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## Poziom satysfakcji z opieki pielęgniarskiej pacjentów hospitalizowanych w oddziale neurochirurgii

### Streszczenie

**Wstęp.** Badanie satysfakcji chorego z pobytu w szpitalu jest powszechną metodą oceny jakości opieki zdrowotnej. Jest to cenny i wartościowy sposób zapobiegania błędom jatrogennym, pomyłkom, weryfikacji jakości usług medycznych. Dzięki ocenom personelu zespołu terapeutycznego uzyskuje informacje na temat poziomu sprawowanej przez siebie opieki, poznaje potrzeby i oczekiwania pacjenta, co pomaga w rozwiązywaniu jego problemów.

**Cel.** Celem pracy była ocena satysfakcji pacjenta z opieki pielęgniarskiej w oddziale neurochirurgii.

**Materiał i metody.** Badania przeprowadzono w Szpitalu Wojewódzkim w Kielcach w Oddziale Neurochirurgii w I połowie 2010 roku. W badaniu wzięło udział 52 pacjentów. Przystąpili oni do badań dobrowolnie. Narzędziem był kwestionariusz ankiety Heleny Lenartowicz służący do oceny satysfakcji pacjenta z opieki pielęgniarskiej

**Wnioski.** Stwierdzono, że poziom satysfakcji z opieki pielęgniarskiej w Szpitalu Wojewódzkim w Oddziale Neurochirurgii jest wysoki. Pacjenci są zadowoleni z pobytu i świadczonej opieki pielęgniarskiej. Prawie wszyscy ankietowani poleciliby szpital bliskiej osobie ze względu na wysoki poziom opieki. Pielęgniarki pracujące w oddziale neurochirurgii są bardzo miłe i życzliwe. Pacjenci są informowani o swoich prawach podczas pobytu w szpitalu. Podczas wszelkich zabiegów pielęgnacyjno-terapeutycznych mają zapewnioną prywatność. Posiłki są zbyt mało urozmaicone, niesmaczne i w zbyt różnych odstępach czasowych. Potrzeby religijno-duchowe pacjentom hospitalizowanym w oddziale są prawie wszystkim zapewnione (98%).

## The level of satisfaction with nursing care among patients hospitalized in the Neurosurgery ward

### Abstract

**Introduction.** Patient satisfaction survey of hospital stay is a common method to assess quality of care. It is a valuable way to prevent iatrogenic errors, mistakes and verify the quality of medical services. Thanks to the surveys the therapeutic team obtains information on the level of care exercised by them, identifies the needs and expectations of the patients, and helps in solving their problems.

**Aim.** The aim of this study was to assess patients' satisfaction with nursing care in the neurosurgery ward in Provincial Hospital in Kielce.

**Material and methods.** The work is an attempt to assess the level of satisfaction with medical care. The study was conducted in the Provincial Hospital in Kielce, in the Ward of Neurosurgery in the first half of 2010. The study involved 52 patients. They joined the study on a voluntary basis. The tool used in this study is a survey questionnaire by Helena Lenartowicz for evaluating patient's satisfaction with nursing care.

**Conclusions.** It was found that the level of satisfaction with nursing care in the Provincial Hospital in the Department of Neurosurgery is high. Patients are satisfied with the stay and the provided nursing care. Almost all of the respondents would recommend the hospital to their relatives and friends due to the high level of care. Nurses working in the Neurosurgery ward are very nice and friendly. Patients are informed of their rights while in hospital. During all nursing and therapeutic treatments privacy is guaranteed. The meals aren't varied enough; they are tasteless and served in too different intervals. Religious and spiritual needs of patients hospitalized in the ward are provided almost to everyone (98%).

**Słowa kluczowe:** satysfakcja pacjenta, opieka pielęgniarska, oddział zabiegowy.

**Keywords:** patient's satisfaction, nursing care, treatment ward.

## INTRODUCTION

In recent years, due to changes in the health care system, patients have become subject to the actions of health care system. Once the public and private health care facilities and private medical practices were to compete for public money the patient became a client and health care turned into commercial activity [1,2].

The patient, who acts as the client may ask, choose, evaluate. The provider of services must take into account patient's opinion [3,4].

Improving the quality of medical care is an activity in which each service provided to the patient and delivered in accordance with the current state of knowledge gives the probability of obtaining the desired outcome of care. This is a major factor responsible for results and the image of a medical facility.

