"A Descriptive Study To Assess The Patient's Satisfaction Regarding Nursing Care Provided By Nursing Staff In View Of Hurdles Faced By Nurses, In A Selected Tertiary Hospital Of Metropolitan City."

Mrs. Shilpa Shettigar[1*], Ms. Pallavi Jadhav[2], Ms. Vidya Wadode[3]

[1*]Principal, Seva Mandal Education society's, Smt. Sunanda Pravin Gambhirchand college of nursing, Matunga, Mumbai

[2]Clinical Instructor , Seva Mandal Education society's, Smt. Sunanda Pravin Gambhirchand college of nursing, Matunga, Mumbai

[3]UG Student Seva Mandal Education society's, Smt. Sunanda Pravin Gambhirchand college of nursing, Matunga, Mumbai

Abstract:
Patient satisfaction is the perception of care received compared with the care expected and represents a balance between the perception and expectation of the nursing care received. Patients thereby evaluate the health-care services as well as the providers from their own subjective point of view. The aim of the study was to assess the patient's satisfaction regarding nursing care and to assess the nurses view for hurdles. The data was collected by using non-probability convenient sampling technique. The sample size was 60 patients and nurses of a selected tertiary hospital. The result shows that that Total nursing staff and patients among 60 responses, 30 response were recorded with nurses for the hurdles faced while providing nursing care and 30 responses were recorded among patients to assess patient's satisfaction regarding nursing care. Among 30 nurses responses 70% responses are strongly agree, 25% responses are agree, 3% are disagree and 2% responses are with strongly disagree 30 responses were among patients regarding patient's satisfaction over all responses were recorded as 34% responses were with strongly agree, 49% response are marked in agree and 10% responses are marked as disagree and 7% responses are marked as strongly disagree.

Introduction
Patient satisfaction is a vital indicator of the quality and effectiveness of healthcare services, particularly in the domain of nursing care. Nursing staff play a crucial role in patient recovery, comfort, and overall experience during hospitalization. The quality of nursing care not only reflects clinical competence but also encompasses interpersonal communication, empathy, responsiveness, and the ability to meet both physical and emotional needs of the patients.
In today's patient-centred healthcare environment, ensuring high levels of patient satisfaction has become a key priority for healthcare institutions. Satisfied patients are more likely to adhere to treatment plans, report positive outcomes, and express trust in the healthcare system. On the other hand, dissatisfaction may lead to increased complaints, reduced compliance, and negative perceptions of care quality.

BACKGROUND OF THE STUDY
(Alhusban & Abualrub, 2009; Shinde & Kapurkar, 2014). Patient satisfaction is a concrete criterion for evaluation of health care and therefore quality of nursing care provides crucial information for healthcare managers by providing important resources for processes such as those involved in measuring patients' expectations and satisfaction with nursing care quality, improving nursing service quality through identification of areas of failure and planning and implementing necessary training (Abdel Maqsood et al., 2012; Gadalean & Cheptea, 2011; Geçkil, Dündar, & Şahin, 2008). Evaluation of health care involves defining the objectives of care, monitoring healthcare.

NEED OF THE STUDY
Patients' satisfaction has been used as a significant indicator of quality services provided by health care personnel. Consequently, the most important predictor of patients' overall satisfaction with hospital care is particularly related to their satisfaction with nursing care.The aim of the current study was to measure the patients' satisfaction regarding nursing care provided in different hospitals
The importance of nurses in healthcare should be underlined for attempting to create a better task force for better quality care for all. There are certain hurdles which the Nurses in the present healthcare system face. These hurdles arise due to issues at the organizational, state and national level. It is of utmost importance to first recognize and understand each and every possible challenge faced by the nurses in order to deal with them efficiently. Not just recognize and understand them but also find solutions to mitigate them.

OBJECTIVES OF THE STUDY
* To assess the patient's satisfaction regarding nursing care.
* To assess the nurses view for hurdles.

REVIEW OF LITERATURE:
Patient's satisfaction regarding nursing care:
 To evaluate patients' satisfaction with the quality of nursing care and examine associated factors. A crosssectional, descriptive survey study. These was composed of 635 patients discharged from a private hospital. Data were collected using "Patient Satisfaction with Nursing Care Quality Questionnaire" with a total of 19 items, and a questionnaire designed to record socio-demographic characteristics and medical history. Results Patients were more satisfied with the "Concern and Caring by Nurses" and less satisfied with the "Information You Were Given." Patients (63.9%) described nursing care offered during hospitalization as excellent. Patients who were 18–35 years old, married, college or university graduates, treated at the surgery and obstetrics–gynaecology units, and patients who stated their health as excellent and hospitalized once or at least five times were more satisfied with the nursing care. According to this study, the nurses needed to show greater amount of interest to the information-giving process.

