

Quality of nursing care of indoor patients in Allied Hospital Faisalabad

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Abstract: In today's complex and highly regulated health care environment it is essential to achieve patients' recovery as rapidly as possible and so that ultimately, with full satisfaction, patients leave the hospital. Pakistan is a developing country where mostly people went to public sector due to some free facilities which are given by the government. In Pakistan nursing profession is becoming very popular among the youth of Pakistan. Therefore, this study aims to examine the quality of nursing care indoor patients in Allied Hospital Faisalabad. Descriptive Survey was adopted as research design for the study in which twenty research questions and one hypotheses were calculated. Data was collected from patients and their attendants in Allied Hospital Faisalabad. A total of 270 patients in third floor were conveniently selected for the study. An adopted questionnaire consisted of close ended questions was distributed among the attendants of the patients. Descriptive statistics of frequency count, percentages and graphs were used to analyze the data, while inferential statistics of Chi-square (X^2) analysis was used to test the research hypotheses. Study findings show that there are significant findings indicate from the frequency tables and chi-squared tests shows that aseptic techniques and re-admission in Allied Hospital is highly significant. Results of quality care of indoor patients in Allied Hospital are 57% yes for readmission and 43% no from the community. The study was conducted at Faisalabad upon the patients and their attendants in order to examine the quality of nursing care of indoor patients. The results findings indicate from the frequency tables and chi-squared tests above we find that population are satisfied with the disinfectant technique and they want to readmit there.

Keywords: hospital, indoor patients, Allied Hospital.

1. INTRODUCTION

Satisfaction with nursing care is the best indicator of patient satisfaction with health care. First experience with watching their expectations as satisfaction with care, and hospice care behaviors can be affected by several factors. Finally, it has been caring recognized as being central to nursing practice when satisfaction with care because it is an area of concern that attention is being nursing care monitoring, but perhaps it is never more important than in today. Policy maker's patient satisfaction with nursing care, concern has been a long-time researcher with administrators, teachers (Crow, Gage et al. 2002). The measures to support the relationship between satisfaction with government and some evidence of nursing as to evaluate provided to patients in private hospitals, health care services, care and health care outcomes nursing profession Although most patients the results have been used. A result of a comprehensive indicator of the quality of health care system performance. Measuring patient satisfaction is an important quality to a therapeutic intervention, make human it can be seen as a tool. Due to the nature of patient satisfaction with nursing care services, gained significant importance. Nurses work with patients.

Want to health care services to improve the quality of nursing care, and nurses is also true goal is to provide a way to care. Patients understand how to play a role in the maintenance and care of health so as to create a system which can be fruitful in getting feedback from patients, staff and hospital wards, health officials specially in west Norway, has placed an

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obligation on public bodies, so feedback ward working properly (; Tower, 2005; Geraedts, Schwartze, & Molzahn, 2007; Ministry of Health and care services 2011 Health, 2005 to help make the Norwegian Directorate) can be. Health care restructuring, biotechnology development and public health experts also point to a lack of buying the healthcare system (Tower, 2005) expanded hospitals, the key parts of daily life. Quality of care and the increase in stability between charges is a trial today in health care(Merkouris, Papathanassoglou et al. 2004).

Care and reflect the essential elements in improving quality in patient behavior hospitals with quality content with the patient in the hospital, and also signs of health care quality (kW, the gage, Hampson, heart, Kimber, is seen as a story, and Symptoms of this type of patients (Nordisk Ministerråd, 2010) the experience as the quality of health care in the Nordic countries is being enhanced to count.

Nowadays patients' perceptions of quality of care and health care outcomes worth the acceptance of these can affect ,(Wilde-Larsson and Larsson 2009) . Patients who are delighted with the improvement in the care of nursing health outcomes (Wilde-Larsson and Larsson 2009). Patient satisfaction in all circumstances to write a valuable health-related quality of life as physical, but not mental (Guldvog, 1999). Looking after maintenance discernments the discharge standard patients are affected by their health behavior, and visit again received positive level of service quality in the same hospital ward (Wilde-Larsson and Larsson 2009) are associated with no hesitancy.

