

# A Study to Assess the Level of Patient Satisfaction on Nursing Care Among Patients Admitted in Psychiatric Ward at Sri Ramachandra Hospital, Porur Chennai-116.

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**Abstract:** Patient satisfaction is an important of the health care industry in this competitive modern era. The aim of the study to Assess the level of satisfaction on nursing care among patients with mental illness. A descriptive study design was chosen. The size of the sample was 30 A non – probability convenience sampling technique used. The result of the study reveals One (3.3%) were unsatisfied, 24 (80%) were moderately satisfied and five (16.7%) were highly satisfied. This study revealed that there was statistically significant association between the level of patient satisfaction on nursing care and occupation at the level of  $p < 0.05$ .

**Keywords:** Patients, Level of Satisfaction, Nursing care

## I. INTRODUCTION

The concept of patient care is rapidly changing to customer's delight which means the patient is not only cured of his ailments during the hospital stay but is also pleased with the care provided to him by the hospital and its staff during the stay which he fondly remembers after being discharged.<sup>1</sup>

Schweikhart, et al., (1993) said that the health care organization increasingly adopt a quality philosophy of management quality constantly moving and therefore quality is merely a matter of individual institution, perception and judgment.

The goal of any service organization is creation of satisfaction among the customers. The Maslow's theory of hierarchy of needs which says, "Man is a wanting animal and his motives go on changing." The fulfilled motive no longer remains a motive, once one need is fulfilled the other takes the place.<sup>3</sup> The modern treatment based on advanced technology but is full of complexities. Hence patient satisfaction has special consideration in treatment and helps to choose among various alternatives on organizing and providing health care to masses.

### 1.1 NEED FOR THE STUDY

Patient satisfaction is an important of the health care industry in this competitive modern era. It leads to drift in both new and old patients, which hinder the sustain ability of any hospital in long run. Nursing services includes both holistic and comprehensive care for the patients.<sup>2</sup> This planned care has not been achieved by the patients select a hospital themselves, they tend to be more satisfied in comprehension to those who rely on other advice to select the hospital. The dissatisfaction of in-patients can be due to type of illness, hospital facilities, dietary services etc. any satisfaction demands careful analysis of the root causes of the problem.<sup>4</sup>

In a survey conducted by department of public health, Ireland on the level of satisfaction among the OPD attendees, 94% doctors and nurses were perceived as friendly by 61% and by 36% rude of patients, respectively. In a study conducted in Germany only 3.6% of patients said participation in their care has a special place with regards to patient satisfaction.

Hence it was felt that there is a need to know the satisfaction level of patients and also get the feedback about the services provided in the departments. There are very few studies in India that measure patient satisfaction with the services provided by health care organization.<sup>5</sup>

**1.2 OBJECTIVES**

- 1) Assess the level of satisfaction on nursing care among patients with mental illness.
- 2) Associate the selected demographic variables with the level of satisfaction on nursing care among patients with mental illness

**1.3 ASSUMPTIONS**

1. Satisfaction may differ from patient to patient.
2. In patient may receive proper nursing care.
3. Patient satisfaction survey may help to provide quality care

**Research design:** descriptive study design

**Setting :** The study was conducted in SRH in psychiatric ward and OPD, Chennai.

**Population :** The target population of this study was patients with psychiatric illness admitted in psychiatric ward at SRH.

**Samples:** The subjects who scored 5 or 6 as per the Ahuja insight scale.

**size:** 30 A non – probability convenience sampling technique

**Scoring procedures :** 28-40 – Highly satisfied  
 15-27 – moderately satisfied  
 0-14 - un satisfied

**Frequency and percentage distribution of the level of satisfaction on nursing care among patients with Mental illness.**

S. No	Level of patient satisfaction	Frequency	%
1	Unsatisfied	1	3.3
2	Moderately satisfied	24	80
3	Highly satisfied	5	16.7

**Mean and Standard deviation of the level of satisfaction on nursing care (N=30)**

S.No	Variables	Mean	S.D
1.	Patient satisfaction	21.9	5.96

The association between the level of patient satisfaction on nursing care with demographic variables by using chi square. There was statistically significant association between the level of patient satisfaction on nursing care and occupation at the level of  $P < 0.05$

**II. DISCUSSION**

**The first objective of the study was to assess the level of satisfaction on nursing care among patients with mental illness.**

In this study the results revealed the percentage distribution of the level of satisfaction on nursing care among patients with mental illness. One (3.3%) were unsatisfied, 24 (80%) were moderately satisfied and five (16.7%) were highly satisfied.

Jeral.k.g (1997) conducted a study among 25 geriatric mother in the old age home to assess the level of satisfaction of nursing care in the different aspects of caring. The findings revealed that 50% of geriatrics were satisfied with the care of maintaining interpersonal relationship.

Utlam .G. (1999) conducted a study among a 48 patients in a general ward at military hospital, questionnaire was given is the patient and data revealed that there was a 75% of patient responded quality satisfaction of nursing care.

**The second objective of the study was to associate the selected demographic variables with the level of satisfaction on nursing care among patients with mental illness.**

Table .3 represented the association between the level of patient satisfaction on nursing care with selected demographic variables by using chi-square. This study revealed that there was statistically significant association between the level of patient satisfaction on nursing care and occupation at the level of  $p < 0.05$ .

There was no statistically significant association between the level of patient satisfaction on nursing care with other demographic variables.

**Johnson .P., Olene.M. (2007)** described the influence on patient satisfaction with regard to nursing care in the context of health care. The results describe eight domains that have an influence on patient satisfaction with nursing care, the socio-demographic background of patients, patient's expectation, the environment communication and information, participation and involvement, interpersonal relationship, competence and the influence of the health care organization.

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