

A STUDY TO EVALUATE QUALITY OF NURSING CARE PRACTICES AND PATIENT SATISFACTION AMONG PARTURIENTS ADMITTED IN OBSTETRIC UNITS OF A SELECTED TERTIARY CARE HOSPITAL AT LUCKNOW

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INTRODUCTION

The present study was undertaken to evaluate quality of nursing care practices and patient satisfaction among parturient admitted in obstetric units of a selected tertiary care hospital at Lucknow.

The objectives of the study were:

- 1. To assess the quality of nursing care practices provided to parturients admitted to the obstetrics unit of a territory hospital at Lucknow.*
- 2. To determine the maternal satisfaction level among parturients admitted to obstetric units of a tertiary care center.*
- 3. To associate the quality of nursing care practices with patient satisfaction in a selected territory care hospital at Lucknow.*
- 5. To associate the relationship between quality of nursing care practices and demographic variables.*
- 6. To associate the relationship between patient satisfaction and demographic variables.*
- 7. To identify the gap in level of care in nursing services related to quality assurance programme and patient satisfaction.*

REVIEW OF LITERATURE

A review of literature is a systematic search work to gain information about a research topic. Conducting a review of literature is a challenge and enlightening experience. Through a literature review, researcher generates a picture of what is known already about a particular situation and the knowledge gap that exists between the problem statement and the research subject problems and lays a foundation for the research plan.

The typical purpose for analysing or reviewing existing literature is to generate research question to identify what are known and what are not known about the topic, to identify the conceptual of theoretical tradition with in the bodies of literature and to describe methods of enquiry used to earlier work including the success and short comings. The literature review was based on an extensive survey of books, journals, PubMed, Research gate and Semantic scholar. A review of research and non research literature relevant to the study was taken, which helped the investigator to develop deeper insight into the problem and gain information on what has been done in the past.

Here the review of literature related to the purpose of the present study has been divided under the various heading like Literature related to Patient satisfaction with nursing care practices, literature related to Quality Assurance and literature related to Nursing Audit. Few of them are discussed below

a) According to Panneerselvam S, quality is the key component for every individual in each aspect of life. In order to have the clientele satisfaction every organization consider quality as an important aspect while planning their consumer services. Health care industry having no exception strives to achieve this through quality nursing services. Patient care using the nursing process model helps nurses to care for the patients in a progressive manner. As the components include initial and ongoing assessment, planning need based care, appropriate measures to implement and evaluate the services. The author has also identified few issues like lack of professional ethics, gender bias, staff shortage, unemployment and maltreatment at the workplace, which may pose hindrance to the implementation of quality services and the outcome.

b) A quality survey done in Isreal analyzed, nursing care on four main aspects of nursing process covering thirteen hospitals which included 119 med-surg wards among 2065 patients. Patient Classification Form to assess the dependency level and monitor to measure level of nursing care in med-surg wards. Variables associated with quality of nursing care were patient dependency, size of ward and hospital. The survey suggested that maximum quality nursing care is associated with physical needs of patients and minimum with assessment and planning of patient care. Then also dependency level were the more difficult factor of all.

c) Dickey S Johnson BSN, Marijo Burkes MSN carried out a study from Oct to Dec2010 Comparison was done between the manual charting and computerized charting of vital parameters, IV infusions, oral intake and output details and medicine administration among 50 samples. Duration of this study: 7 days of data collection in the Pre-implementation phase, thereafter gap of 2 months permitted, implementation phase, gap of five months and then post-implementation phase data collection. Through this study it was identified that computerized charting method yielded more hours for

patient care activities and change in the attitude of nurses towards use of computers and definitely increased the charting quality.

d) Karaca.A, Durna Z conducted a descriptive survey in a Private Hospital among 635 in-patients on their discharge with an aim to assess patients' level of satisfaction on nursing care quality and the related factors. A 19-item questionnaire on the quality nursing care and patient level of satisfaction along with a tool to obtain socio-demographic and medical information. Result depicted that the subjects 63.9% were much satisfied with the care and concern of nurses and least with the comprehensive information provided by them. It revealed the fact that nurses need to take greater initiative in providing information to the patients.

