

"Patients' Satisfaction Regarding Nurse-Patient Communication Attending a Teaching Hospital, Bharatpur, Chitwan"

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Abstract:

Communication and information are essential to patient satisfaction. Improving communication and collaboration between nursing personnel and admitted patients can enhance satisfaction with the quality of care provided by nurses. This study aimed to evaluate patients' satisfaction regarding nurse-patient communication in a teaching hospital in Bharatpur, Chitwan.

The study used a descriptive cross-sectional design with a sample of 50 patients from the hospital. Non-probability sampling was applied, and data were collected via a semi-structured questionnaire and face-to-face interviews, employing a 5-point Likert scale. Data analysis involved chi-square tests to assess associations between satisfaction levels and selected variables.

The results revealed that the average age of respondents was 38.42 years (SD ± 13.77). Most respondents were 20–34 years old (48%), female (62%), urban residents (72%), and literate (82%). The satisfaction level was distributed as 56% satisfied and 44% dissatisfied. No significant association was found between satisfaction and variables such as age, sex, or education.

The study concluded that nurses' communication skills could be improved through a patient-centered approach and recommended in-service training to enhance interpersonal communication skills.

I. Introduction:

1.1 Background of the Study

Communication is a dynamic, multi-dimensional process vital for sharing experiences and significantly influences patient satisfaction with healthcare services. Therapeutic communication involves purposeful interaction to assist clients in better understanding their health, achieved through verbal and non-verbal strategies.

In nursing, effective communication ensures optimal health outcomes and forms the foundation for therapeutic relationships. Communication also serves as a critical factor in evaluating nursing care quality, directly impacting patient satisfaction.

Patient satisfaction reflects the alignment of expectations with actual care experiences, encompassing various factors like socio-demographics, interpersonal relations, and information exchange. Dissatisfaction often stems from inadequate communication, leading to anxiety and reduced trust in healthcare providers.

1.2 Need for the Study Effective nursing communication is linked to improved patient recovery, better adherence to treatment, and psychological well-being. Deficiencies in communication, however, may lead to adverse outcomes and dissatisfaction. Regular assessment of satisfaction levels via surveys can provide valuable insights for improving care quality and nurse-patient interactions.

II. Methods and Materials

2.1 Research Design

- The study used a **descriptive cross-sectional design** to evaluate patients' satisfaction regarding nurse-patient communication.

2.2 Research Setting and Sampling

- The study was conducted among male and female patients admitted to the medical, surgical, orthopedic, and gynecology/obstetrics wards of Chitwan Medical College, Teaching Hospital, Bharatpur.

- **Sampling technique:** Non-probability purposive sampling was applied.
- **Sample size:** 50 patients were included.
- **Inclusion criteria:**
 - Patients aged 18 years and above.
 - Patients willing to participate in the study.
 - Patients admitted for more than 72 hours.
 - Patients able to communicate effectively.

2.3 Research Instrument

- A semi-structured interview schedule based on a **5-point Likert scale** was developed, with two parts:
 - **Part I:** Socio-demographic characteristics.
 - **Part II:** Questions on patients' satisfaction regarding nurse-patient communication.
- The **content validity** was established with expert consultation.
- The **reliability** of the instrument was pretested with 5 respondents.

2.4 Data Collection Procedure

- Administrative permission was obtained from Chitwan Medical College.
- Verbal informed consent was acquired from participants after explaining the study's purpose.
- Confidentiality and dignity were maintained by coding data and allowing participants to withdraw at any time.
- Data collection involved semi-structured interviews lasting

approximately 20–30 minutes per participant.

2.5 Data Analysis

- Data were reviewed for accuracy, completeness, and consistency daily.
- Analysis was conducted using **SPSS version 16.0**.
- Descriptive statistics (frequency, mean, standard deviation, and percentages) and inferential statistics (chi-square test) were employed.
- Findings were presented in tables and figures.

III. Results

The results of the study, as presented in the document, are summarized below along with the corresponding tables and graphs

Socio-Demographic Characteristics of Respondents (Table 1)

- **Age:** The mean age was 38.42 years (SD \pm 13.77), ranging from 19 to 70 years.
 - Majority were aged 20–34 years (48%).
- **Gender:** 62% female, 38% male.
- **Residence:** 72% urban, 28% rural.
- **Education:** 82% were literate; among them:
 - 29.3% had a Bachelor's degree or higher.
 - 24.4% had secondary education.
- **Previous Hospitalization:** 48% had prior hospitalization, and 79.2% of them had a good perception of their experience.
- **Length of Stay:** 72% were hospitalized for 3–6 days.

