

PATIENT'S PERCEPTION TOWARDS QUALITY OF NURSING CARE AT PUBLIC HOSPITALS IN LAHORE, PAKISTAN

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ABSTRACT

Background: Nurses are the backbone of every health care organization and patient's perception about nurses totally depend on nursing care, it is necessary for health care organizations to improve their nursing services in respect to fulfill the patients need. If the nurses give better care to the patients in a respectable way then the patient's perception about nurses was be positive and vice versa. **Objective:** The purpose of this study was to assess patients' perceptions about the quality of nursing care at public and private hospitals in Lahore. **Methodology:** Descriptive cross sectional analytical study design was conducted to assess patients perception about the quality of nursing care and a sample size of 228 participants were selected for this study through convenient sampling. Data was collected from the medical and surgical wards of Mayo, Jinnah, ULTH and Doctor Hospitals. **Result:** The result show that shows that there are no any significant differences in patients' perception from ULTH, Jinnah, and Mayo Hospitals. The p value for Jinnah and Doctor H is 0.06 which is significant and indicate that these two hospitals patients have different perceptions. **Conclusion:** The purpose of this study was to assess patients' perception about quality of nursing care at public hospitals in Lahore. Overall result show that the patients perception about quality of nursing care are good and patients have positive response about quality of nursing care in all four hospitals.

Key words: Nursing, quality of nursing care and patient perception

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INTRODUCTION

Nurses are the backbone of every health care organization and patient's perception about nurses totally depend on nursing care. Due to changing standards of human living there is an increase in demand for better nursing care to improve health care outcome. Betterment in the quality of nursing care has become a key concern for patients and, therefore to give better services to patients, it is necessary for health care organizations to improve their nursing services in respect to fulfill the patients need. If the nurses give better care to the patients in a respectable way then the patient's perception about nurses was be positive and vice versa.¹

Furthermore,¹ highlighted that the goals of health care organization can be achieved via the proper

health care policies implementation and strategic planning which are based on standard nursing care, team work, and functional process of every department including high authorities must amplify for the advancement of organization in term of quality care and patient's perfection.¹

The patient perception depend on two factors the first one is that the patient see and search the health institution is described about the care, value and respect of the patients i.e. administration of the drugs, culture characteristics, education past experience about health care etc. the second factors is the patient received service in health care center which they want.²²

The quality of nurse care can be affected by bad

behavior of the nurse, abusive supervisor. Work load, stress full environment and the negative attitude or response of the patient. The patient perception about the nursing care is generally observed by the Care received by the patient in health care center. Patient express their feeling to the nurse about what they need to want because in any health care organization the patient interaction are mostly occur with nurse which make their perception about care positively or negatively.¹

AIMS OF THE STUDY

To assess patients' perceptions towards quality of nursing care at public hospitals in Lahore.

SIGNIFICANCE OF THE STUDY

Current study was identifying the patient's perceptions about nursing care and quality of nursing care they received. Finding of this study would enable hospitals to have a better understanding of the effects of quality of nursing care, which was lead to patient satisfaction in order to build good relationships with their patients during treatment. The findings of this study are helpful the nurse manager to arrange nursing seminar and workshop in an organization or hospital administration about good quality of nursing care and motivate the nurse to provide better care to the patient which can make positive perception of the patient about nursing care.

LITERATURE SEARCH

It is the responsibilities of a nurse manager to take a well-qualified and well trained nurse in an organization and explain their role and value. It is also mentioned in the responsibilities of nurse manager to motivate the nursing staff for their work and practice because any aspect of care, patient satisfaction and care deliver to patient the nurse play an important role.²²

Another study conducted on different factors which effect nursing care and also the effect patient outcome. These factors are environmental factor, response of leader .if the leader

lead the nurse staff in a good way and not give a work load then the care of patient received is better and developed. But if any problem occur in these factor such as over load of work stressful environment then the care of the patient is low and the patient not achieved their need.⁴ There is important thing in patient care thing which is patient safety. From the observation of this study 96% nurses and 90% of other health care worker believe that the initial stage for controlling and prevention of infection or disease which affect the patient health further depend on nursing care in hospital setting.¹⁹ If nurse provide care to the patient in a safe and stress less environment then the perception of the patient toward nursing care is positive and that behavior of the nurse satisfied the patient and the patient revisit for their care to the related hospital.¹⁹