e) A study done among the in-patients of adult wards of the following departments; Medicine, surgery and Gynaecology. The aim was to assess the experience of nursing care and related factors. Convenient sampling method adopted and used a modified version of Experience with Nursing Scale of Newcastle. Data analyzed using SPSS version 16. Logistic regression done (Binary & Multiple) . Among 374 patients the response rate was 100%. Above mean rating was found to be 90% , noteworthy predictors were the type of job of patients (AOR:2.90) and the number of night stay of the patients (AOR:0.26) in the hospital. One in ten patients under rated the nursing experience hence need to be sensitized how to utilize the nursing services if they had to stay longer in the hospital.

Table 1: Socio-demographic data

Parameters		No of cases	Percentage (n=600)
Age (Yrs)	18 – 20	49	8.2
	21 – 25	298	49.7
	26 – 30	169	28.2
	31 & above	84	14.0
Religion	Hindu	424	70.7
	Christian	59	9.8
	Muslim	100	16.7
	Others	17	2.8
Educational status	Primary	58	9.7
	Secondary	131	21.8
	Higher secondary	204	34.0
	Graduate & above	207	34.5
Occupation	Home maker	419	69.8
	Private employee	112	18.7
	Govt. employee	69	11.5
Income of family (Rs)	<10000	8	1.3
	10001 – 15000	55	9.2

	15001 – 20000	123	20.5
	20001 & above	414	69.0
Type of family	Nuclear	416	69.3
	Joint	136	22.7
	Extended	48	8.0
Type of diet	Vegetarian	291	48.5
	Non-vegetarian	248	41.3
	Mixed	61	10.2
Place of residence	Rural	378	63.0
	Urban	222	37.0

Methodology:

Descriptive cross-sectional research study was conducted in Tertiary care hospital at Lucknow. For evaluating the practices being followed in the nursing care using checklist, observation for at least two-man hours per day was done for 08 months which was translated as 360 hours for 06 months. Purposive sampling was employed to recruit 600 mothers who got admitted in Maternity ward for delivery services. Patient satisfaction questionnaire and checklists were selected for data collection. Descriptive and inferential statistics were used for data analysis.

Tools to be used

- a. Demographic data of parturients
- b. Checklist to assess maternal satisfaction on interpersonal aspect of nursing care.
- c. Checklist to assess maternal satisfaction on informative aspect of nursing care.
- d. Checklist to assess maternal satisfaction on technical aspect of nursing care.
- e. Observation checklist for ANC nursing care practice.
- f. Observation checklist for intranatal nursing care practice.

Data Analysis :

The data analysis was planned to include both descriptive and inferential statistics. Frequency and percentage distribution were used to describe socio-demographic variables and their association with maternal satisfaction and quality nursing care. Chi square test was used to find the association between quality of nursing care and maternal satisfaction.

Results:

13% of the sample was satisfied with the nursing care practices and 87% were partially satisfied. Maternal satisfaction was assessed for attributes like interpersonal, informative and technical aspect of nursing care. 71% of the nurses had good practice score on quality of nursing care, 17% had average score and 12% had poor score. 72% of the nurses had good practice score in ANC care, 15% had average score and 12% had poor score. 70% of the nurses had good practice score in intranatal nursing, 22% had average score and 8% had poor score. P value was taken as 0.81 and chi value as 0.43. Maternal satisfaction and practice scores were also compared to various demographic data.

DISCUSSIONS :

With respect to assess the quality of nursing care practices provided to parturients admitted to the obstetrics unit of a Tertiary Care Hospital at Lucknow. It was found that 71% had good, 17% had average and 12% had poor practice score on quality of nursing care. Also, 72% had good, 15% had average and 13% had poor practice score on ANC nursing care, whereas, 70% had good, 22% had average and 8% had poor practice score on intranatal nursing care.

