

Patient Satisfaction on Nurse Patient Communication

Mary Lalhlimpui¹, AK Trivedi², Gitumoni Konwar³

¹Mary Lalhlimpui Ph. D Scholar (Nursing) Department of Zoology, Mizoram University, Aizawl, Mizoram, India.

²AK Trivedi, Assistant Professor, Department of Zoology, Mizoram University, Aizawl, Mizoram, India.

³Gitumoni Konwar, Team Lead, Jhpiego, India (John Hopkins University Affiliate).

Abstract

The study aimed to assess patient satisfaction on nurse patient communication at Surgical department, Civil hospital, Aizawl. The study is cross-sectional study, descriptive survey approach. Using non probability purposive sampling technique, 85 male and 66 female patients who were admitted at Surgical department were interviewed. The study used self-constructed questionnaire regarding patient satisfaction on Nurse Patient communication in seven areas. Finding revealed that in the areas of nurse made eye contact while communication 57.6% of the patient were satisfied, in the areas of nurse always greet me 56.9% of the patient were satisfied, 52.3% of the patient were satisfied on the nurses explain things in a way I could understand, 54.3% of the patient were satisfied on the nurse listen and give time to me, 49.6% of the patient were satisfied on nurse involve me and family member during care and decision making process while 1.9% were dissatisfied, 48.3% of the patients were partially satisfied on Information given by the nurse on my treatment were clear and complete whereas 3.9% were dissatisfied, 48.3% were partially dissatisfied on Nurse give full attention to my question while 5.9% were dissatisfied.

Keywords: Patient satisfaction, Communication, Nursing, Nursing care.

1. Introduction

Health care is changing rapidly and the need to improve quality in its delivery is increasing. Patient satisfaction is a central indicator for health care quality and reflects the ability of the provider to meet the patients' needs (Morris J, 2013). Health care delivery system has transformed dramatically with new infrastructure, advanced technology and innovative strategies to meet patient demand. As a result, quality of health care becomes a promised goal of any healthcare organization while healthcare providers emphasize on evidence-based practice and health care consumers focus on cost effective healthcare. Hence, quality indicators come into play and provide valid feedback to all those involved in the planning and delivery of health care (Jan Mainz, 2016). Although there are numerous indicators used in the evaluation of quality health care, patient satisfaction remains a significant indicator (Johansson et al., 2002)

Effective and meaningful communication is the most significant element when aim to provide the quality of care to patient in health care setting (Amoah et al., 2019). In nursing carrier, effective

communication is most important because it effect on patient satisfaction level. Effective communication developed when patients admitted in hospital and it is very important for patient and client to communicate well, to give information and decision making process regarding patient health (Kaur, Singh, & Pugazhendi, 2017). The feeling of satisfaction from the services provided by the hospital is the most important right of each patient (Liu,Mok & Wong, 2006). For this reason, patient satisfaction is considered as one of the important indicators of healthcare quality and there have been considered many plans to create, maintain and enhance it in recent years (Kol, Arıkan, İlaslan, Akıncı, & Koçak, 2018). Increasing patient satisfaction reduces the risk of malpractice lawsuits, increases the profitability of hospitals in the competitive market, increases patient involvement in their own treatment and has a better chance of improving their health condition (Alam, Sikdar, Kumar, & Mittal, 2018)

Nurses are the frontline people that patients most likely meet up with, spend the highest amount of time with and rely upon for recovery during their hospitalization. Nursing care plays a prominent role in determining the overall satisfaction of patients' hospitalization experience (Wagner D, Bear M 2008) Assessing patient satisfaction with nursing care is important in evaluating whether patients' needs are fulfilled and subsequently facilitating in the planning as well as implementing appropriate nursing interventions for patients. Determining factors contribute most to patient satisfaction can further assist nurses in improving the quality of nursing care. Hence, patient satisfaction with nursing care is an imperative determinant of quality of care particularly in the clinical/ healthcare facility settings (Laschinger S, Hall M, Pedersen C, Almost J ,2005). Patient satisfaction is treated as an outcome measure of healthcare providers. A satisfied patient is more willing to recommend the hospital to provide his or her care to others (Erickson, 1987). And is considered as patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectation regarding ideal nursing care and their perceptions of actual nursing care. (Mrayyan,2006). Patients' satisfaction with nursing care has been reported as the most important predictor of the overall satisfaction with hospital care and an important goal of any health care organization. Therefore, dissatisfaction with the nursing care services may further lead to lower utilization of the nursing care services by the patients (Yunus et al., 2004).

