

Original Article

Determining Patients' Satisfaction with the Nursing Services Provided in an Oncology Clinic of Eastern Turkey

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Abstract

Purpose : This study has been conducted with a view to determining the level of satisfaction of patients hospitalized at the oncology clinic of Ataturk University Research Hospital with nursing services provided.

Method : Research population consisted of 90 patients who have been hospitalized at the oncology clinic of Erzurum Ataturk University Research Hospital. The study has covered 60 patients who agreed to take part in the research. Data collection has been realized by use of Personal Information Sheets and the Newcastle Satisfaction with Nursing Scales (NSNS). Data collected has been analysed by means of SPSS software. Necessary written permission for the research has been received from the health institution concerned.

Findings : It has been determined that the level of patients' overall satisfaction with nursing services received was 58.67. The patients have stated that the highest level of satisfaction (3.36 points) involved "the respect shown by the nurses for privacy of the patients" whereas the lowest level of satisfaction (2.88 points) pertained to "the way that the nurses comforted the relatives and friends of the patients". It has been found out that factors such as age, gender, educational background, marital status, level of income, hospitalization duration, social security status, area of residence, availability of non-patient companion, etc. of the patients did not affect their satisfaction in terms of nursing care.

Conclusion : As a result of the research conducted, it has been determined that the patients' satisfaction with nursing services received was at a medium level, and that factors such as age, gender, educational background, marital status, level of income, hospitalization duration, social security status, area of residence, availability of non-patient companion, etc. of the patients did not affect their satisfaction in terms of nursing care.

Keywords : Nursing care, patient satisfaction

Introduction

Satisfaction is a complex and complicated concept which is associated with numerous factors that involve lifestyle, past experiences, future expectations, and individual and social values. (Ozer et al. 2009; Akgoz 2009; Yilmaz 2001; Acaroglu et al. 2007; Karaman Ozlu 2006; Nesanır& Dinc 2008; Chati et al. 2016).

Patient satisfaction, on the other hand, is expressed as a consequence of the patient's

perception of the care that has been specifically planned to eliminate his/her problems. Patient satisfaction is regarded as an indicator of patient care quality and an important component of patient care in many countries of the world (Ozer et al. 2009; Lochoro 2004). According to the definition given by American Nurses Association (ANA), "patient satisfaction" means assessment made on the basis of the patient's view with regard to activities involving the provision of best possible nursing care to the patient

beginning from his/her hospitalization (Akgoz et al. 2017; Owayolu & Bahar 2006; Soliman et al. 2015). American Nurses Association has also identified patient satisfaction among seven indicators that have been determined for health care organizations. (Ozer et al. 2009; Demir et al. (2011). Determination of satisfaction levels is of major importance in terms of planning and assessing health care and providing more qualified services in line with respective expectations(Ozer et al. 2009; Schmidt 2003; Ercan et al. 2004).

Patients' satisfaction with nursing services provided during their hospitalization duration appears to be the most critical factor that affects their overall satisfaction in respect of entire hospital services(Yilmaz 2001; Ozer et al. 2009; Evans et al. 1998; Sitzia et al. 1998). Studies undertaken in that regard have emphasized that nursing service plays a key role respecting the patients' satisfaction or dissatisfaction in view of their hospital experiences wherefore behaviours and interactions of nursing personnel with patients stand out as major elements in achieving patient satisfaction (Yilmaz 2001; Evans et al. 1998; Forbes & Brown 1995; Merkouris et al. 1999).Accordingly, all health institutions have been carrying on considerable effort to enhance patient satisfaction. To this end, it is utmost important to consider expectations, needs and priorities of the patients (Hekimoglu et al. 2015; Duberstein et al. 2007; Laine et al. 1996).

Patient satisfaction, apart from upgrading the quality of nursing services, enables the patient get more involved in his/her own care thereby contributing positively to the healing process as specified in the literature (Ozer et al. 2009; Acaroglu et al. 2007).

Nursing care is a major determinant of successful health care all over the world. In the literature, it is stated that the patients' perception of nursing care must be the focal point of such care, and that subject nursing care should be considered from the patient's perspective (Akgoz 2009; Algier 2005).Literature data indicates that existence of consistency between perceptions and objects of patients and nurses plays an important role in ensuring that the individual patient obtains a higher benefit from the care given and adheres to the therapy following his/her discharge from the hospital (Akgoz 2009; Algier et al. 2005).