With regard to determine the maternal satisfaction level among parturients admitted to obstetric units of a tertiary care center, it was found that the study results show that 13% of parturients were satisfied and 87% were partially satisfied. Also, 20.8% were satisfied, 77.3% were partially satisfied and 1.8% were not satisfied with interpersonal aspect of nursing care. Similarly, 9.5% were satisfied, 90.5% were partially satisfied with informative aspect of nursing care. In addition, 33% were satisfied and 66% were partially satisfied with technical aspect of nursing care.

With regard to the quality of nursing care practices with patient satisfaction it was discovered that 71% found the quality of nursing care good, out of which 12.4% were satisfied and 87.6% were partially satisfied with nursing care. 17% found the quality of nursing care average, out of which 14.7% were satisfied and 85.3% were partially satisfied with nursing care. 12% found the nursing care poor, out of which 13.8% were satisfied and 86.2% were partially satisfied.

With regard to the relationship between the quality of nursing care practices and demographic variables, it was seen that there is no association between quality of nursing care practices and demographic variables. Hence, there is no significant relation between quality nursing care in delivery room with selected demographic variables. There is no significant relation between mother's satisfaction in delivery room with selected demographic variables. Hence, H_0 was acceptable.

CONCLUSION:

The study concluded that there is no association of maternal satisfaction and quality of nursing care with socio-demographic variables. Also, it is revealed that parturients are mostly partially satisfied with interpersonal, informative and technical aspects of nursing care.

The study recommended that nurses have a pivotal role in care of parturient and they should be motivated to enhance their quality of care and practice in labour room.

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“In all your ways acknowledge Him, and He shall direct your paths”.

Proverbs 3:6

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Table 2: Socio-demographic data

	Parameters	No of cases	Percentage (n=600)
Birth order of present pregnancy	One	246	41.0
	Two	234	39.0
	Three	107	17.8
	Four & above	13	2.2
No of live children's	No	298	49.7
	One	231	38.5
	Two	56	9.3
	Three & above	15	2.5
Sources of pregnancy related information	Newspaper / Magazine /book	30	5.0
	Electronic sources	201	33.5
	Friend/neighbor/relative/family members	183	30.5
	Health personnel	186	31.0
Duration of pregnancy (Weeks)	36 – 37	454	75.7
	38 – 39	119	19.8
	40	19	3.2
	Above 40	8	1.3
Associated health problems	Respiratory	36	6.0
	Neurological	6	1.0
	Hormonal	48	8.0
	Others	510	85.0

Maternal satisfaction	No of cases	Percentage
45 – 105 (Satisfied)	78	13.0
106 – 165 (Partially satisfied)	522	87.0
166 – 225 (Not satisfied)	0	0
Total	600	100.0