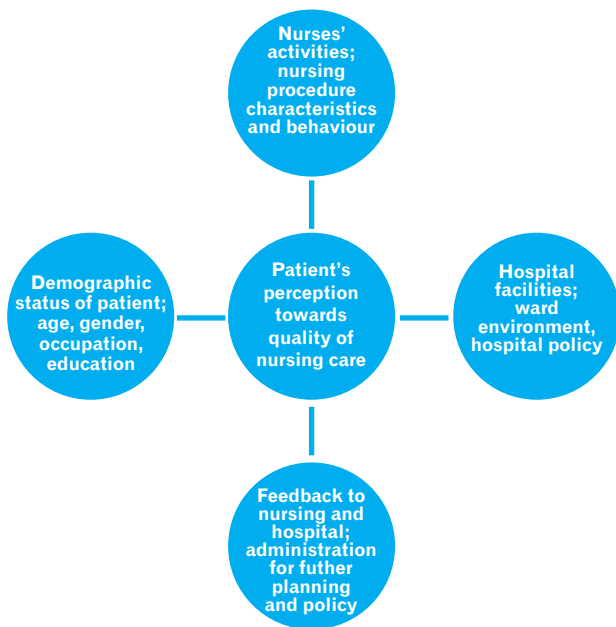
Another Study conducted in Pakistan and showed that there were 122 patients who were agree to participate in study. 45% patients satisfied from the nursing care and fulfilled their need in hospitals. There were 55% patient who were not fully satisfied from nursing care. 94% nursing practice keeping privacy of the patient during medication or any other procedure. 84% patients have negative perception about care because nurses were not attentive especially at night which make the negative perception of the patients about nursing care.¹²

The relationship of the patients and health care provider (nurses) and better quality of nursing care influence positive perception of patients because the patients' have more expectation from the nurses than other medical staff. The expectations of the patients are fulfill from nurse behavior, skills, practice and knowledge.²⁰

CONCEPTUAL FRAMEWORK

Figure no.1. In previous researches different barriers are identified that effect the implementation of EBP. The above conceptual frame work

explain the way to measure the quality of nursing



care through patient. There are a lot of factors which influences patient perception towards nursing care. These factors are education of the nurse, behavior, attitude, activities which are related to health care. Behavior of nurses plays a key role in the perception of the patients regarding quality of nursing care. If the nurses behave are good with patients then patients perception was be positively. Most of the procedures of the patients are done by the nurses like IV cannulation, dressing and administration of drugs and if these procedures are done in well manner than patient was be satisfied then their perception about nursing care was be automatically positive. Another Important thing is the management of ward environment which is also responsibility of the nurses to keep the ward net and clean and noise free and also to manage the condition of the ward. If theses thing manage properly then patient perception about nursing care is positive. Patients perception gives us the final feedback which would be useful for nursing administration and manager of the hospital to improve quality nursing care.¹⁰

METHODS/SETTING

The setting for this research was medical and surgical wards of Mayo Hospital, Jinnah Hospital, Doctor Hospital and Sharif City Hospital in Lahore.

RESEARCH DESIGN

A cross-sectional analytical study design was used to assess the patient perception about the quality of nursing care. A cross-sectional is that study that collects information from a population at specific time of period.³

POPULATION

Data was collet from different patients who was admitted in medical and surgical wards of Mayo Hospital, Jinnah Hospital, Doctor Hospital and Sharif City Hospital at Lahore.

SAMPLING

In this study convenient sampling was used.

RESEARCH INSTRUMENT

In this study an adopted questionnaire was used; closed ended question as per likert scale. This questionnaire was developed by Lee M &Yom Y in 2007.This questionnaire based on patient perception toward quality of nursing care at public hospitals. Reliability and Validity of the questionnaire was checked by filling the questionnaire from ten respondents. Reliability was 0.86 and validity was 0.68 which shows that the questionnaire used for collecting the participant's responses is reliable and valid.⁹

DATA GATHERING PROCEDURE

A written permission was taken from institution to conduct the research. A well-structured questionnaire with closed ended likert scale adopted from the previous study, was distributed. "Patients perceptions towards quality of nursing care at public hospitals". These questionnaires were distributed among patients and nurses in medical and surgical ward in Mayo, Jinnah, Doctor and ULTH hospital.

