

**ORIGINAL RESEARCH ARTICLE****PERCEPTION OF QUALITY NURSING CARE AMONG PATIENT AND NURSES IN A TEACHING HOSPITAL  
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**ABSTRACT**

This is a descriptive study conducted on patients and nurses in Tribhuvan University Teaching Hospital (TUTH), Kathmandu, Nepal to find out perception of quality nursing care. Structured interview questionnaire for patient and self-administered structure questionnaire for nurses were used to collect data. Main components of quality nursing care included nurses' visit to the patient, understanding the need of patient, communication of nurses, information during admission procedure, and knowledge and competency of nurses. Highest number (60%) of nurses perceived that they visited patient without calling during their duty hour, but highest number (54%) of patients' perceived nurses visited them only on request. Ninety six percent of nurses perceived that they communicated with the patient in friendly manner whereas, only 60% patients perceived in the same way. Eighty eight percent of nurses perceived that they provided information about daily routine activities in the hospital whereas; only 62% of patients had the same perception. All nurses perceived that they understood patient' needs whereas; only 60% patients perceived the same. Similarly 88% nurses perceived that they were knowledgeable and competent, whereas 64% patients perceived nurses were knowledgeable and 72% perceived that nurses were competent.

**Key words:** *Components, Perception, Quality Nursing Care.*

**INTRODUCTION**

Patient's satisfaction is an increasingly important issue both in evaluation and shaping of health care, it should be carried out routinely in all aspects of health care to improve the quality of health services. Perception and judgment of quality are highly individualistic and dynamic.<sup>1</sup> Service provided in different institution and care delivery within the same institution may be different. So, we can find difference in the report of patient's satisfaction.<sup>2</sup> In contemporary health care practice, the patient's voice is regarded as an important contribution to the evaluation of the care.<sup>3</sup> Patient experiences, values, and preferences are increasingly acknowledged as important factors underpinning health-care decision making. The ability to identify patient problems accurately is an important prerequisite for planning and implementing individualized high quality care.<sup>4</sup> Patient can judge the overall quality of nursing care on the basis of their perception of the care received. What one perceives from the outside can differ greatly from that of patient's experience<sup>5</sup>. Nurses are regarded as the hospital frontline representatives<sup>6</sup>.

Therefore it is particularly important that nurses be able to elicit, acknowledge, and take account of patient’s needs, values and expectations when they provide patient oriented care<sup>7</sup>. Therefore this study is conducted to find out the perception of quality nursing care among patient and nurses.

**METHODS**

A descriptive research design was adapted to find out perception of quality nursing care among patient and nurses in a tertiary level hospital, TUTH, Maharajgunj, Kathmandu, Nepal. Out of 100 respondents, 50 patients were selected purposively as participants from medical, surgical and orthopedic wards using simple random sampling technique. Among 64 nurses, 50 nurses were selected from same wards by using simple random sampling technique. A written permission was taken from concerned authority and an informed verbal consent was taken from the participants of the study. Patients admitted in Medical (male medical and female medical) ward, Surgical (male surgical and female surgical) ward and Orthopedic ward were included in this study. Patients who were able, willing to participate and stayed more than three days were inclusion criteria for this study. Ten respondents from each ward were selected purposively. Similarly nurses who had been working in those same wards at least six months and who were willing to participate were included in the study.

Data were collected within the period of August 17, 2010 to Sept. 17, 2010 by using interview questionnaire from patients and self-administered structured questionnaire from nurses. The collected data were analyzed by using descriptive statistics in terms of frequency and percentage. The findings of the study are presented in the tables below.

**RESULTS**

Most of the nurses perceived that they provided information about drinking water, toilet and bathroom, and rules and regulations of hospital during the period of admission to the patients, however only few of the perceived the same.