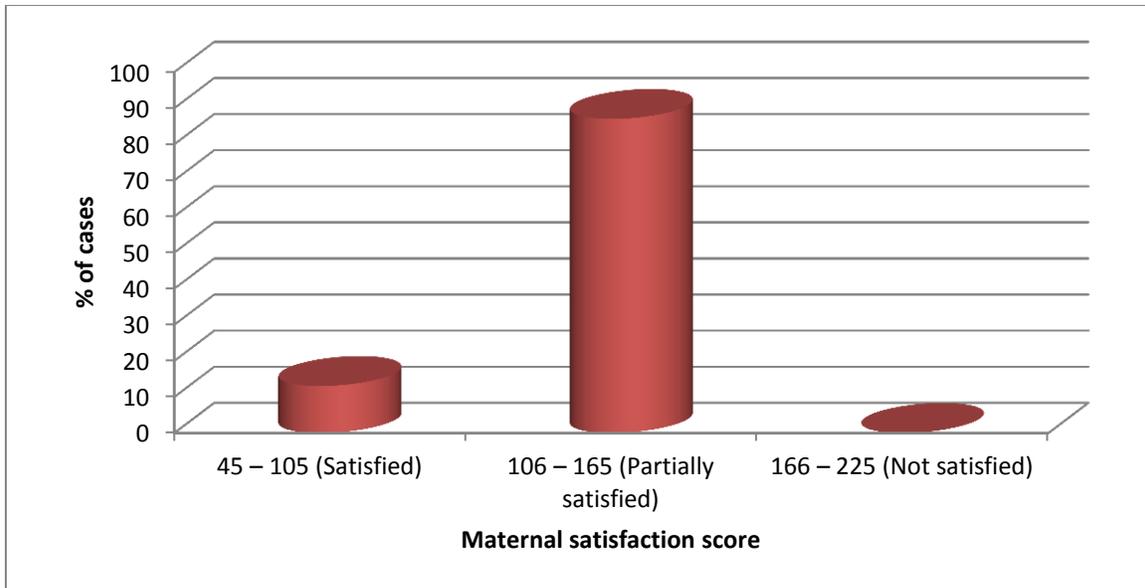


Table 4: Assess the maternal satisfaction level on interpersonal aspect of nursing care in study group

Maternal satisfaction	No of cases	Percentage