Nursing care, as a subsystem of health care is one of the most important areas of health care services, held in direct contact with the patient. This subsystem determines the general level of medical services. An important criterion for quality of nursing care is the patient's opinion about these services, and evaluation of the patient is not only the issued opinion, but also its emotional state expressed in the form of satisfaction or lack thereof. Systematic evaluation of care gives the opportunity to improve the health system as a whole and its individual components. Through a systematic evaluation by the patient, a nurse, providing care in an interdisciplinary team, must also be aware of her competences, skills, rights and responsibilities. The nursing staff must know that patient's first impression depends on staff's attitude and behavior, further affecting the wellbeing of the patient during the stay in hospital [1,2].

The modern health care system appoints a patient to an important place in the evaluation process, because from a passive recipient of medical services he/she becomes the client and the assessment and opinion-making body for the services recommended by the facility [5,6].

## AIM

The aim of this study was to assess patients' satisfaction with nursing care in the Neurosurgery Ward in Provincial Hospital in Kielce.

## MATERIAL AND METHODS

To assess patients' satisfaction with nursing care a questionnaire survey by H. Lenartowicz containing 25 questions was used, concerning, among other things: ambience in the ward, accommodation conditions of the ward, level of information provided to patients by nurses, attitude of nurses towards patients, ability to satisfy religious and spiritual needs.

The study was conducted among 52 patients hospitalized in the Neurosurgery ward of Regional Hospital in Kielce, in the first half of 2010. Participation in the study was voluntary. This work represents the results of research in the satisfaction levels and the possible sources of patients' dissatisfaction with the nursing care.

## RESULTS

The study comprised 63.5% women and 36.5% men. The age of respondents is presented in Table 1.

**TABLE 1. Age of respondents.**

Age of respondents (years)	N	%
20-40	26	50
40-60	22	42.3
60-80	3	5.7
>80	1	2
Total	52	100

Married respondents account for 57.7%, and the remaining 42.3% respondents were single persons (single 21.1%, divorced 13.5%, widowed 7.7%). Among the respondents, the majority were patients with higher education (44.2%), and the remaining respondents had vocational secondary education (21.1%), vocational education (17.3%), secondary education (5.4%) and 2% had primary education.

More than half of respondents (77%) lived with family, 19.2% lived alone and 3.8% had roommates. Thorough analysis of the livelihoods of respondents is presented in Table 2.

**TABLE 2. Economic activity of respondents.**

Livelihood	N	%
Employment	41	79
Retirement	3	5.7
Pension	2	3.8
Other	6	11.5
Total	52	100

Most respondents (42.3%) were suffering illness for less than one month, 21.1% struggled with the disease from 6 to 12 months, 11.3% from 2 to 4 years, 7.7% from 1 to 6 months and 7.7% for over 4 years. To the question „Is the ward generally friendly, kind, hospitable?“ almost 98% of all respondents unanimously answered affirmatively. Almost all respondents (98%) rated the ward as clean and esthetic. According to 94.3% patients the rooms were ventilated. The appropriate conditions to keep clean and care for their personal hygiene were provided to 92.3% of the respondents. For 71.2% patients the conditions for resting and sleeping were provided, and 28.8% stated the following causes of the inability to sleep and rest:

- overflow of ward with patients,
- night admissions of patients,
- loud-working apparatus,
- surgical procedures at night.

For 94.3% of the respondents the help was given if they needed help sitting down, standing, walking, and 5.7% were left without assistance. Analysis of data on the quantity and quality of food is presented in Figure 1.

According to almost half of the respondents meals were:

- not seasoned,
- tasteless,
- hardly varied.

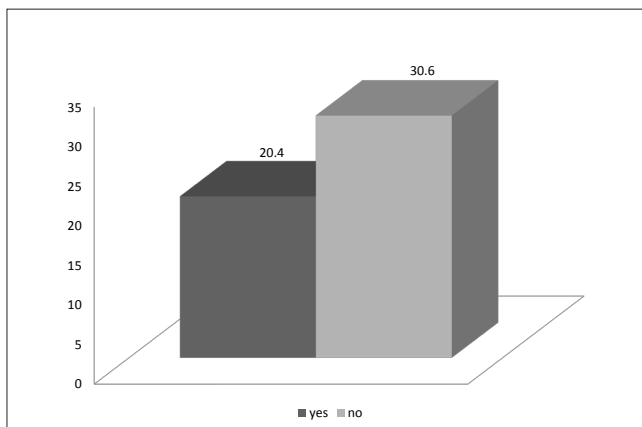


FIGURE 1. Quality and quantity of food served in the ward.

Almost all the respondents (80.2%) felt that the timing of serving of the food was correct and according to 19.2% respondents there was too long night break, too late dinner and too early supper.

To 92.3% respondents assistance in eating meals was provided. More than half of those surveyed (69.2%) had their diet explained, and 30.8% did not know anything about their diet.