MATERIALS AND METHODS
Research Approach: Quantitative research approach
Research Design: Descriptive survey research design
Setting of the study: The study was conducted in the selected tertiary hospital of Metropolitan City.
Population: patients and nurses of a tertiary hospital of Metropolitan City.
Sample Size: 60
Sampling technique: non-probability convenient sampling technique **Tool for data collection:**
Section A: Demographic variables
Section B: It includes questions regarding nursing care
Section C: It includes question regarding the hurdles for nurses while providing nursing care.

Feasibility of study
The investigator found that the setting was appropriate to conduct the study as there is adequate samples present. **Pilot study**
Pilot study is a small scale version of the Actual study. It is conducted with the purpose of testing and potentiality refining research plan. A pilot study is to assess the feasibility of research methodology and endure that the investigation laid out in the protocol was realistic.

Validity and Reliability:
The tool was validated by subject experts in nursing and public health. Pilot testing ensured reliability.

Ethical Considerations:
Ethical approval was obtained from the institutional review board. Written consent was obtained from participants.

RESULTS:
Attitude test in view of hurdle faced by nurses while providing nursing care

| Sr. no.	Hurdles faced by nurses	Strongly agree	Agree	Disagree	Strongly disagree
1	Explaining patient's condition and Treatment	16n(50%)	15n(46.88%)	1n(3.12%)	0
2	Performing documentation work	14n(43.8%)	14n(43.8%)	4n(12.5%)	0
3	Handling non co-operating patient	14n(43.8%)	17n(53.12%	1n(3.12%0	0
4	To build rapport with patient	13n (40. 62%)	18n (56.25%)	1n(3.12%)	0
5	Attending the bell that rings oftenly	18n(56 25%)	13n(40.62%)	1n(3.12%)	0
6	Ideal ratio of nurse and patient is 1.1	13n(40.62%)	18n(56.25%)	0	1n(3.12)
7	Week off nurses getting	14n(43.8%)	12n(37.5%)	6n (18.75%)	0
8	Duty shift your having	9n (28.12%)	20n(62.5%)	3n(9.38%)	0
9	Workload that is to be managed	13n(40.62%0	16n (50%)	3n (9.38%)	0
10	Prolonged standing	24n(75%)	4n(12.5%)	3n(9.38%)	1n(3.12%)
11	Handling clerical work as well as nursing Care	18n(56.25%)	10n(31.25%)	3n(9.38%)	1n(3.12%)
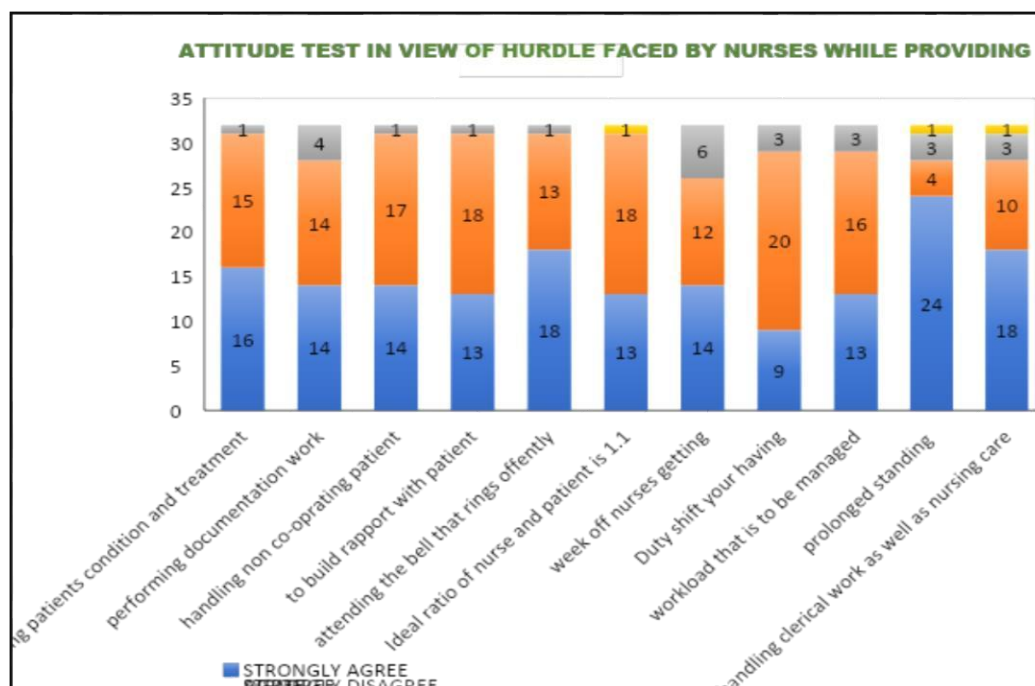
The figure depicts the attitude test in view of hurdle faced by nurses while providing nursing care 32 responses were recorded i.e., **1.** Explaining patient's condition and treatment, **2.** Performing documentation work **3.** Handling non co-operating patient strongly agree (40-45) Agree (46-50) Disagree (6-10) Strongly disagree (0-5) **4.** to build rapport with patient **5.** Attending the bell that rings oftenly **6.** Ideal ratio of nurse and patient is 1:1. **7.** Week off nurses getting strongly agree (55-60), agree (61-65), disagree (6-10), strongly disagree (0N) **8.** Duty shift you are having **9.** Workload that is to be managed **10.**

