

# Patient's Perception Regarding Nursing Care at Inpatient Department of Hospitals in Bhaktapur District

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**Abstract-** Health is a fundamental human right and essence of productive life. Hospital is the part of social system which provides health care services to the sick people. The services at hospital is mostly depends on the nursing care because they spend more time with patients care for their better health. The study objective is to assess the patients' perception regarding nursing care in Inpatient Department off Hospitals in Bhaktapur District. A descriptive cross- sectional study was used to study patients' perception on nursing care at hospitals in Bhaktapur District. A total of 140 respondents were selected for the study by questionnaire including Likert Scale was used to collect the data. Descriptive and inferential statistic (Chi – Square Test) was used to identify the association between the variables by using SPSS version 21. Results: The results of the study showed that the mean age of respondents was 43.21 with SD (+) or (-) 18.9. The total mean score of patients' perception of nursing care on Likert Scale was 97.32 out of 115, with a standard deviation of (+) or (-) 13.45 and 63.6 % of respondents (n=89) had positive perception whereas 36.4% of respondents(n=51) had negative perception on overall aspect of nursing care. There were 33.6% of respondents (n=47) who had negative perception in the dimension of Physical Environment and Facilities. Conclusion and Recommendation: The finding showed that there was no association between demographic characteristics with the levels of perception with the nursing care. Recommendation: In order to provide quality health care services and facilities to the patients the patients' perception towards nursing services should be monitor routinely at the hospital

**Keywords**—Inpatient Department, Nursing Care, Patient Perception

## I. INTRODUCTION

Perception can be defined as the way of thinking about or understand someone or something. Patient's Perception is generally considered as the patient's view of services received and the results of the treatment.

Patients are the main user for every hospital. The primary function of the hospital is supporting the patients' total medical care during a period of an illness in the hospital. The patient care in hospital is mostly depending on the quality of nursing care. As quality nursing care is the heartbeat of the hospital. It helps to run the hospital smoothly and also help patients on reducing the average length of stay at the hospital. Patients' Perception with quality of nursing care in hospital is considered to be important element for the quality improvement of the hospital. It may affect

patients' health outcomes and their behaviour or psychological well- being after hospital stay.

Nurses' attitudes towards patients have great influence on patients' perceptions of nursing care. They have a lot of expectations from nurses about their care. Hence, they require a lot of information about their conditions, procedures, treatment options and expectations on nursing care during hospitalization. This study therefore, intended to assess some thematic areas that have not been addressed such as perceptions and experiences regarding nursing care

## II. OBJECTIVES

### General Objective

The general objective of this study is to assess the patients' perception regarding nursing care in a selected hospital wards.

### Specific Objectives

The specific objectives of this study are as follows:

- To identify the patients' perception towards of nursing care in the wards.
- To assess the patient's perception on the nursing Attitude and behaviour.
- To assess the patient's perception on physical facilities and physical environment.
- To identify the role of patients' length of stay to determine patients' perception on nursing care.

## III. LITERATURE REVIEW

A study on Patients' Perception towards Quality Nursing Care done by Gupta BS et.al, 2014) was a descriptive quantitative and qualitative research design was adopted and study areas were Bir-hospital and Tribhuvan University Teaching Hospital (TUTH). Non probability purposive sampling technique with semi structured interview questionnaire including Likert Scale was used to collect the data. Descriptive and inferential statistics were used for analysis. Overall perception of respondents about nursing care (nurses' behavior, safety and security and admission procedure) is positive as 182 (91%) perceived positively, whereas 18 (9%) perceived negatively (not positive). A study concluded that most of the respondents showed positive attitude towards quality nursing care in both hospitals.

Another study done in Pakistan, (Khan, et.al, 2007) showed that out of 122 patients 45% of patients were satisfied with the care provided, while 55% were partially dissatisfied. Among six dimensions of care, 94% liked nursing practice of keeping privacy of patients, 84% had negative experiences as they observed nurses were not attentive to their needs, particularly at night. It was concluded that the patients' expectations were not sufficiently met.