Nursing care quality is measured by employment of methods that are same as those used in other professional areas. Mainly, two approaches apply to the assessment of care quality. The first approach involves the determination of care standards and the evaluation and control of relevant practices on the basis of such standards. The second approach, on the other hand, involves the monitoring of patient satisfaction (Akgoz et al. 2017; Yilmaz 2001). Assessment by the individuals of the health care given as well as improvement and measurement of service quality are mostly undertaken by means of patient satisfaction questionnaires (Akgoz et al. 2017; Bowling et al., 2012; Koc et al. 2012).

Patient satisfaction is a function that is dependent on the extent of congruence with the benefits which the patient expects to obtain from the service he/she would receive, difficulties that the patient is relieved from suffering, level of performance which the patient expects from the service to be provided, and socio-cultural values of the patient in respect of the provision of the service (the patient's individual and family culture, social class and status, personal pleasures and habits, lifestyle, prejudices) (Erdem et al. 2008; Engiz 2017).

Patient satisfaction is a condition that arises as a result of many variables. However, when defining the concept, the main point that the authors emphasize most is the difference between the patient's expectations before receiving the service and his/her perceptions after receiving such service(Erdem et al. 2008; Yilmaz 2001; Agustin & Singh 2005). In other words, patient satisfaction may be regarded as a psychological satisfaction level with respect to "what the patient expected from the hospital" and "what the patient got from the hospital". (Erdem et al. 2008). Patient satisfaction is considered a major criterion of patient care quality (Erdem et al. 2008; Yilmaz 2001).

In order that hospitals and other establishments offering health services may provide a competitive advantage and maintain such position, determination, measurement and assessment of patient satisfaction parameters are of major importance (Kidak & Aksaraylı 2008; Patwardhan & Patwardhan 2008). Studies conducted have indicated that a positive relation exists between patient satisfaction respecting

nursing care and satisfaction with hospital services (Ozer et al. 2009; Jacox et al. 1997; Al-Mailam 2005).Reportedly, the most important factor that affects the patients' overall satisfaction in regard to the hospital services is their level of satisfaction in terms of nursing care (Ozer et al. 2009; Tzeng et al. 2002).

In a research conducted in Manisa, it has been found out that contentment with hospital personnel was influential on overall satisfaction. It has also been determined that contentment with nurses in particular was more effective on overall patient satisfaction as compared to contentment with other hospital personnel. (Onsuz et al. 2008; Pala et al. 2003).This result may be related to the fact that inpatients have a higher level of communication with the nurses, that they may have an easier access to the nurses, and that they get higher support from the nurses within the hospital. (Onsuz et al. 2008; Chakraborty & Gaeth 1993; Reifel et al. 1997).

Our present study has been conducted with a view to determining the level of satisfaction of patients hospitalized at the oncology clinic of Ataturk University Research Hospital with nursing services provided.

Material and Method

Type of Research: This research has been undertaken on descriptive basis with a view to determining the level of patients' satisfaction with nursing services provided.

Research Population and Sampling: Research population consisted of 90 patients who have been hospitalized at the Oncology Clinic of Erzurum Ataturk University Research Hospital. 60 patients who volunteered to take part in the study have been included in the research concerned.

Data Collection Form: In gathering the data, Personal Information Sheets and Newcastle Satisfaction with Nursing Scales (NSNS) have been used. Inpatients define their satisfaction with various aspects of nursing care by using a 5-level Likert scale that consists of 19 questionnaire items. Scoring that is used to identify the level of satisfaction involves the following wordings: 1- Not satisfied at all, 2- Rarely satisfied, 3- Satisfied, 4- Highly satisfied, 5- Fully satisfied. Points rating of scoring is done

as follows: Points of all questionnaire items existing in the scale are added and then converted to 100. Namely, final rating is effected out of 0-100 points. In cases where the total score is 100 points, such situation indicates satisfaction with all aspects of nursing care. (Geckil et al. 2008).

Application of Newcastle Satisfaction with Nursing Scales (NSNS) Form: This form has been filled out by employment of face-to-face interview technique after making necessary explanations to the patients.

Data Evaluation: Data collected has been analysed by use of SPSS software.

Ethical Principles: Before commencement of the study, necessary written permission for the research has been received from the health institution concerned. The study has been conducted with the participation of inpatients who agreed to take part.

It has been determined that the majority of inpatients who have taken part in the study were satisfied with nursing care services received, and that the level of patients' overall satisfaction with nursing services was 58.67.

The patients have stated that the highest level of satisfaction (3.36 points) involved "the respect shown by the nurses for privacy of the patients" whereas the lowest level of satisfaction (2.88 points) pertained to "the way that the nurses comforted the relatives and friends of the patients". It has been found out that factors such as age, gender, educational background, marital status, level of income, hospitalization duration, social security status, area of residence, availability of non-patient companion, etc. of the patients did not affect their satisfaction in terms of nursing care.