1.1 Significance:

To assess user expectations and degree of client satisfaction in Allied Hospital Faisalabad.

To improve its health care delivery system if needed.

A better understanding of the determinants of client's satisfaction should help policy and decision makers to implement programs.

To know the user expectations and their satisfaction.

To assess the challenges of rapidly rising costs in relation to quality of outcomes.

To propose national framework containing a number of strategies for providing care that is respectful and responsive to the preferences, needs and values of patients and consumers.

To promote the effectiveness of the intervention and to minimize the harm to the patients.

1.2 Research Questions:

The study is engrossed on the following research questions: -

1. Are nurses received patients quickly in the ward?
2. Are you satisfied with the immediate care provided by nurses?
3. Are you satisfied with the behavior of nurses?
4. Are you satisfied with the investigations and that is carried out for you or for your patient?
5. Did the nurses explain you the severity of disease?
6. What you think the time given for the required care is enough from nurses?
7. Are nurses listen your problems and concerns carefully?
8. Are nurses provided you awareness according to your needs such as emotional and spiritual support?
9. If you get sick again or need hospitalization, would you like to re-admit this hospital?
10. Overall nursing care you received, met your expectations?
11. Are nurses maintained your privacy requirements?
12. Are nurses provided you quiet and comfortable environment

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13. Are nurses provide you enough information or explained things about steadiness of care?
14. Are nurses quickly respond, when you called for them
15. Do you think nurses are expert in their work
16. do you think that nurses wear clean dress.
17. Would you prefer white dress for nurses
18. Do you think nurses use proper techniques for client care
19. Do you think nurses use proper disinfectant techniques
20. Are you satisfied with the aseptic techniques of hospital?

1.3 Research Hypothesis:

HYPOTHESIS

HO: There is no significant good quality of nursing care of indoor patients.

Ha: There is a significant good quality of nursing care of indoor patients.

1.4 Conceptual Framework:

The conceptual framework depends on two variables i-e the yes and No about the quality of nursing care.

1.5 Significance of the Research:

The results of the research will personally accomplish my academic goal of undertaking research work. It is expected that the results of the study will benefit the community. The work is expected to provide new findings regarding the issue and be a part of the existing literature. Also the research findings will help the administration to regulate the rules towards the implementation of new strategies.

Moreover, the findings of this study will help the ministry of Health to know about the quality of nursing care in Allied Hospital Faisalabad.

2. LITERATURE REVIEW

I have chosen the topic of “Quality of Nursing care of indoor patients in Allied hospital Faisalabad” for my research. I read many other researches for this purpose in which some of them have been explained by me. First of all, I read that Mr. Jason, et. al, had done research.

Parasuraman et al, (1991). They did research as entitled “Comparative Performance of Public Healthcare Systems in Low- and Middle-Income Countries”. They explained in it that in the Private sector healthcare delivery in low- and middle-income countries is often Accountable, effective, and claimed to be justified in the public sector delivery. On the other hand, it was regularly on the state of the public sector were more rational and evidence-based care. I also read that some instructions which were available research on this subject carried out in other countries.

Lindenauer, Remus et al. (2007) they found that nursing care outcomes to be better in teaching hospitals than non-teaching hospitals (Freed and Stockman 2009) less primary care provided in the hospital due less quantity of doctors and nurses. (Wilde, Starrin et al. 1993) A model was formed by this research to develop a theoretical frame work for nursing care from patient point of view patients satisfaction is different due to patients concerns and duration of care. (Boudreaux, Ary et al. 2000) they found that patient satisfaction or not depend on their own domains so they create biasness. (Fotene Chari, Sapountzi-Krepia et al. 2016) they found that married and widows are more satisfied with the quality of nursing care than the young people. (Laschinger, Hall et al. 2005) this research found that quality of nursing care based on new technology that are used during care of the patients.

3. RESEARCH METHODOLOGYS

3.1 Research Design:

Descriptive survey was the research design adopted for the study. This was considered appropriate for the study as it is comprised of standard way of collection of participants’ responses through a well-developed and highly variables.