**TABLE 1: Information Provided During Admission by the Nurses (n=100)**

| Information                           | Nurses (n=50) |          | Patient (n=50) |          |
|---------------------------------------|---------------|----------|----------------|----------|
|                                       | Always        | Sometime | Always         | Sometime |
| Drinking water                        | 48 (96%)      | 2 (4%)   | 22 (44%)       | 26 (52%) |
| Toilet and bathroom                   | 47 (94%)      | 3 (6%)   | 24 (48%)       | 26 (52%) |
| Daily routine activities              | 44 (88%)      | 6 (12%)  | 31 (62%)       | 19 (38%) |
| Rules and regulation of hospital      | 43 (86%)      | 7 (14%)  | 23 (46%)       | 27(54%)  |
| The time for breakfast, lunch, dinner | 34 (68%)      | 16 (32%) | 24 (48%)       | 26(52%)  |

Regarding perception of nursing activities during admission procedure, 18% nurses have very good perception while only 4% patients perceived it the same way.

**TABLE 2: Perception Regarding Nursing Activities during Admission (n=100)**

| Variables                                | Nurse* (n=50) | Patient** (n=50) |
|--|---------------|------------------|
| I should carry my job*/very good**       | 9 (18%)       | 2 (4%)           |
| I should follow the rules*/good**        | 40 (80%)      | 27 (54%)         |
| I should have appropriate manner*/fair** | 1 (2%)        | 21 (42%)         |

\*refers to the questions for the nurses and \*\* refers to the patient.

About 4/5<sup>th</sup> of nurses and patient perceived that medication is always given on time and nearly 1/3<sup>rd</sup> of nurses and patient perceived that nurses are always available. While the contrary perception were found in respecting patient’s privacy and responding to the patient in between nurses and patient as 78% nurses perceived that they always maintain patient’s privacy while only 6% patient perceived the same. Similarly 56% nurses perceived that they always respond to the patient while only 22% patient perceived the same. (Table 3)

**TABLE 3: Perception Regarding Different Activities of the Nurses (n=100)**

| Nursing Activities           | Nurse (n=50) |          | Patient (n=50) |          |
|------------------------------|--------------|----------|----------------|----------|
|                              | Always       | Sometime | Always         | Sometime |
| Medication on time           | 44 (88%)     | 6 (12%)  | 40 (80%)       | 10 (20%) |
| Respecting patient’s privacy | 39 (78%)     | 11 (22%) | 6 (12%)        | 44 (88%) |
| Availability of the nurses   | 18 (36%)     | 32 (64%) | 16 (32%)       | 34 (68%) |
| Responding to the patient    | 28 (56%)     | 22 (44%) | 11 (22%)       | 39 (78%) |

Sixty percent nurses perceived that they supervised

admitted patient during duty hours while 40% patients perceived the same. Twenty eight percent nurses perceived that they visited patient only on the patient’s request but nearly double (54%) patients perceived the same. (Table 4)

**TABLE 4: Perception Regarding the Nurses Visit to the Patient (n=100)**

| Nurses visit to the patients  | Nurses (n=50) |       | Patients (n=50) |       |
|-------------------------------|---------------|-------|-----------------|-------|
| Supervision during duty hour  | 30            | (60%) | 22              | (44%) |
| Routinely while shift changes | 29            | (58%) | 24              | (48%) |
| Visit on patient’s request    | 14            | (28%) | 27              | (54%) |

**\*Multiple responses**

All nurses perceived that they understand needs of the patient, whereas, only 30 % patients perceived in similar manner. Similarly, almost nurses (98%) perceived that they initiate to maintain clean and peaceful environment while 74% patient perceived it. Regarding the prompt service given to the patient, 90% nurses perceived that they were providing it, whereas, 60% patient had the same perception. (Table 5)

**TABLE 5: Perception Regarding the Needs of the Patients (n=100)**

| Need of Patient   | Nurses (n =50) |          | Patient (n =50) |          |
|---|----------------|----------|-----------------|----------|
|   | Agree          | Disagree | Agree           | Disagree |
| Nurses understand the needs of the patient.                 | 50 (100%)      | 0        | 30 (60%)        | 20 (40%) |
| Nurses initiate to maintain clean and peaceful environment. | 49 (98%)       | 1 (2%)   | 37 (74%)        | 13 (26%) |
| Nurses provide prompt service to the patient                | 45 (90%)       | 5 (10%)  | 30 (60%)        | 20 (40%) |
| The cost of hospital services is reasonable                 | 34 (68%)       | 16 (32%) | 18 (36%)        | 32 (64%) |