15 – 35 (Satisfied)	125	20.8
36 – 55 (Partially satisfied)	464	77.3
56 – 75 (Not satisfied)	11	1.8
Total	600	100.0

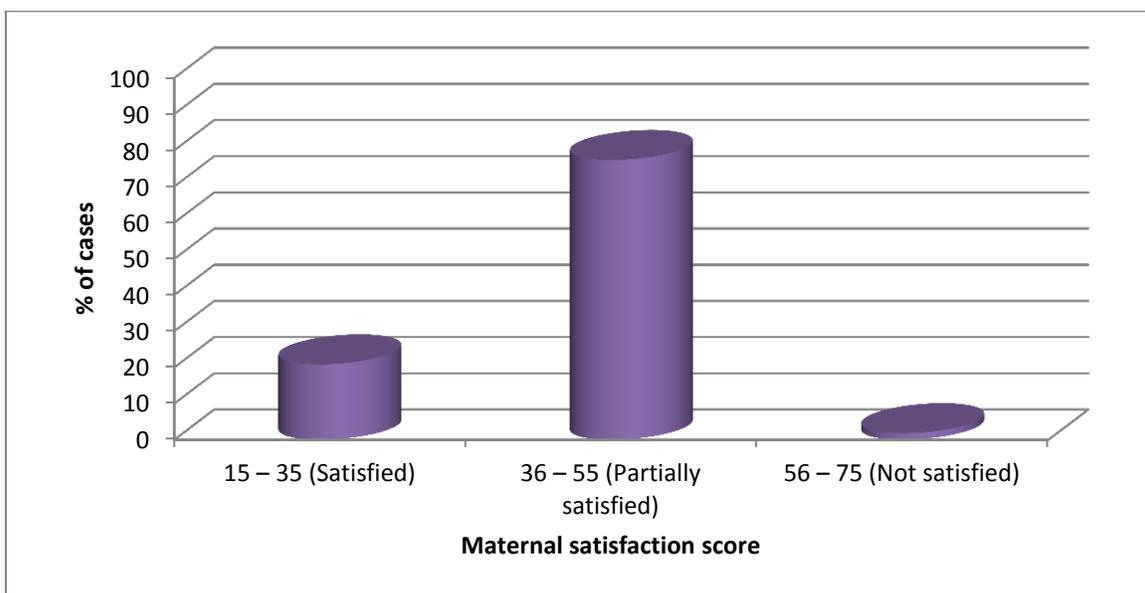
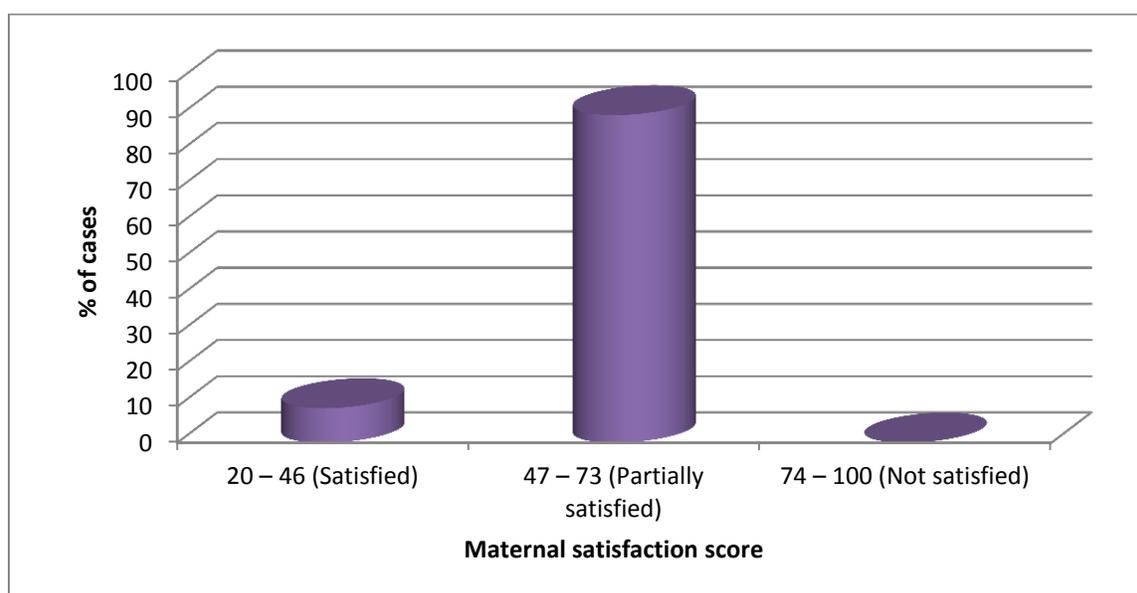