(Table 1) Patient's Satisfaction Regarding Information Provided by Nurses

Statements	Very Dissatisfied (%)	Dissatisfied (%)	Neutral (%)	Satisfied (%)	Very Satisfied (%)	Mean \pm SD
Nurses provided orientation on the day of admission	2.0	10.0	18.0	58.0	12.0	3.68 \pm 0.89
Nurses informed about rights to reject treatment	36.0	22.0	42.0	-	-	2.06 \pm 0.89
Findings of examinations shared by nurses	-	-	12.0	72.0	16.0	4.04 \pm 0.53

Statements	Very Dissatisfied (%)	Dissatisfied (%)	Neutral (%)	Satisfied (%)	Very Satisfied (%)	Mean \pm SD
Vital signs findings shared each shift	2.0	8.0	60.0	30.0	-	4.18 \pm 0.66

(Table 2) Patient's Satisfaction Regarding Communication

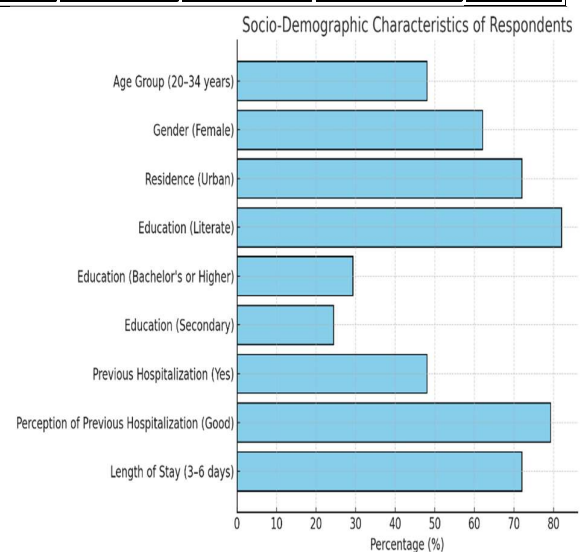
Statements	Very Dissatisfied (%)	Dissatisfied (%)	Neutral (%)	Satisfied (%)	Very Satisfied (%)	Mean \pm SD
Nurses paid full attention during conversation	-	8.0	8.0	76.0	8.0	3.84 \pm 0.68
Nurses immediately responded to concerns	2.0	4.0	12.0	72.0	10.0	3.84 \pm 0.73
Nurses ensured patient understanding	-	6.0	12.0	72.0	10.0	3.86 \pm 0.67

(Table 3) Patient's Satisfaction Regarding Care Provided by Nurses

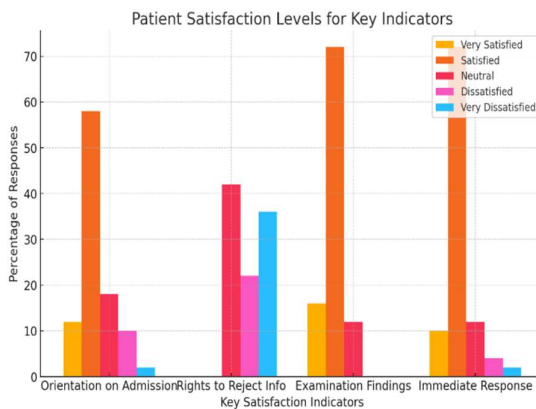
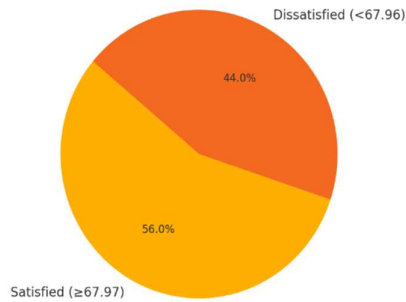
Statements	Very Dissatisfied (%)	Dissatisfied (%)	Neutral (%)	Satisfied (%)	Very Satisfied (%)	Mean \pm SD
Nurses were polite and friendly	-	6.0	18.0	42.0	34.0	4.04 \pm 0.87
Nurses protected privacy during procedures	-	-	16.0	58.0	26.0	4.10 \pm 0.64
Nurses followed up on pain/discomfort	-	2.0	4.0	74.0	20.0	4.12 \pm 0.55

(Table 4) Overall Level of Satisfaction

Level of Satisfaction	Frequency	Percentage (%)
Satisfied (≥ 67.97)	28	56.0
Dissatisfied (< 67.96)	22	44.0

**Figure 1 Socio-Demographic Characteristics of Respondents**

Overall Patient Satisfaction with Nurse-Patient Communication



Graph Explanations

1. Overall Patient Satisfaction with Nurse-Patient Communication (Pie Chart)

The pie chart represents the distribution of satisfaction levels among patients:

- **56% of respondents were satisfied**, indicating a majority had positive experiences with nurse-patient communication.
- **44% of respondents were dissatisfied**, suggesting a significant portion experienced areas needing improvement.