Good quality of care is measured by patient satisfaction level. Patient satisfaction levels depend on good communication level, wound healing and emotional wellbeing. Secondly, good patient experience show attitude toward health care provider (Mehta, 2015). Interpersonal skill, communication skill, clear delivery of information, surrounding environment and staff competency influenced on patient satisfaction (Mona, Abu-Shaheen, Kobrosly, and Altannir,2014). Communication plays the most important role between the presenter (nurses and other staff) and the recipient of the services (patients) (Itri, Yacob, & Mithqal, 2017). The use of appropriate communication skills can help the patients in improving their status, having better psychological condition and satisfying (Bakker, Fitch, Gray, Reed, & Bennett, 2001).To improve the quality, communication level and patient satisfaction level should be primary goal. Communication is vital to palliative maintenance. It combines all nursing training, and plays a vital role in the operationalization of palliative maintenance. To provide excellence palliative maintenance, it is supreme that nurses have satisfactory communication services. Positive patient consequences are resulting when communication among the nurse and patient is active. Ineffective communication may affect in wrong information on treatment/medication rise patient hazards and may cause patient disappointment with care. It is consequently essential to be familiar with the organizers and barriers that effect communication (Kalunga, 2016). For nurses to achieve symptom management,

impeccable assessment is required to gain a clear understanding into the patient’s condition. Under such circumstances, effective communication is key (Kourkouta & Papatheanasiou, 2014).

Objective: The study aimed to assess patient satisfaction on nurse patient communication. The study has the following objectives:

1. To assess eye contact made by the nurses during communication
2. To find out whether nurses always greet the patient.
3. To know whether the nurses explains thing to the patient
4. To find out whether the nurses listen and give time to the patient
5. To study if nurses involve patient and family during care and decision making
6. To know if information given by the nurses on patient treatments are clear and complete
7. To assess whether the nurses give full attention to the patient’s question

2. Material and Method:

The study is cross sectional descriptive study conducted from August to September 2024. The study was conducted in male and female Surgical ward of Civil Hospital Aizawl. The patient were recruited from Surgery department by non- probability convenient sampling technique. Sample size became 151 with unknown population, with 95% confident level and 5% with margin of error. Only those patient who were hospitalized for more than five days were included. Too ill, confused patient and not willing to participate were excluded from the study.

The instrument for data collection was adopted questionnaire constructed by the researcher. The instrument of this study was composed of two sections. The first section was consisted of demographic information and the second section was Nurse patient Communication which again sub divided into 7 question parts. Scores from quality monitoring were obtained using three scales, satisfied, partial satisfied and dissatisfied. Regarding ethical consideration, permission to collect data was received from the ethical committee of Civil hospital, Aizawl. Details of the study were explained verbally and informed consent were obtained from all participants before their participation in the study. Participants received assurance of confidentiality. Frequencies and percentage were measured for demographic variables and subsection of the questionnaire

Result:

Table 1: Socio-demographic variables of the participants (n =151)

Variable	Variable	Frequency	Percentages
Gender	Male	85	56.29
	Female	66	43.70
Age	Below 20	14	9.27
	21-30	27	17.88
	31-40	32	21.19
	41 and above	78	51.65
Marital status	Married	90	59.6
	Unmarried	32	21.19
	divorced	8	5.29
	widowed	21	13.9

Occupation	Student	19	12.58
	Unemployed	44	29.1
	Farmer	17	11.25
	Govt Servant	32	21.19
	Self employed	31	20.52
	Retired	8	5.29
Education	Illiterate	7	4.63
	Undergraduate	108	71.52
	Graduate	31	20.52
	Postgraduate	5	3.31
Frequency of hospital admission	New admission	89	58.94
	Repeated admission	62	41
Days of hospitalization	5- 9 days	98	64.9
	10- 14 days	33	21.85
	15 days & above	20	13.24
Manner of admission to the ward	From emergency department	51	33.77
	Directly from Out Patient department	63	41.72
	Referred from another healthcare facility (Hospital)	9	5.96
	Referred from other District hospital	28	18.54

According to demographical variables 56% were male and 43% were female with age ranging from 18 years to above 41. Among the participants 59% were married, while 21% were unmarried, 21% were Government servant, 12 % were student, 29% were unemployed and 5% were retired. Furthermore 71% were undergraduate, 20% were graduate, 4% were Illiterate, and 3% were postgraduate. In addition 58% of the participants were newly admitted (first time hospitalization) and 41 % of the participants are repeated hospitalization. Regarding number of days of hospitalization 64% of the participants stayed between 5 to 9 days, 21% of the participants stayed between 10 – 14 day and 13% of the participants stayed more than 15 days. In the manner of admission to the ward, 41% of the participants were from Out -patient department, 33% were from emergency department, 18% were referred from other district hospital and 5% were referred from another hospital within the city.

Table 2: Patient satisfaction on Nurse Patient communication

2.1 The nurse made eye contact while communication

	Frequency	Percentage
Satisfied	87	57.6%
Partial satisfied	64	42.3%
Dissatisfied	-	-

Tab 2.1 show that 57.6% of patient were satisfied with the nurse maintaining eye contact while communication whereas 42.3% were partially satisfied.

2.2 Nurse always greet me

	Frequency	Percentage
Satisfied	86	56.9%
Partial satisfied	65	43%

Dissatisfied	-	-
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Tab 2.2 show that 56.9% of the patient were satisfied with the nurse always greet the patient while 43% of the patient were partially satisfied.