Prolonged standing **11.** handling clerical work as well as nursing care strongly agree (60-65), agree (4550), disagree (10-15), strongly disagree (1-5).

Total distribution of sample according to patient's satisfaction based on the following logistics

Sr. No.	How Satisfied were you with the logistics?	Strongly Agree	Agree	Disagree	Strongly Disagree
1	She is highly skillful regarding the procedure	21(61.76%)	13(38.23%)	0	0
2	She comes quickly when called	19(55.88%)	13(38.23%)	2(5.88%)	0
3	She oftenly check for your health	23(67.64%)	9(26.47%)	2(5.88%)	0
4	Things explained properly by her	21(61.76%)	11(32.35%)	1(2.94%)	1
5	Aware of your needs	21(61.76%)	12(35.29%)	1(2.94%)	0
6	Ask my permission before performing any nursing procedure	24(70.58%)	7(20.58%)	3(8.82%)	0
7	Assists me in performing ADL	21(61.76%)	12(35.29%)	1(2.94%)	0
8	Meets all hygienic needs	24(70.58%)	9(26.47%)	1(2.94%)	0
9	Administers medications promptly	21(61.76%)	12(35.29%)	1(2.94%)	0
10	Assisting me for elimination	21(61.76%)	11(32.35%)	2(5.88%)	0
11	Capable to identify the needs	23(67.64%)	9(26.47%)	2(5.88%)	0
12	Plans Accurately to overcome the need	22(64.70%)	11(32.35%)	1(2.94%)	0
13	Having positive attitude	24(70.58%)	9(26.47%)	1(2.94%)	0
14	Providing proper knowledge about the patient's condition and treatment	27(79.41%)	6(17.64%)	1(2.94%)	0