3.2 Population of the study:

The target population for the study was the patients and their attendants in Allied Hospital third floor at Faisalabad city. As there are a lot of Hospitals in Faisalabad, but conveniently available population was in Allied Hospital Faisalabad. 270 beds was on the third floor therefor select the total population for the purpose of research.

3.2.1 Intrinsic Criteria:

The patients and their relatives without any workplace restriction were able to participate in the study. Patients attendants from Allied Hospital Faisalabad were considered as part of the study. The participants who were willing to participate in the study were reflected as part of the study.

3.2.2 Extrinsic Criteria:

The patients and their attendants who were not willing to participate in the study were not considered as the part of the study.

3.2.3 Population:

Population of the study was composed of 270 participants. Participants were selected from Allied Hospital after taking valid written permission from the head of the department Dr. Rashid Maqbool Medical superintendent of Allied Hospital Faisalabad. After taking written permission from the department This method is also called Opportunity Sampling.

3.3 Research Instrument:

The research instrument was divided into three sections. Section A was comprised of demographic data like name, age, gender etc. Section B was comprised of 20 items that included close ended questions that are yes and No adopted from the study “Quality of nursing care of indoor patients. Section C comprised of consent from each participant willing in the study. Data collected after Pilot study.

3.4 Data Collection:

Allied Hospital Faisalabad was selected for data collection. Prior to data collection a permission letter was signed from Head of the department. After that, data was collected conveniently with collaboration of my friends from the concerned Hospitals within one week.

3.5 Data Analysis:

The collected data was analyzed using descriptive statistics and inferential statistics of Chi-square through excel and use spss version 20 for frequency distribution table. Data collected from “Section-A” and “Section-B” of the questionnaire, which were consisted of demographic data, and close ended questions were analyzed via descriptive statistics like frequencies, percentages and graphs. Descriptive statistics of frequency counts and percentages was used.

4. DATA ANALYSIS AND DISCUSSION

4.1 SECTION A: Demographic Analysis:

Re-Admission in Allied Hospital Next Time vs Age of Respondent

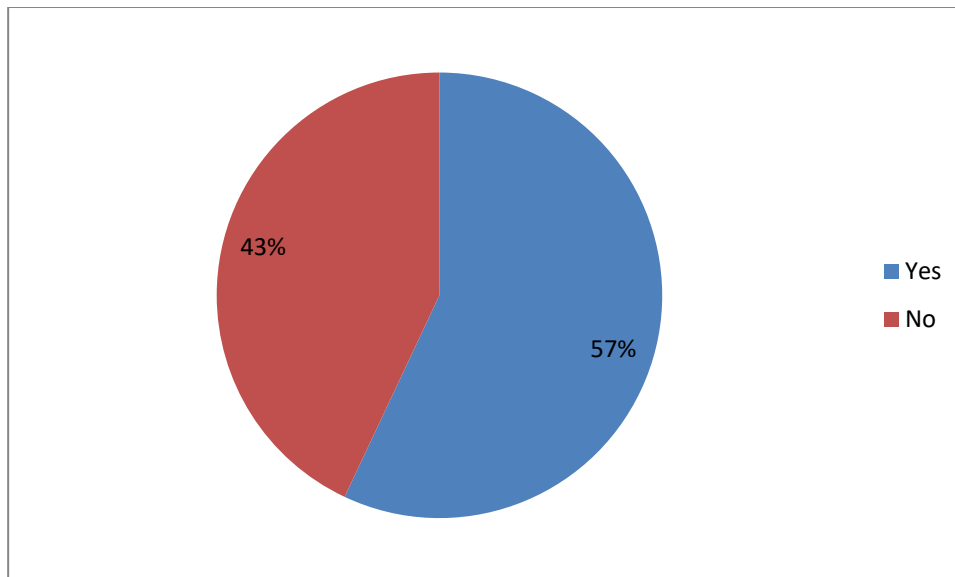
Results			
S.no.	Questions	YES	NO
1	Are nurses received patients quickly in the ward?	234(86%)	36(14%)
2	Are you satisfied with the immediate care provided by nurses?	143(52%)	127(48%)
3	Are you satisfied with the behavior of nurses?	162(60%)	108(40%)

