O R I G I N A L   P A P E R

An Evaluative Study of the WOW Program on Patients' Satisfaction in Acute Psychiatric Units

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Abstract

Background: Patient satisfaction is one of the key evidence of the quality of health-care delivery in nursing. Nursing is a patient-centered activity; although nurse-patient interaction is one of the key tenets of mental health nursing, a structured program to enhance this interaction is lacking. To address the gap, the WOW program was developed in a psychiatric hospital but its effectivenesss had not been evaluated.
Objective: This study aims to compare satisfaction levels between patients who have undertaken the WOW program and those who have not.
Methodology: A comparative survey design was employed for this study. A purposive sample of 91 adults was obtained from two inpatient psychiatric units: one where the WOW program had been implemented and the other, a matched control unit. After patients had been admitted to one of the two inpatient psychiatric units for a week, a questionnaire, modified from the Newcastle Satisfaction with Nursing Scale (NSNS), was administered to participants to assess their level of satisfaction with nursing care.
Results and Conclusion: When the satisfaction scores of participants in the WOW group and the control group were compared, it was revealed that the WOW group was more satisfied with nursing care than the control group. Though the difference was not statistically significant, the potential of a structured nurse-patient interaction program to enhance patients' satisfaction is encouraging. The results of this study offer valuable information that may direct the future enhancement and development of programs to improve patient satisfaction.

Keywords: quality, nursing care, patient satisfaction, nurse-patient relationship.