As table 1 indicates, 53.3% of the patients who have taken part in the study are female, 53.3% belong to the age group 41-65, 90.0% are married, 41.7% are illiterate, 60.0% have a medium level of income, 96.7% have social security, 50.0% reside in rural areas, 90.0% have a non-patient companion, and 30.0% have been hospitalized for 8-15 days.

Table 1: Percentage Distribution of Patients' Defining Characteristics

Defining Characteristics		Number	Percentage (%)
Gender	Female	32	53.3
	Male	28	46.7
Age	Between 18-25	3	5.0
	Between 26-40	9	15.0
	Between 41-65	32	53.3
	65 or older	16	26.7
MaritalStatus	Married	54	90.0
	Single	6	10.0
Educational background	Illiterate	25	41.7
	Elementary	23	38.3
	Secondary (high-school)	11	18.3
	Associate's degree	-	-
	Bachelor's degree	1	1.7
	Postgraduate-Ph.D.	-	-
Level of income	Low	18	30.0
	Medium	36	60.0
	High	6	10.0
Hospitalization duration	1-7 days	17	28.3
	8-15 days	18	30.0
	16-29 days	12	20.0
	1 month or longer	13	21.7
Social Security	Available	58	96.7
	Not available	2	3.3
Area of residence	Urban	30	50.0
	Rural	30	50.0
Non-patient companion	Available	54	90.0
	Not available	6	10.0
Stay of companion with inpatient (n=54)	Stays all the time	48	88.8
	Stays at certain hours	6	11.2
Total		60	100.0

Table 2. Distribution of Level of Satisfaction with Nursing

Nursing Care Parameters	Level of Satisfaction									
	Not satisfied at all		Rarely satisfied		Satisfied		Highly satisfied		Fully satisfied	
	n	%	N	%	N	%	n	%	n	%
Amount of time spared for you by the nurses	3	5.0	8	13.3	24	40.0	22	36.7	3	5.0
Handiness of the nurses in doing their work	2	3.3	5	8.3	28	46.7	23	38.3	2	3.3
Availability of a nurse at all times in order to give care to you	4	6.7	7	11.7	24	40.0	22	36.7	3	5.0
Knowledgeability and cognizance of the nurses in respect of giving care to you	4	6.7	10	16.7	29	48.3	13	21.7	4	6.7
Nurses appear right away when you call them	5	8.3	11	18.3	18	30.0	20	33.3	6	10.0
Nurses make you feel at home	4	6.7	13	21.7	21	35.0	18	30.0	4	6.7
Nurses provide sufficient information about your medical condition and treatment	7	11.7	11	18.3	23	38.3	14	23.3	5	8.3
Nurses frequently check whether you are okay	8	13.3	13	21.7	21	35.0	13	21.7	5	8.3
Nurses help you adequately	3	5.0	9	15.0	22	36.7	22	36.7	4	6.7
The way that the nurses make explanations to you	6	10.0	11	18.3	23	38.3	16	26.7	4	6.7
The way that the nurses comfort your relatives and friends	7	11.7	10	16.7	29	48.3	11	18.3	3	5.0
The attitude of nurses in doing their work	7	11.7	4	6.7	30	50.0	14	23.3	5	8.3
The adequacy of information provided by the nurses about your condition and therapy	2	3.3	13	21.7	29	48.3	11	18.3	5	8.3
Nurses treat you like an important person	5	8.3	10	16.7	27	45.0	13	21.7	5	8.3
The way that the nurses listen to your concerns and fears	5	8.3	13	21.7	24	40.0	15	25.0	3	5.0
Extent of liberty allowed to you in the clinic	7	11.7	10	16.7	24	40.0	16	26.7	3	5.0
Nurses respond voluntarily/willingly to your requests concerning your care and treatment	6	10.0	9	15.0	24	40.0	16	26.7	5	8.3
Nurses show respect for your privacy	2	3.3	5	8.3	28	46.7	19	31.7	6	10.0
Nurses are aware of your needs in respect of your care and treatment	7	11.7	7	11.7	27	45.0	15	25.0	4	6.7

