

ORIGINAL PAPER

Surgical Patients' Perceptions of the Care Provided by Student Nurses

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Abstract

Objectives: For understanding the importance of the qualified nursing, the feedbacks, given by the patients, are significant for the student nurses, who have just begun to recognize nursing. The aim of this study, to determine surgical patients' perceptions of the care provided by the student nurses.

Methods: This descriptive study was performed in Trakya University Research and application Center, General surgery wards, between December 14, 2009 and January 28, 2010, with 169 patients. Data were collected via "Personel Information Form" and "Patient Perception of Hospital Experience with Nursing (PPHEN)" and were evaluated via frequency, percentage, t-test, variance and correlations analysis.

Results: The average age of patients was 47.58 ± 11.62 , 50.9% of patients was female and PPHEN score was 67.94 ± 7.90 . There was no significant correlation between PPHEN score and demographic features. Satisfaction of the nursing care was high among the patients with low educational status. No relation between PPHEN score and chronic illness, surgical experience, preoperative education, mobilization was detected.

Conclusion: Patients were satisfied with nursing care given by students who take care of them. Lowered expectations related to the low educational status increase the satisfaction with the nursing care. It is recommended to provide the students with more time with the patients and that the student nurses should be more active in the personal care of the surgical patients and encouraged to communicate with them.

Key Words: Nursing Care, Perception, Satisfaction, Student