TOTAL DISTRIBUTION OF SAMPLE ACCORDING TO PATIENTS SATISFACTION
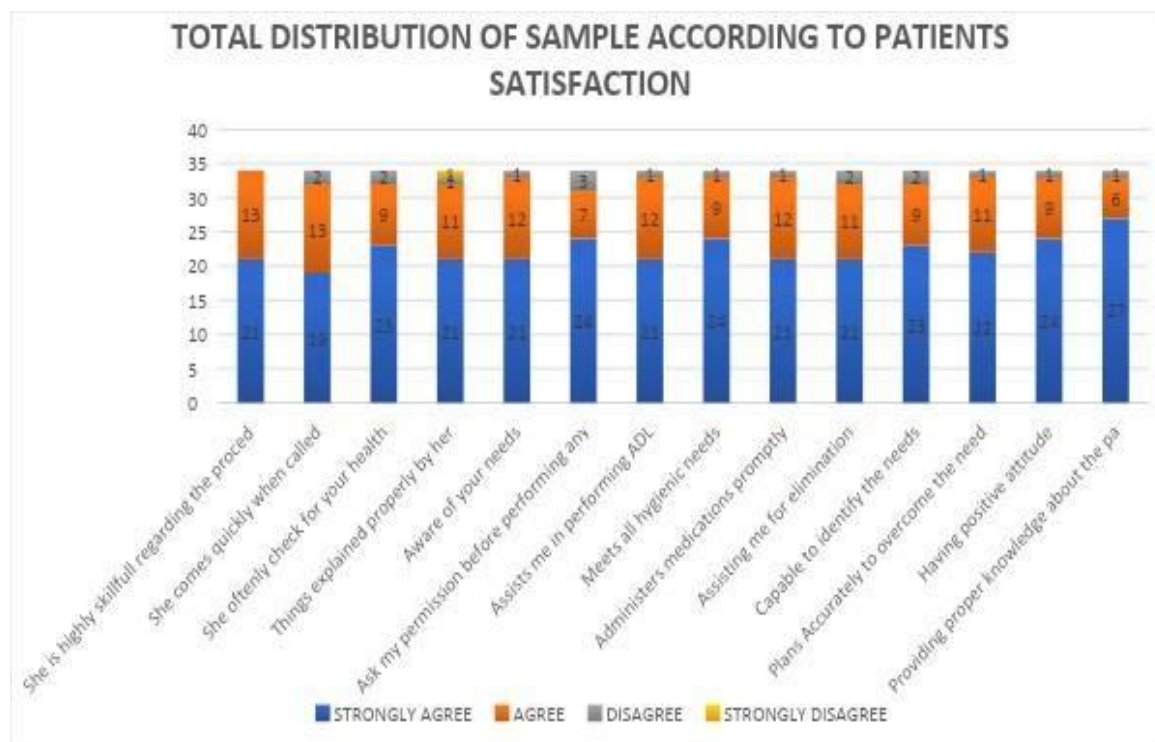
Conclusion: The figure says Total distribution of sample according to patient's satisfaction based on the following logistics 34 responses were recorded i.e.,**1.** She is highly skillful regarding the procedure **2.** She comes quickly when called **3.** She oftenly check for your health **4.** Things explained properly by her **5.** Aware of your needs: strongly agree (100-105), agree (55-60), disagree (6-10), strongly disagree (1-5), **6.** Ask my permission before performing any nursing procedure **7.** Assists me in performing ADL **8.** Meets all hygienic needs **9.** Administers medications promptly. **10.** Assisting me for elimination**:** strongly agree (110-115), agree (51-55), disagree (5-10), strongly disagree (0-5), **11.** Capable to identify the needs **12.** Plans Accurately to overcome the need **13.** Having positive attitude **14.** Providing proper knowledge about the patient's condition and treatment: strongly agree (27N), agree (6N), disagree (1N), strongly disagree (0N).
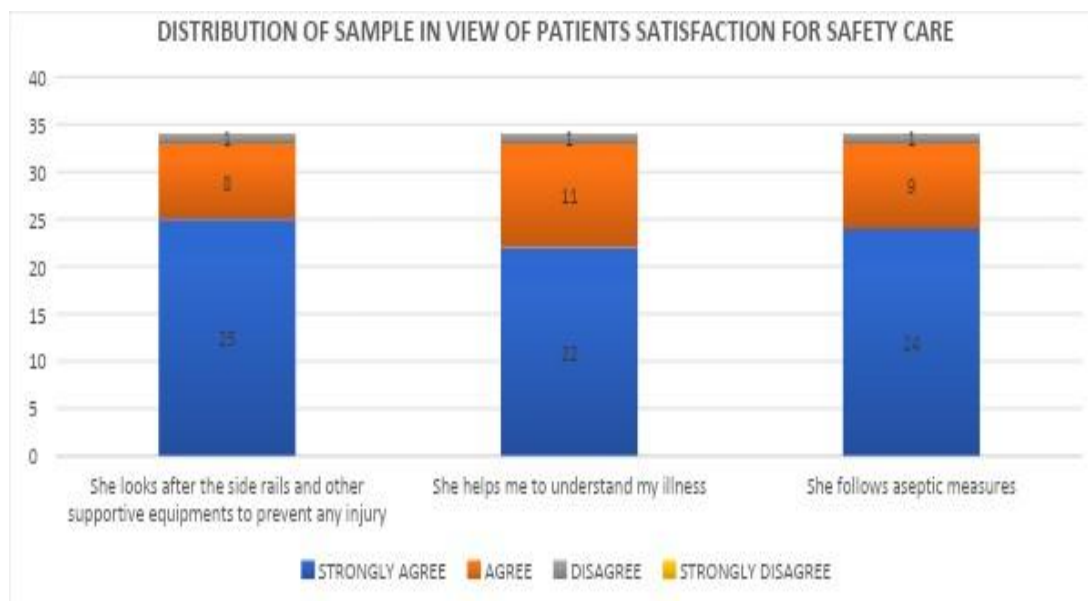
Distibution of sample in view of patients satisfaction regarding psychological care:

Sr. No.	Psychological Care	Strongly Agree	Agree	Disagree	Strongly Disagree
1	She helps out your relatives and friends mind at rest	18(56.25%)	15(44.11%	1(2.94%	0
2	She listens to you and your worries	22(64.70%)	11(32.35%	1(2.94%	0
3	Freedom you are given at the ward	15(44.11%)	16(47.5%	2(5.88%	1(2.94%
4	She is having a positive and soft tone while speaking	19(55.88%)	13(38.23%	1(2.94%	1(2.94%
5	She helps to cope up with the situation	19(55.88%)	14(41.17%	1(2.94%	0

Conclusion: The figure shows Total distribution of sample in view of patient's satisfactionon regarding the psychological care, 34 responses were recorded i.e. **1.** She helps out your relatives and friends mind at rest **2.** She listens to you and your worries **3.** Freedom you are given at the ward **4.** She is having a positive and soft tone while speaking: **5.** She helps to cope up with the situation: strongly agree (90-95), agree (65-70), disagre (6-10), strongly disagree (1-5)

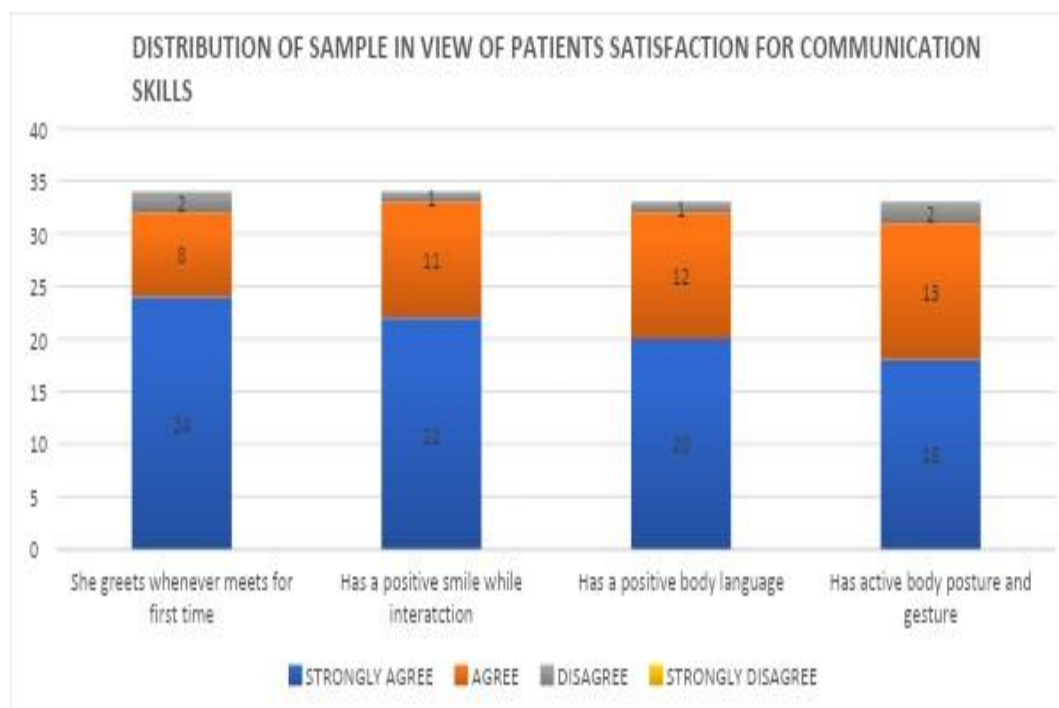**Distribution of sample in view of patients satisfaction regarding safety care:**

Sr.No.	Safety Care	Strongly Agree	Agree	Disagree	Strongly Disagree
1	She looks after the side rails and other supportive equipment's to prevent any injury	25(73.52%)	8(23.52%	1(2.94%)	0
2	She helps me to understand my illness	22(64.70%)	11(32.35%	1(2.94%)	0
3	She follows aseptic measures	24(70.58%)	9(26.47%	1(2.94%)	0