2.3 The nurses explain things in a way I could understand

	Frequency	Percentage
Satisfied	79	52.3%
Partial satisfied	71	47%
Dissatisfied	1	0.6%

Tab 2.3 show that 52.3 % of the patient were satisfied with the nurse explaining things in a way patient could understand and 47% of the patient were partially satisfied while 0.6% of the patient were dissatisfied

2.4 The nurse listen and give time to me

	Frequency	Percentage
Satisfied	82	54.3%
Partial satisfied	68	45%
Dissatisfied	1	0.6%

Tab 2.4 show that 54.3% were satisfied with the nurse listening and give time to patient, 45% of the patient were partially satisfied whereas 0.6% of the patient were dissatisfied.

2.5 Nurse involve me and family member during care and decision making process

	Frequency	Percentage
Satisfied	75	49.6%
Partial satisfied	73	48.3%
Dissatisfied	3	1.9%

Tab 2.5 show that 49.6% of the patient were satisfied with the nurse involving the patient and family member during care and while making decision, 48.3 were partially satisfied while 1.9% of the patient show dissatisfied.

2.6 Information given by the nurse on my treatment were clear and complete

	Frequency	Percentage
Satisfied	72	47.6%
Partial satisfied	73	48.3%
Dissatisfied	6	3.9%

Tab 2.6 show that 47.6% of the patient were satisfied with the clear and complete information given by the nurse on treatment , 48.3% of the patient show partially satisfied whereas 3.9% of the patient show dissatisfied

2.7 Nurse give full attention to my question

	Frequency	Percentage
Satisfied	69	45.6%
Partial satisfied	73	48.3%
Dissatisfied	9	5.9%

Tab 2.7 show that 45.6% of the patient were satisfied with the nurse on giving full attention to patient question, 48.3% show partially satisfied while 5.9 % of the patient show dissatisfied.

Discussion:

Our finding shows that patients experienced high to moderate satisfied level of nurse patient communication. The finding of this study revealed that although most of the areas are satisfied and partially satisfied, there are certain areas where the level of patient satisfaction were partially satisfied and dissatisfied. In the areas of Nurse give full attention to my question, only 45.6% of the patient were satisfied and the highest percentage on partially satisfied ie 48.3 % and 5.9% of the patient report that they were dissatisfied with the nurse giving full attention to patient question. In the areas of clear and complete information given by the nurse on patient treatment majority of the patient ie 48.3% of the patient were partially satisfied whereas 47.6% were satisfied and 3.9% of the patient were dissatisfied. The areas where the patient were highest satisfied (57.6%) is the nurse made eye contact while communication .

In 2013, Moghaddasian et al found that the quality of nurses communication with patient was low and average score of nurse patient communication was 94.7. The study results by El-Nagger et al., (2013) that majority of patients were satisfied with nurse's communication except for patients' participation in decision making regarding their treatment additionally and (90%) patient were satisfied with the nurse patient therapeutic communication. A similar study conducted by Akhtari-Zavare, et al., (2016) revealed that a vast majority of respondents (81.5%) were satisfied with communication and information given by nurses. A similar study conducted by Shaffer, et al., (2017) reported that nursing communication had the greatest effect on the overall satisfaction with the hospital and the likelihood to recommend the facility to others

The relationship between two variables of satisfaction and nursing communication was a direct and significant relationship. In other words, by increasing the communication between nurses with patients and improving their relationships, their satisfaction increases and by decrease the communication between nurses with patients, their satisfaction is also reduced. Nurses and patient therapeutic communication and satisfaction have significant correlation. It revealed that higher nursing communication can better the patient satisfaction.

Limitation

1. The study was confined only Surgical Department
2. The sample size was limited only to 151 patients
3. The study was conducted in a single hospital

Significance/ Implication of the study:

The result of this study revealed that the least attention was paid to the professional communication between the nurse and the patient and the satisfaction of patients from nursing care. Hospital and nursing managers should reconsider their activities priorities and reforming and improving communication of the hospital staff and patients satisfaction put at the top of their activities. Therefore, by educating staff, especially nurses, identifying motivating factors as well as identifying dissatisfaction factors, improved patient satisfaction.

Conclusion:

These study findings proved that effective therapeutic communication can improve the patient satisfaction level at any stage. It is necessary that nurses show greater interest in decision making about

client health. In addition, we should try to clarify the patient's doubts regarding health issues. The result of this study show that although satisfaction with nursing care is at a relatively desirable level, it is still far from complete satisfaction. Communication gap leads to dissatisfaction of the patient. Patient's needs nurses to communicate information properly, regarding health problems, disease condition, treatment in a way patient can understand Nurses need to improve communication skills in providing adequate information, active listening to the patient and family members, giving full attention to patient question and coordinating care during hospitalization

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Ethical consideration:

The study was conducted with ethical approval from the Human Ethical Committee of Mizoram university (vide MZU/HEC/2022/022 dt.8.3.22) and approval from Institutional Ethics Committee, Civil Hospital Aizawl (vide No.B.12018/1/13-CH(A)/IEC/127 dt 2.2.24).

Declaration:

We declare that this article is an original research work of Mary Lalhlimpui under the supervision of Dr. AK Trivedi, Assistant Professor, Department of Zoology, Mizoram University and Prof. Gitumoni Konwar, Team Lead, Jhpiego, India (Johns Hopkins University Affiliate) and not published anywhere in any form of article or books

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