METHODS USED TO ANALYZE DATA

Data analysis was done by entering the data on SPSS software version 21. Tables were designed for representation of frequencies, mode and standard deviation. Spearman and Pearson's correlation tests were applied to check relationship between barriers and implementation of EBP.

STUDY TIMELINE

The data was collected from October, 2017 to December, 2017.

ETHICAL CONSIDERATION

Permission was taken from the Ethical committee of LSN department in University of Lahore. Complete information was given to the participant related to research. It was assured that no harm was being given to the participant. Study was being beneficial. All patients were having open opportunity to participate in research. No one was being forced to participate in research. Informed consent was signed by nurses. Before signing consent nurses were informed about purpose, methodology, risk and benefits of investigation

The information or data was being remained to the first researcher.

RESULTS

PROFILE OF THE RESPONDENTS

Respondents were taken from different selected hospitals in Lahore

Research Question 1 – What are the perceptions of the patient towards nursing care?

Table number 1 shows designation of the participant house wife were 43, nurses were 28, teachers were 53, clerk were 8, driver were 11, factory worker 58 and shopkeeper were 27. Classification of organization which were, 138 participants on private jobs and 90 participants were on government jobs. 130 participants were male and 98 participants were female. 142 participants were married and 86 were not married this table also show different ages. 86 participants have the qualification of Matric, 59

Table 1. Demographic frequency		
Variables	Number (n)	Percent
Gender		
Male	130	57.0%
Female	98	43.0%
Organization		
Government	90	39.5%
Private	138	60.5%
Occupation		
House wife	43	18.9%
Nurse	28	12.3%
Teacher	53	23.2%
Clerk	8	3.5%
Driver	11	4.8%
Factory worker	58	25.4%
Shopkeeper	27	11.8%
Marital status		
Single	142	62.3%
Married	86	37.7%
Income of the patients		
Less than 10000	77	33.8%
10000-20000	54	23.7%
210000-40000	44	19.3%
above 40000	53	23.2%
Age group		
20-25yrs	35	15.4%
26-30yrs	28	12.3%
31-35yrs	30	13.2%
36-40yrs	26	11.4%
41-45yrs	29	12.7%
46-50yrs	26	11.4%
51-55yrs	29	12.7%
56-60yrs	25	11.0%
Education		
Matric	86	37.7%
FSc	59	25.9%
Msc	39	17.1%
Other	27	11.8%
	17	7.5%

participants have the qualification of Intermediate, 39 participants have qualification of Graduate, 27 participants have qualification of Master and 17 participants have other qualification. In this table explain deferent income of the participants.

Table 2 shows the quality of nursing in which some respondents replied to strongly disagree in which maximum score are 30.3% (n=69) and minimum score are 4.4% (n=10) some