For almost half of the respondents (42.3%) defecation and urination were a problem, and 57.7% respondents had no problem with defecation. More than half of respondents could not provide the names of nurses responsible for taking care of them, and 31.5% reported having knowledge about nurse's name and surname from ID.

Almost all respondents (92.3%) felt that nurses working in this department were tactful, courteous and kind. To 96.2% of respondents privacy in toilet and bath was guaranteed.

In 57.7% of respondents there was a belief that nurses did not manage patients' time because there was no need or no time, because it was too little of them on call, 42.3% stated they were occupied.

For 23% of respondents nurses did not have time to talk with patients due to lack of staff and a big rush at work, and 77% believed that there was sufficient time for a talk.

Figure 2 shows the degree of explanation of treatments conducted and medications given to patient.

Almost all respondents (84.6%) could have an opinion on their own nursing activities, and 13.5% had no such opportunity.

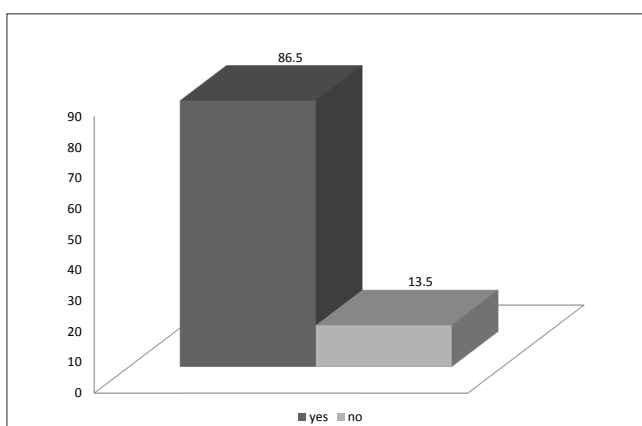


FIGURE 2. Degree of clarification of the types of treatments and medicines.

Data regarding the rehabilitation conducted in the afternoon is presented in Table 3.

TABLE 3. Number of people participating in rehabilitation in the afternoon.

Persons rehabilitated	N	%
Yes	40	77
No	12	23

## DISCUSSION

The level of patient satisfaction will always be an individual matter, because it consists of many facets. It's not only medical or nursing care, diagnostic tests, but also the social conditions and food, which affect the feelings of the patient during hospitalization. The patient's satisfaction is often decided by subjective approach, under which patients form an opinion about the place of service. However, the level of service and approach to the patient can induce it or discourage to future use of the services of the facility.

The evaluation of patients' satisfaction with hospital stay, learning their requirements is essential in the management of care facilities. Practical experience in a study of hospitalized patients' satisfaction level in 2007 in the Military Hospital and Clinic Hospital in Lublin shows that the use of an anonymous questionnaire survey scale ratings (1 – very bad, 2 – bad 3 – in standard, 4 – good, 5 – very good) largely reflects the preferences of patients. Area of nursing care was rated very highly (very good – 69.7% – 14.4% well, normal – 3.2%) because the nurses were very nice, friendly, helpful, forgiving and affectionate. Nurses deserve high appreciation for their work. They are very professional, competent and well-organized. Few patients rated the nursing care very low (wrong – 0.5%, very badly – 0.2%) because of lack of information about the well being of the patient after surgery, loud communication of nurses in the morning and evening, slowness in action and nurses seeming to feel tired with their responsibilities. The young staff is too poorly educated in the sphere of patient care [7]. The analysis of research on patient satisfaction with nursing care in the Neurosurgery ward in Provincial Hospital in Kielce looks very similar to the ones mentioned above. Nursing is rated in 98% at high level. Nurses are very nice, friendly; provide a wealth of information within their competence to patients about the care and education.

The study conducted by Szewczyk in the Department and Clinic of General Surgery in Bydgoszcz showed that expectations of patients regarding the scope of nursing care were satisfactory and fully implemented [8].

In the context of so many positive reactions of patients it is not surprising that 92.3% respondents would recommend the Neurosurgery Ward at the Provincial Hospital in Kielce to other people.

Although patient's satisfaction comes from subjective assessment of quality of service provided, such studies must be systematically carried out because they constitute the material to improve the quality of nursing care.

## CONCLUSIONS

1. The hospital would be recommended by 92.3% of respondents to their relatives and friends due to the high level of care.
2. The meals aren't varied enough; they are tasteless and served in too varied intervals.
3. The nurses working in the neurosurgery ward are very nice and friendly
4. Religious and spiritual needs of patients hospitalized in the ward are provided almost to everyone (98%).
5. Patients are informed of their rights while in hospital.
6. During all nursing and therapeutic treatments privacy is guaranteed.

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