Table 5 : Assess the maternal satisfaction level on informative aspect of nursing care in study group

Maternal satisfaction	No of cases	Percentage
20 – 46 (Satisfied)	57	9.5
47 – 73 (Partially satisfied)	543	90.5
74 – 100 (Not satisfied)	0	0
Total	600	100.0

**Table 6 : Assess the maternal satisfaction level on technical aspect of nursing care in study group**

Maternal satisfaction	No of cases	Percentage
10 – 23 (Satisfied)	204	34.0
24 – 36 (Partially satisfied)	396	66.0
37 – 50 (Not satisfied)	0	0
Total	600	100.0

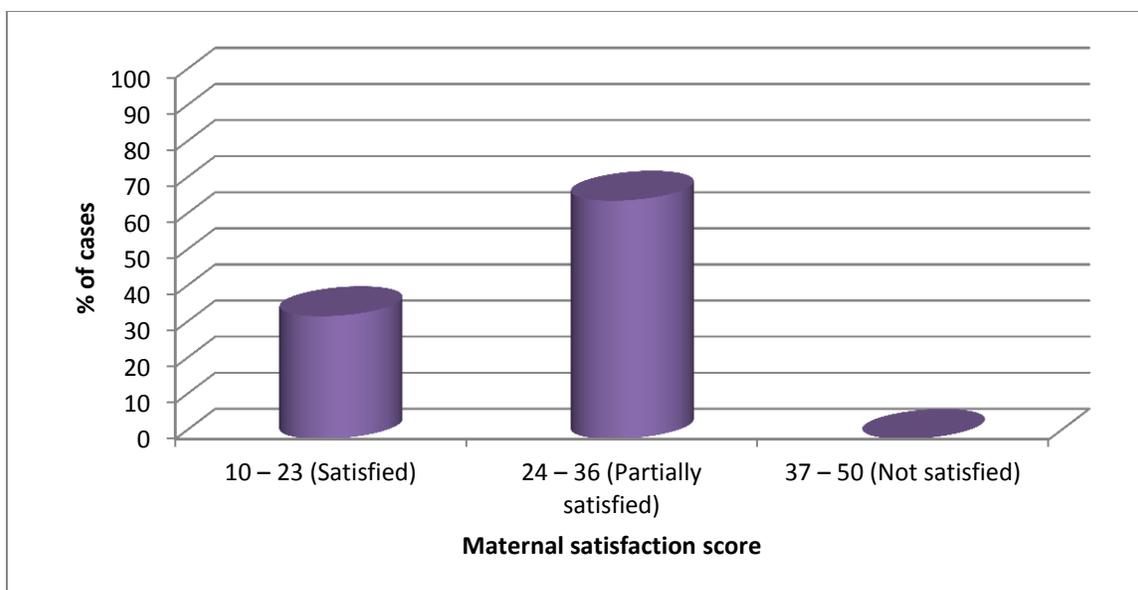


Table 7: Assess the practice score on quality of nursing care in study group

Practice score	No of cases	Percentage
0 – 15 (Poor)	72	12.0
16 – 30 (Average)	102	17.0
31 – 46 (Good)	426	71.0
Total	600	100.0

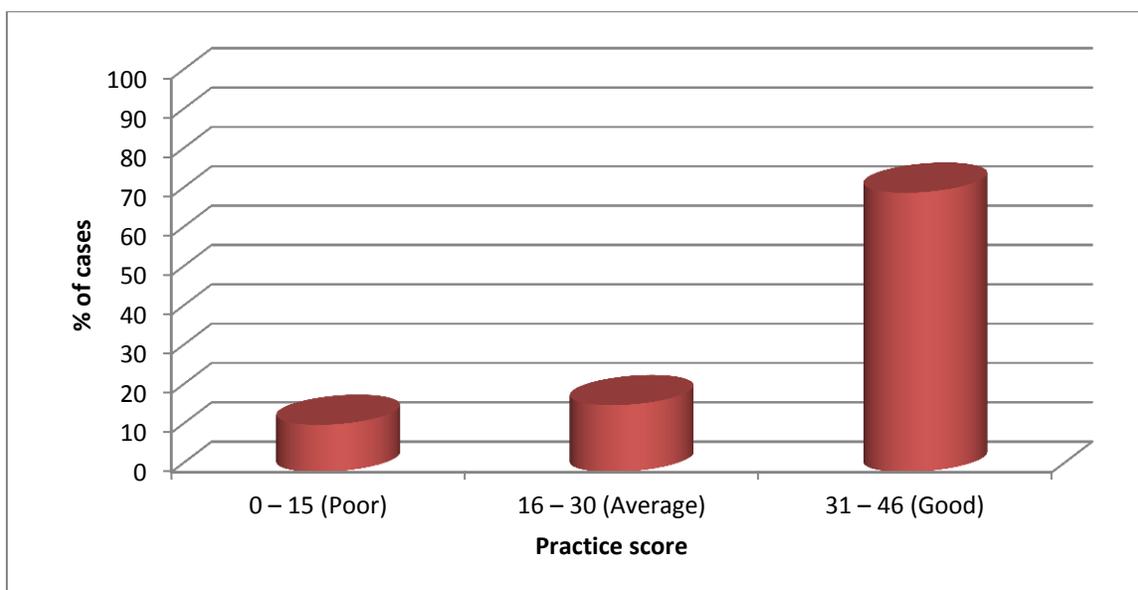


Table 8: Association between quality of nursing care and patient's satisfaction in study group

Maternal satisfaction	Quality of nursing care			Total
	0 – 15 (Poor)	16 – 30 (Average)	31 – 46 (Good)	
45 – 105 (Satisfied)	10	15	53	78
106 – 165 (Partially satisfied)	62	87	373	522
166 – 225 (Not satisfied)	0	0	0	0
Total	72	102	426	600

Chi-square = 0.43, P=0.81