2. Patient Satisfaction Levels for Key Indicators (Bar Chart)

The bar chart displays satisfaction levels for four key indicators of nurse-patient communication:

- **Orientation on Admission:** Most patients were satisfied (58%), with 12% very satisfied. Dissatisfaction levels were relatively low (2% very dissatisfied).
- **Rights to Reject Treatment Information:** A large portion (36%) were very dissatisfied due to inadequate communication in this area.

- **Examination Findings:** High satisfaction (72% satisfied and 16% very satisfied), indicating this area was well-managed.
- **Immediate Response:** 72% were satisfied with timely responses to concerns, while dissatisfaction levels were minimal.

IV. Discussion

The discussion section analyzes the study's findings, comparing them to existing literature and drawing conclusions based on the data. Below is a summary of the discussion points from the study.

Socio-Demographic Characteristics

- **Age:** Younger patients (20–34 years) formed the majority of respondents, with mixed satisfaction levels. This aligns with studies that show younger patients often have higher expectations for communication.
- **Gender:** Female patients were more satisfied (36%) than males (20%), consistent with findings from prior studies indicating women often prioritize effective communication in healthcare settings.
- **Education:** Literate respondents (82%) were generally more satisfied. However, satisfaction was slightly higher among those with lower educational levels, possibly due to reduced expectations regarding the depth of communication.

Patient Satisfaction with Nurse-Patient Communication

1. Information Sharing:

- Satisfaction levels were high for areas such as:
 - Findings of examinations (72% satisfied).
 - Explanation of diagnostic tests (66% satisfied).
- Dissatisfaction was notable in:
 - Information about rights to reject treatment (36% very dissatisfied).
 - Details about medications (only 6% very satisfied).

Implication: There is a need to improve patient education regarding their rights and treatment specifics, as these are critical areas affecting trust and compliance.

2. Communication Quality:

- High satisfaction (76%) was observed for nurses paying attention during conversations.
- A significant portion (72%) were satisfied with timely responses to concerns and ensuring patients understood the information provided.

Implication: These findings highlight nurses' competency in attentive and responsive communication, which fosters trust and satisfaction.

3. Care Provided:

- Politeness and friendliness of nurses were highly rated (42% satisfied, 34% very satisfied).
- Privacy protection during procedures was another strength, with 58% satisfied and 26% very satisfied.

Implication: Nurses' interpersonal skills and respect for privacy significantly contribute to patient satisfaction.

Overall Level of Satisfaction

- **56% were satisfied**, while **44% were dissatisfied**, showing room for improvement in key areas of communication and information provision.
- Satisfaction was not significantly associated with demographic variables like age, gender, or education, indicating systemic issues in nurse-patient communication rather than individual differences.

Comparison with Literature

- The findings align with studies from Indonesia and Ethiopia that highlight effective nurse communication improves satisfaction but also reveal gaps in providing information about treatment and rights, as seen in other settings.
- Consistent with prior research, longer hospital stays (3–6 days) were associated with higher satisfaction, likely due to more opportunities for nurse-patient interactions.

Key Recommendations

1. Training and Support:

- Organize in-service training focused on interpersonal communication and patient-centered approaches to enhance nurses' skills.

2. Patient Education:

- Develop strategies to ensure clear communication regarding patient rights, treatment options, and medication details.

3. Feedback Mechanisms:

- Implement patient satisfaction surveys as part of routine care to identify specific areas needing improvement.

V. Conclusions

Based on the findings and discussion, the study on **Patients' Satisfaction Regarding Nurse-Patient Communication** draws the following conclusions:

1. Overall Satisfaction

- A majority (**56%**) of patients were satisfied with nurse-patient communication, but a significant portion (**44%**) were dissatisfied.
- This suggests that while many patients appreciated the communication efforts by nurses, gaps still exist, particularly in areas requiring detailed explanations and patient empowerment.

2. Strengths in Nurse-Patient Communication

- High satisfaction was observed in areas such as:
 - Sharing findings of diagnostic tests and vital signs.
 - Nurses' responsiveness and attentiveness during interactions.
 - Maintaining politeness, friendliness, and patient privacy.
- These aspects reflect positively on nurses' interpersonal and communication skills, which are crucial for building trust and enhancing care quality.

3. Areas for Improvement

- Patients were dissatisfied with:
 - Inadequate information about their rights, especially the right to reject treatments.
 - Limited details about medications, including types, doses, and side effects.
- These gaps highlight the need for enhanced patient education and clear communication regarding critical healthcare aspects.

4. Lack of Significant Association

- Socio-demographic factors like age, gender, education, and length of hospital stay showed no significant association with satisfaction levels.
- This suggests that communication challenges are systemic and not confined to specific patient groups, requiring hospital-wide interventions.

Practical Implications

- Emphasizing **patient-centered communication** can enhance satisfaction levels.
- Providing **in-service training** for nurses on interpersonal and therapeutic communication will improve their skills.
- Regular **feedback mechanisms**, such as satisfaction surveys, can help identify and address recurring issues.

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