Majority (88%) of nurses perceived that they were knowledgeable and competent for providing patient care, while 64% and 72% patients perceived that nurses were knowledgeable and competent to provide nursing care respectively. (Table 6)

**TABLE 6: Perception Regarding the Knowledge of the Nurses (n=100)**

| Statements  | Nurses (n =50) |          | Patient (n =50) |          |
|---|----------------|----------|-----------------|----------|
|   | Agree          | Disagree | Agree           | Disagree |
| Nurses are knowledgeable to answer the patient’s questions. | 44 (88%)       | 6 (12%)  | 32 (64%)        | 18 (36%) |
| Nurses show the competency while giving patient care.       | 44 (88%)       | 6 (12%)  | 36 (72%)        | 14 (28%) |

Our study shows there is a gap in the perception regarding communication between the nurses and the patients. Nearly 1/3<sup>rd</sup> of gap is seen in between nurses’ and patients’ perception in statement 2, 3, and

4. While more than 1/5<sup>th</sup> and less than half of gap is seen in statement 5 and 6 respectively. (Table 7)

**TABLE 7: Perception Regarding Communication of the Nurses (n=100)**

| Statements  | Nurses (n =50) |          | Patient (n =50) |          |
|---|----------------|----------|-----------------|----------|
|   | Agree          | Disagree | Agree           | Disagree |
| Nurses have empathy and willingness to help   | 49 (98%)       | 1 (2%)   | 41 (82%)        | 9 (18%)  |
| Nurses explain to patient before any procedure is carried out                       | 48 (96%)       | 2 (4%)   | 29 (58%)        | 21(42%)  |
| Nurses communicate with the patient in a friendly way.                              | 48 (96%)       | 2 (4%)   | 30 (60%)        | 20 (40%) |
| Nurses maintain courtesy and the individual respect while dealing with the patient. | 46 (92%)       | 4 (8%)   | 24 (48%)        | 26 (52%) |
| Nurses listen to patient’s problem attentively.                                     | 45 (90%)       | 5 (10%)  | 34 (68%)        | 16 (32%) |
| Nurses obtain feedback from the patients.   | 43 (86%)       | 7 (14%)  | 19 (38%)        | 31(62%)  |

**DISCUSSION**

In the study, higher percentage of nurses and patient had good perception regarding different activities of nurses “Medication on time”; regarding Needs of the patient “Nurses initiate to maintain clean and peaceful environment”; regarding Knowledge of the nurses “Nurses show competency while giving patient care” and regarding Communication of the nurses “Nurses have empathy and willingness to help”.

Majority of the nurses perceived that they 'always' provide information about rules and regulations of hospital, daily routine activities, toilet and bathroom, drinking water, timing for meal whereas majority of the patients perceived conversely. Another study findings revealed that among 100 hospitalized patients, only 20% of patients were fully satisfied with the information provided by nurses, 45% of patients were partially satisfied and 35% of patients were not satisfied at all<sup>8</sup>. Therefore this finding is consistent with the patient's perception in this study. Regarding the perception in maintaining the patient's privacy, this study revealed that 78% nurses perceived that they 'always' maintain the patient's privacy. Another study found that their privacy was not respected and nurses were not providing adequate information<sup>9</sup>. Higher percentage of nurses (>90%) perceived that they were providing prompt service, maintain courtesy and individual respect, communicate in friendly way, and having empathy and willingness to help the patient; higher percentage of patient (>50%) perceived the same although there is greater difference between the nurses' and patients' perception. Another study shows that 61% nurses provided prompt services to the patient and 63% of patients rated that they were satisfied with nurses showing sympathy and willingness to help their patients<sup>10</sup>.

## CONCLUSION

It is concluded that most of the nurses perceived that they were performing major nursing activities during patient care, while the majority of patients have different perception than the nurses have. Therefore based on these findings, improvements are needed regarding certain aspects of nursing activities, like the system of getting feedback from patients and their family members, maintaining courtesy and individual respect, understanding the need of basic care for the patient, and explanation of the procedure to the patient before carrying out, are appearing to be of prime concern. Similarly, friendly communication with the patient and prompt service to the patient are also to be a concern. Finally, Nurses need to be more aware that patients and nurses often hold disparate views of the priorities in nursing care.

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