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4	Are you satisfied with the investigations and that is carried out for you or for your patient?	190(70%)	80(30%)
5	Did the nurses explain you the severity of disease?	195(72%)	75(28%)
6	What you think the time given for the required care is enough from nurses?	170(62%)	100(38%)
7	Are nurses listen your problems and concerns carefully?	85(31%)	185(69%)
8	Are nurses provided you awareness according to your needs such as emotional and spiritual support?	100(37%)	170(63%)
9	If you get sick again or need hospitalization, would you like to re-admit this hospital?	180(60%)	90(40%)
10	Overall nursing care you received, met your expectations?	135(50%)	135(50%)
11	Are nurses maintained your privacy requirements?	153(56%)	117(44%)
12	Are nurses provided you quiet and comfortable environment?	85(31%)	185(69%)
13	Are nurses provide you enough information or explained things about continuity of care?	190(70%)	80(30%)
14	Are nurses quickly respond, when you called for them?	150(55%)	120(45%)
15	Do you think nurses are expert in their work	160(59%)	110(41%)
16	do you think that nurses wear clean dress.	255(94%)	15(6%)
17	Would you prefer white dress for nurses	189(70%)	81(30%)
18	Do you think nurses use proper techniques for client care	190(70%)	80(30%)
19	Do you think nurses use proper disinfectant techniques	77(28%)	193(72%)
20	Are you satisfied with the aseptic techniques of hospital	100(37%)	170(63%)

OVERALL PIE CHART:



Results of quality care of indoor patients in Allied Hospital are 57% yes for readmission and 43% no from the community.

CHI-SQUARE TABLE:

TABLE: CHI SQUARE ANALYSIS FOR GOOD QUALITY NURSING AND INDOOR PATIENTS.

Variable	(N)	(df)	α	X^2_{tab}	X^2_{cal}	Decision
Good Quality Nursing						
And Indoor Care	270	9	0.00	134.557	264.136	Ho rejected

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The above table shows that the calculated value for Chi Square (X^2_{cal}), i.e. 264.13 is far greater than the table value for Chi Square (X^2_{tab}) i.e. 134.55. Therefore, the null hypothesis which states that there is no significant good quality of nursing care of indoor patients is rejected. Hence it is proved that there is a significant good quality of nursing care of indoor patients.

Discussion:

The finding of this study reveal that the community of Faisalabad prefer that they want to prefer to re-admit in allied hospital FSD. This study corresponds with the parasuraman et al, (1991) in America that the health care system is low in middle income countries. This study finding that the quality of sterilization is better in Allied Hospital FSD. This study corresponds with Samson parker, (1994) in America that quality of nursing care with SERVQUAL scale.

5. SUMMARY, CONCIUSION & RECOMMENDATION**5.1 Summary of the finding:**

Summary of the study findings are given below;

1. Majority of the patients want to readmit in the Allied hospital it means quality of nursing care was good.
2. Most of the attendants belongs to low income group.
3. Education is necessary for any department. It is the greater part of the nurse's knowledge.
4. Hypothesis was tested and it was concluded that there is no significant difference in the quality of patient care

5.2 Conclusion:

The study was conducted at Faisalabad upon the patients and their attendants in order to examine the quality of nursing care of indoor patients. The results findings indicate from the frequency tables and chi-squared tests above we find that population are satisfied with the disinfectant technique and they want to readmit there.

5.3 Recommendations:

The study is only driven by quantitative method, but that would be a better approach to drive the study on both quantitative and qualitative methods as by conducting interviews from the participants in order to know about their behaviors and opinions. The popularity of Allied Hospital care and facilities is increasing day by day; hence health policy makers must find certain ways to integrate these services.

The following recommendations are based on the findings of this study;

1. The quantity of nurse's increase so that more quality of nursing care can provide.
2. administration and state should encourage the nurses by giving good service structure. so that they do their practice more efficiently.
3. The Health ministry should ensure to give opportunities to every nurse to take professional trainings.
4. nurses should manage their time properly and should give time to listen the patient's problems properly.
5. The health policies should be modified and new policies should be shaped for the purposes of good work performance enhancement.
6. The nurses should focus only their clients during their duty hours.

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