DISTRIBUTION OF SAMPLE IN VIEW OF PATIENTS SATISFACTION FOR SAFETY CARE

Conclusion: The figure depicts Total distribution of sample in view of patient's satisfaction regarding safety care, 34 responses were recorded i.e. **1.** She looks after the side rails and other supportive equipment's to prevent any injury **2.** She helps me to understand my illness **3.** She follows aseptic measures: strongly agree (71-75), agree (25- 30), disagree (1-5), strongly disagree (0)

Distribution of sample in view of patients satisfaction regarding communication skills:

Sr. No.	Communication Skills	Strongly Agree	Agree	Disagree	Strongly Disagree
1	She greets whenever meets for first time	24(70.58%)	8(23.52%)	2(5.88%)	0
2	Has a positive smile while interaction	22(64.70%)	11(32.35%)	1(2.94%)	0
3	Has a positive body language	20(58.82%)	12(35.29%)	1(2.94%)	0
4	Has active body posture and gesture	18(52.94%)	13(38.23%)	2(5.88%)	0

DISTRIBUTION OF SAMPLE IN VIEW OF PATIENTS SATISFACTION FOR COMMUNICATION SKILLS

Conclusion; The figure shows Total distribution of sample in view of patient's satisfaction on regarding safety care, 34 responses were recorded i.e. **1.** She greets whenever meets for first time **2.** Has a positive smile while interaction **3.** Has a positive body language **4.** Has active body posture and gesture: strongly agree (80-85), agree (40- 44)), disagree (6-10), strongly disagree (0)

Distribution of sample according to their hospital stay:

SR NO	During this hospital stay how often did she treat you with courtesy and respect	Frequency	Percentage
1	Never	2	5.88%
2	Sometimes	3	8.82%
3	usually	3	8.82%
4	always	26	76.47%

During this hospital stay how often did she treat you with courtesy and respect
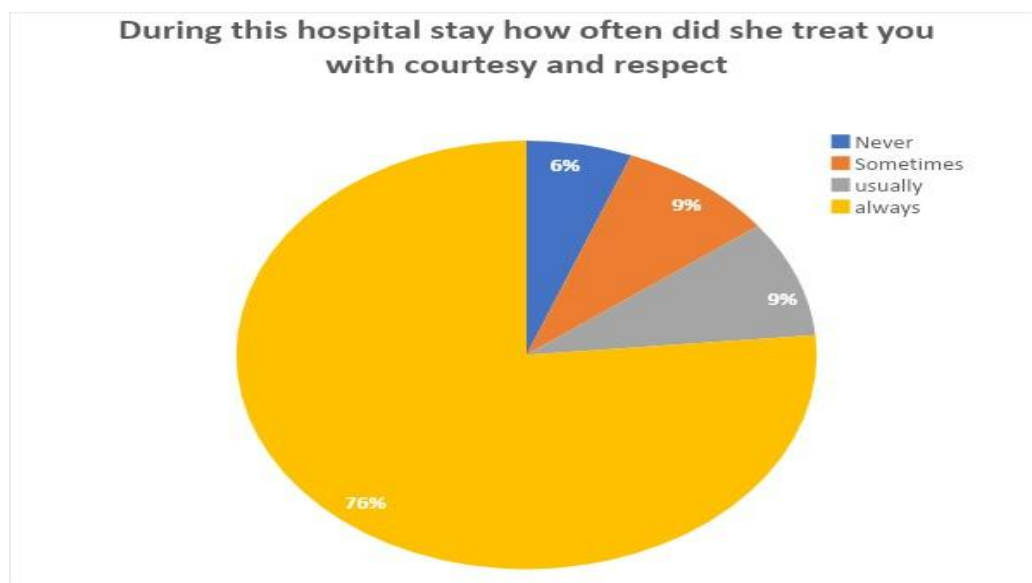
CONCLUSION-

Throughout this study, we have discussed regarding patients satisfaction. The result of the study and extent of this impact depend on several factors and hurdle faced by nurses while providing nursing care. selection overall mean is 21.82, utilization overall mean is 48.77 and hurdle faced by nurses overall mean is 38.17. This is non- experimental survey shows the overall mean of selection, utilization and hurdle faced by nurses relation to patients satisfaction

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