and 50% respondents live in the rural area among these group. On the other hand, rest 38% respondents were agreed and strongly disagreed as negative opinion who were 31-60 years old, comparatively literate, live in urban and semi-urban area and their occupation level was businessman, garments worker and farmer respectively. So this finding indicated that the satisfaction level was highly positive in young, illiterate, monthly income within 4000/-4000/-taka group patients than older literate and high income group patients.

**Patient's satisfaction with Eating and Drinking related activities**

In this area, 82% represents were agreed regarding on breathing related activities provided by the nurses. Here it is mentioned that these group patients' age were in between 21-30 years old, 36% were primary level education, 51% were labor and businessman, and 50% respondents live in the rural area among these-group. On the other hand, rest 18% respondents were disagreed and strongly disagreed as negative opinion who were 31-60 years old, 36% illiterate, rest 50% respondents live in others areas and their occupation level 49% was fanner and garments worker and farmer respectively. So this finding indicated that the satisfaction level was highly positive in young, primary level, monthly income within 4000/-6000/-taka group patients than older group patients, literate and high income group patients.

**Patient's satisfaction on assisting with Dressing related activities**

In this area most of the respondents 85% showed positive opinion that nurses were performed the activities on assisting with Dressing. These group respondent's age were in between 18-30 (<20+21-30) years old, 65% were illiterate, 51 % were labor and businessman and 50% respondents lived in rural area. Rest 15% respondents put their negative opinion regarding obtained basic nursing care provided by the nurses.

**Patient's satisfaction with checking Vital signs related activities.**

Patient's satisfaction level on this area of basic nursing care provided by the nurses showed a significant result that focused negative attitudes towards obtained care.

Although 65% respondents showed their positive opinion that the nurses provided care and gave emphasis on checking blood pressure routinely as part of vital signs who were 18-30 (<20+21-30) years old, illiterate, labor and residential level was in rural area. On the other hand, 37% respondents put their negative opinion as disagreed and strongly disagreed that the nurses apply never cold sponging/ice pack for reducing temperature. Although there was no objective to find out the influencing factors that inhibit to provide care to the patient by the nurses. Despite this, the investigators tried to find out and came to know that there was huge number of shortage of nurses including unavailability of necessary support.

**Patient's satisfaction with administration of drugs related**

Satisfaction level of the respondents on this area showed that 57% were agreed and strongly agreed as positive opinion regarding care related activities on administration of drugs provided by the nurses. Most of the respondents of this group were 21-30 years old, 36% were illiterate, 29% labor and 50% lived in rural area. On the other hand, rest respondents were older, literate, and comparatively solvent and lived urban, semi-urban and slum areas respectively.

According to levels of satisfaction of the respondents of the study it was observed that 3% respondent's satisfaction level was excellent, 19% very good, 32% good, 38% average & 8% poor. The researchers assumed that in spite of high work pressure due to acute shortage of nurses and minimal training, the average patients had satisfactory knowledge level. This is encouraging aspect and gives light to the fact that if they were provided the appropriate working environment with adequate nursing personnel's and long term formal trainings, the quality of service by the nurses would be very good. May be the result is affected due to this reason and if these conditions would improve, they might be able to have better knowledge to improve and impart better services to the patients.

Despite this, the study findings were not compared and justified with other studies as there was no study conducted before. But only few studies were reviewed where the investigators selected other areas of basic nursing care to assess the level of patients' satisfaction.

**CONCLUSION**

Health is universally regarded as an important index of human development. To achieve sustainable improvement in health and human development nursing care plays a significant role in the field of treatment. This study attempted to assess the patient's satisfaction level regarding basic nursing care provided by the nurses working in DMCH. According to Verginia Henderson there are 14 areas of basic nursing care performed by the care provider in the hospital. The study findings showed that the respondents were 36% respondents were illiterate, 29% primary level, 21% secondary level and only 14% were Secondary School Certificate level. On the area of monthly family income, 30% respondents' income was from 4000-6000/-taka, 15% income was below 2000/- taka, 10% income was from 8000-10000/- taka, and only 7% income was from above 10000/- taka as most of the respondents were labor, Businessman, garments worker and

farmer that represented their socio-economic status in the society. The study findings showed that the level of patient's satisfaction is very much related on administration of drugs. It was observed that on the area of administration of drugs, majority of the respondents (57%) were positively satisfied. Finally, the five areas' results were included together where the findings revealed that the majority of the respondents (92%) showed positive opinion as satisfaction regarding basic nursing care obtained from nurses. On the other hand, only few (8%) respondents put negative opinion as dissatisfaction. Finally this study may suggested to do research in large scale where special trained and skilled nurses are involved in providing quality care to the patients in different hospitals located in different clinical setting in Bangladesh.

## RECOMMENDATIONS

According to this study finding, to improve the level of patients' satisfaction regarding obtained care provided by the nurses, the researchers recommend the following findings and suggestions:-

1. The refresher training programs and continuing in-service education programs may suggested to the nursing staffs on patients caring.
2. All facilities might be available and ensured to perform the work smoothly.
3. The nurse-patient ratio might be balanced with international ratio in the clinical settings as the researchers had observed during data collection that nurses are too busy to care high patient outflow.
4. The workshop, seminar, orientation programs etc. may be organized on advanced nursing for serving better patient's care
5. This study may helpful for further research in large scale in the field of clinical nursing to find out the gap between provided nursing care by nurses and patients expectation on it as satisfaction.
6. The investigators suggest assessing patients' satisfaction on maximum areas of basic nursing care as in this study only 5 areas were included among 14 areas that influenced the study findings.

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