Table 2. Variables

S. No	Statement	SD		DA		N		A		SA	
		N	%	N	%	N	%	N	%	N	%
1	The patients are welcomed by staff.	69	30.3	50	21.9	36	15.8	57	25.0	16	7.0
2	Proper care is given by the nurse.	10	4.4	38	16.7	46	20.2	65	28.5	69	30.3
3	Respect shown by the nurses	16	7.0	51	22.4	58	25.4	73	32.2	30	13.2
4	Friendliness of nurses with patients.	15	6.6	35	15.4	65	28.5	75	32.9	38	16.7
5	Nurses spent adequate time with patient.	16	7.0	38	16.7	64	28.1	67	29.4	43	18.9
6	Hospitals have knowledgeable and experienced nurses.	15	6.6	34	14.9	49	21.5	91	39.9	39	17.1
7	The nurse given treatment /medicine without any delay	14	6.1	35	15.4	55	24.1	76	33.3	48	21.1
8	Information given on facilities when first came into the ward	17	8.3	33	14.5	46	20.2	73	32.0	59	25.9
9	Information given by the nurse staff regarding ill ness	19	7.5	33	14.5	46	20.2	69	30.3	61	26.8
10	Nurses are knowledgeable enough and give answer my question.	20	8.8	31	13.6	48	21.1	72	31.6	57	25.0
11	The nurse maintains good coordinator with other staff.	20	8.8	30	13.2	47	20.6	77	33.8	54	23.7
12	Understand patient need	16	7.0	32	14.0	50	21.9	58	25.4	72	31.6
13	Information given by the nursing investigation.	15	6.6	36	15.8	50	21.9	72	31.6	55	24.1
Part II: Patients Perceptions											
14	Good reception manner in the ward.	15	6.6	33	14.5	50	21.9	96	42.1	34	14.9
15	Nurse understand patients' needs	30	13.2	40	17.5	65	28.5	67	29.4	26	11.4
16	Hospitals never welcome your suggestion.	25	11.0	50	21.9	64	28.1	59	25.9	30	13.2
17	Maintain the individual respect	26	11.4	52	22.8	50	21.9	67	29.4	33	14.5
18	Prompt Service to patients	16	7.0	40	17.5	64	28.1	68	29.8	40	17.5
19	Give adequate time for patient.	20	8.8	36	15.8	54	23.7	74	32.5	44	19.3
20	Friendly communicate.	11	4.8	40	17.5	60	26.3	63	27.6	54	23.7
21	Polite joyful and smiling	29	12.7	31	13.6	55	24.1	63	27.6	50	21.9
22	Involve the patient and family care	16	7.0	39	17.1	44	19.3	70	30.7	59	25.9
23	Orientation of timing of doctors round.	10	4.4	28	12.3	50	21.9	63	27.6	77	33.8

respondents response to disagree which maximum score are 22.4%(n=51) and minimum score 13.2% (n=30) are some respondents response to neutral which maximum score are 28.5% (n=65) and minimum score are 15.8% (n=36), some respondents response to agree which maximum score are 39.9%(n=91) and minimum score are 25.0%(n=57) and most of the respondents response to strongly agree which maximum score are 31.6%(n=72) and minimum score are 7.0%(n=16) which mean that quality of nursing care meet to the patients are good. The second part show patients perception in which some respondent response to strongly disagree in which maximum score are 13.2% (n=30) and minimum score are 4.4% (n=10) some respondents response to disagree which maximum score are 22.8%(n=52) and minimum score are

12.3% (n=28) some respondents response to neutral which maximum score are 28.5%(n=65) and minimum score are 19.3.1%(n=44), some respondents response to agree which maximum score are 42.1%(n=96) and minimum score are 25.9% (n=59) and most of the respondents response to strongly agree which maximum score are 33.8%(n=77) and minimum score are 11.4% (n=26) which mean that Patients Perception about quality of Nursing care are positive.

The above table of ANOVA test shows that there was a significant difference between different hospitals' patients perceptions regarding nursing quality care, (P-Value= 0.008), which is less than .05.

Post Hock table:

All others hospitals have p value more than 0.05

Table 3. ANOVA Score of the patients

	Sum of square	Df	Mean square	F	Sig
Between Groups	22.384	3	7.461	4.012	.008
Within groups	416.578	224	1.860		
Total	438.962	227			

which is non-significant and shows that there is no any significant differences in patients

(I) Classification of Hospitals	(J) Classification of Hospitals	Mean Difference (I-J)	Std. Error	Sig	95% Confidence Interval	
					Lower Bound	Upper Bound
Mayo H	Jinnah H	.530	.224	.087	-.05	1.11
	Doctor H	-.349	.268	.562	-1.04	.34
	ULTH	.076	.268	.992	-.62	.77
Jinnah H	Mayo H	-.530	.224	.087	-1.11	.05
	Doctor H	-.879*	.268	.006	-1.57	-.19
	ULTH	-.454	.268	.328	-1.15	.24
Doctor H	Mayo H	.349	.268	.562	-.34	1.04
	Jinnah H	.879*	.268	.006	.19	1.57
	ULTH	.425	.305	.505	-.36	1.21
ULTH	Mayo H	-.076	.268	.992	-.77	.62
	Jinnah H	.454	.268	.328	-.24	1.15
	Doctor H	-.425	.305	.505	-1.21	.36

perception from ULTH, Jinnah, and Mayo Hospitals. The p value for Jinnah and Doctor H is 0.006 which is significant and indicate that these two hospitals patients have different perceptions.