Table 3. Distribution of Nursing Satisfaction Levels in Terms of Average Point

Nursing Care Parameters	Nursing Satisfaction Level	
	Mean	SD
Amount of time spared for you by the nurses	3.23	0.92
Handiness of the nurses in doing their work	3.30	0.80
Availability of a nurse at all times in order to give care to you	3.21	0.95
Knowledgeability and cognizance of the nurses in respect of giving care to you	3.05	0.96
Nurses appear right away when you call them	3.18	1.11
Nurses make you feel at home	3.08	1.02
Nurses provide sufficient information about your medical condition and treatment	2.98	1.11
Nurses frequently check whether you are okay	2.90	1.14
Nurses help you adequately	3.25	0.96
The way that the nurses make explanations to you	3.01	1.06
The way that the nurses comfort your relatives and friends	2.88	1.00
The attitude of nurses in doing their work	3.10	1.05
The adequacy of information provided by the nurses about your condition and therapy	3.06	0.93
Nurses treat you like an important person	3.05	1.03
The way that the nurses listen to your concerns and fears	2.96	1.00
Extent of liberty allowed to you in the clinic	2.96	1.05
Nurses respond voluntarily/willingly to your requests concerning your care and treatment	3.08	1.07
Nurses show respect for your privacy	3.36	0.90
Nurses are aware of your needs in respect of your care and treatment	3.03	1.05
Nursing Satisfaction Level Score (evaluated over one hundred)		

Discussion

As the foregoing table indicates, 53.3% of the patients who have taken part in the study are female, 53.3% belong to the age group 41-65, 41.7% are illiterate, 90.0% have a non-patient companion, and 30.0% have been hospitalized for 8-15 days. When the answers given by the patients to the Newcastle nursing satisfaction scale were examined; it is seen that the patients are satisfied with the nursing they receive, especially the "respect that the nurses show in private".

The most important determinant of the quality of nursing care is the individual patient (Akgoz et al. 2017; Owayolu & Bahar 2006; Kıdak & Aksaraylı 2008). Evaluation of health services in

a wide spectrum based on the point of view of individual patients is considered important in terms of improving service quality and offering more qualified services in line with expectations of the patients (Akgoz et al. 2017; Staniszevska & Ahmed 1999).

Nurses, as compared to professionals of any other medical discipline, spend a longer amount of time with hospitalized patients, wherefore have a serious influence on the patients' cognizance as to their own hospital experiences (Akgoz 2009; Karaman Ozlu 2006; Lange & Yellen 2008). This is undeniably true because nursing is a round-the-clock service (Akgoz 2009; Karaman Ozlu 2006; Uyer 2000). For this reason, the relationship between the patient and the nurse is a longer and more natural one in

comparison with the case of other health personnel (Akgoz 2009; Karaman Ozlu 2006).

It is expressed that many of the research concerning educational background of the patients involved inconsistent results. According to some studies, level of education was found not to affect patient satisfaction, while some suggested that there was a positive correlation between the level of educational background and patient satisfaction. Nevertheless, in conclusion, it is stated that patient satisfaction gets higher commensurately with the level of education. On the other hand, statistically no significant difference has been observed (Onsuz et al. 2008).

In our study; it is seen that there was no significant relationship between age, gender, education, marital status, income status, length of stay, social security status, area of residence and attendance, and responses to Newcastle Nursing Satisfaction Scale questions, patients do not affect their nursing satisfaction in such situations.

The concept of patient satisfaction focuses on the assessment of the quality of the clinical interaction between patient and healthcare processes in care facilities (Chari et al. 2016; De Silva & Valentine 2000).

Interest in measuring satisfaction with health care has grown considerably in recent years. Patient satisfaction has been used as an indicator to measure the quality of health care provided by nurses, especially in attempts to demonstrate the benefits of changes in nursing practice (Akin & Erdogan 2007; Walsh & Walsh 1999).

Data obtained as a result of the assessment of patient satisfaction may provide considerable evidence in terms of care orientation and improvement of service quality (Yilmaz 2001; Uzun 2003). Apart from that, patient satisfaction measurements may be used for the purpose of evaluating performance of the nurses (Geckil et al. 2008; Akbayrak 1999; Varinli & Cakir 2004).

Various studies have shown that informing the patient has a positive impact on patient satisfaction. This leads to the conclusion that success of the treatment would be higher in the case of patients with high satisfaction (Onsuz et al. 2008; Joos et al. 1993).

Conclusion and Recommendations

As a result of the research undertaken, it has been determined that the patients' satisfaction

with nursing services received was at a medium level, and that factors such as age, gender, educational background, marital status, level of income, hospitalization duration, social security status, area of residence, availability of non-patient companion, etc. of the patients did not affect their satisfaction in terms of nursing care. With a view to enhancing the level of satisfaction, it is recommended that the nurses be provided in-service, in-house and on-the-job trainings in the fields of "patient satisfaction" and "factors affecting patient satisfaction", and those necessary arrangements be made accordingly.

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