A study on Patients' Perception of quality nursing care in a Chinese hospital, study 440 patients (purposive sample) in 18 inpatient nursing units in a China hospital were selected. A questionnaire on the perception of quality nursing care scale was distributed to patients to find out the level of quality care perceived by them. The overall mean score and each category mean score of the quality of nursing care as perceived by patients were at a high level. Patients perceived the highest mean score in the category of progress of the nursing process, while they perceived the lowest in preconditions for care. Also, it was observed that quality nursing care presented a challenge for nursing administrators to develop strategies for improving nursing care in those categories where patients had lower quality nursing care than others, such as psychological support or the nurse's sense of humor. (Shi H. Zhao at.el, 2011)

It can be summarized that patients' perceptions of nursing care determines the quality of nursing care. Patient's satisfaction affected by patient's characteristics, nurses' behaviour and professional knowledge and skills. Therefore, the patient may become more satisfied with nursing care if nurses meet patient's needs, expectations and provide adequate information on patient's condition and treatment

#### IV. METHODOLOGY

A cross sectional descriptive study design was used to measure patients' perception of nursing care in inpatient department of selected hospital in Bhaktapur District. Total of 140 patients selected for the study by using purposive sampling technique based on inclusion criteria (patients aged above 18 years or older and have spend at least 24 hours or more).

A self – interview questionnaire with a verbal consent of respondents was used for data collection.

The collected data was analyzed using statistical package for social sciences (SPSS). Results were presented in descriptive statistics and inferential statistic (Chi- Square test).

#### V. RESULT AND DISCUSSION

The results showed that the mean age of samples were 43.21 with SD (+) or (-) 18.9. Half of the respondents were males (52.1%) while females respondents were (47.9%). Out of 140 respondents the youngest patient was 18 years and oldest was 86 years old. The mean score was 43.21 and standard deviation (SD) was (+) or (-) 18.09. The average length of stay was 5.9 days and most of them (71.4%) were stayed in the ward for 2-5 days. A very few patients (12.1%) and (16.4%) were stayed for 6-9 days and 10 days more.

Table 1: Mean, standard deviation, frequency and percentage of overall patients' perception of nursing care

Perception	Frequency	Percent
Positive (Perception ≥ mean)	89	63.6
Negative (Perception < mean)	51	34.4
<b>Mean = 97.32</b>	<b>SD=13.45</b>	<b>Max=115</b>
		<b>Min=51</b>

Table 2: Frequency and Percentage distribution of patients' perception of nursing care in various Aspects

Aspects	Positive		Negative	
	No	%	No	%
Interpersonal Care at ward	91	65.0%	49	35.0%
Attitude and Behavior	98	70.0%	42	30.0%
Physical Environment & Facilities	93	66.4%	47	33.6%

Table 3: Association between patients' length of stay and their perception of nursing care

Length of Stay (day)	Total	Perception Level		Chi Square- Value
		Positive No %	Negative No %	
2-5 Days	100	64 64%	36 36%	$\chi^2$ 0.09
6-9 Days	17	11 67.70%	6 35.30%	DF 2
>10 Days	23	14 60.90%	9 39.10%	P 0.956

Table 1 shows that the Table 4.1.12 shows that the total mean score of patients' perception of nursing care was 97.32 with standard deviation of (+) or (-) 13.45. This indicates that the patients' perception of nursing care is positive (63.6%).

Table 2 reveals the three aspects of nursing care such as interpersonal care at ward, Nurses Attitude & Behavior, and Physical environment & facilities. Above 60% patients had positive perception regarding these three aspects. There were 1/3 patients had negative perception in the aspects of interpersonal care, attitude & behaviour and physical facilities.

Table 3 showed that the association between patients' length of stay and perception of nursing care and there were not statistically significant.

#### Conclusion and Recommendation

This study on patients' perception of overall aspects of nursing care was positive. A Patients' perceived on support service facilities i.e , safe drinking water, bed linen and visitors sitting chairs was negative, so support service should be properly in order to increase positive patients' perception on nursing care. This study finding helps the hospital administrator/policy maker to plan and develop strategies focused on quality nursing care. Therefore, a hospital should organize nursing education programme and skill training workshops for the nurses in order to improve patients' perception of quality of nursing care.

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