DISCUSSION

This cross sectional study assessed the patients' perceptions about quality of nursing care among 228 patients in Mayo, Jinnah, Doctor and ULTH hospitals in Lahore. A cross-sectional analytical study design find out there are positive perception of the patients about quality of nursing care. Finding of this study also show that most of the participants answer about quality of nursing carer to agree which maximum score are 39.9% (n=91) and minimum score are 25.0%(n=57) and most of the respondents response to strongly agree which maximum score are 31.6%(n=72) and minimum score are 7.0%(n=16). Most of the participants answered to another question. "The nurse given treatment /medicine without any delay" 33.3 %(n=76) were agree and 21.1%(n=48)

were strongly agree. Most of the participant answered about "Nurses are knowledgeable enough and give answer my question" 31.6% (n=72) were agree and 25.0% (n=57) were strongly agree. The overall results of this study show that quality of nursing care meets to the patients are good.

Another study which is related to my study done by (Lee and Yom 2007) which show that 45% patients are satisfied and have positive perception about quality of nursing care. In the patients perception some respondents response to response to strongly disagree in which maximum score are 13.2% (n=30) and minimum score 4.4% (n=10). some respondents response to response to agree which maximum score are 42.1 %(n=96) and minimum score are 25.9% (n=59) some respondents response to strongly agree which maximum score are 33.8 %(n=77) and minimum score are 11.4%(n=26). The response of the participant about Good reception manner in the ward 42.1% (n=96) were agree and 14.9% (n=34) were strongly agree. This study shows that most of the participants have positive perception about quality of nursing care.

The result of my study linear to another study conducted by (Coban and Kasikci2008) in Turkey it is observed that most of the patients answered agree which result was 48% and strongly agree result was 42% which show that there is positive perception of the patients about quality of nursing care. (Coban and Kasikci 2010)

In cross sectional descriptive analysis of the patients' perception about quality of nursing care most of the participants were answered to agree and strongly agree. These mean that patient's perception about quality of nursing care among participants is positive.

Anova analysis show the Significance level which is 0.008 (P-Value= 0.008), which is less than 0.05, therefore there is a statistically significant difference in the means perceptions of patients

from the four Hospitals .

In the Post Hock table show that all others hospitals have p value more than 0.05 which is non-significant and shows that there is no any significant differences in patients perception from ULTH, Jinnah, and Mayo Hospitals. The p value for Jinnah and Doctor H is 0.006 which is significant and indicate that these two hospitals patients have different perceptions.

LIMITATIONS

- Less sample size 228 due to which, the findings cannot be generalized.
- Time was too short, to see any prospective events
- Convenient sampling technique was used which may have some biasness

CONCLUSION

The purpose of this study was to assess patients' perception about quality of nursing care at different hospitals in Lahore. The Anova analysis results show that there is statistically significant difference in the means perceptions of patients from the four Hospitals. (P-Value= 0.008). The p-value for Jinnah and Doctor Hospitals in Post Hock table is 0.04 which show that there is significant and has different patients' perceptions in these two hospitals patients. Over result show that the patients perception about quality of nursing care are good and patients have positive response about quality of nursing care in all four hospitals.

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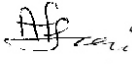
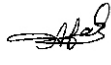


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AUTHORSHIP AND CONTRIBUTION DECLARATION			
Sr. #	Author-s Full Name	Contribution to the paper	Author=s Signature
1	Asad Khan	Work as a learner in this research project and play role as data collector.	
2	Muhammad Afzal	Supervise all project and provide help to student in discussion part.	
3	Afsar Ali	Working in this research project as preceptor and facilitate to student for writing the introduction and methodology this project.	
4	Muhammad Hussain	Facilitated during the data analysis and interpretation	
5	Prof. Dr. Syed Amir Gilani	Supervise and facilitate for conducting this research project	