

Patients Satisfaction with Nursing Care provided in Middle Euphrates Cancer Center

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Abstract

Background: The assessment of the patients satisfaction were become an important concern in the evaluation of health services). Satisfaction can be defined as patients' experience, and his or her expectation that related to the general health needs. By understanding the importance of satisfaction and determining its existing level, health care services can be made relevant to the requirement of people and patients. **Methodology:** a descriptive analytical study was carried out to assess the level of Patients Satisfaction with Nursing Care provided in Al-Najaf City/ Middle Euphrates Cancer Center. The period of the study is from December 1st, 2018 up to March 25th, 2019. The data were collected through the use of the Arabic version of the questionnaire and by means of the interview technique with 200 (female and male) cancer patient those who visit Al-Najaf Al-Ashraf / Middle Euphrates Cancer center. **Results :** the study results show that the overall assessment of patient's satisfaction with care is satisfied(good), and relationship between overall mean of scores of patients' satisfaction and their socio-demographic sub-groups is not significant. **Conclusions:** the study concludes that the level of patient satisfaction regard to health care services performed is good, and the demographic and clinical data of study sample have no effect on patient satisfaction regarding nursing care performed at hospital just with frequency of their hospitalization. **Recommendations:** the study recommends that further nurses researches should be carried out to provide the patients' needs from the health services. Besides, establishing continuous strategic plans for the improvements of quality health services especially focused on the physical set-up of the hospitals such as ward size; admission procedures including patient experience during admission; training and support for nursing staff; and a family-oriented healthcare.

1. Introduction

Globally, people believe cancer to be a major problem. In the States, this disease has recently claimed 1 in 4 lives. It is a direct outcome of the profound global changes that have occurred in recent decades and altered human health status as a result of increased urbanization, new lifestyles, and new consumption patterns. (Siegel, *et al.*, 2012).

Radiation therapy, surgery, and chemotherapy are a few of the treatment options for cancer. In order to eliminate or treat localized tiny tumors, as well as to shrink more significant tumors, local treatments such as surgery and radiotherapy are performed. Systemic illness is the primary indication for chemotherapy. Cancer and its treatment have serous effect on patient physically and psychologically so its need adequate nursing care (Wagener, 2011; Turkcan, 2010).

The assessment of patient satisfaction has become an important concern in the evaluation of health services(Alsaqri, 2016. Satisfaction can be defined as patients' experience, and his or her expectation that related to the general health needs(Karim, *et al.*, 2016). By understanding the importance of satisfaction and determining its existing level, health care services can be made relevant to the requirement of people and patients (Shinde and Kapurkar, 2014).

According to recent research in the field of health care, patient happiness is a key issue that influences strategic choices made in the industry. The design and management of health care systems, as well as quality assessments, should be based on patient happiness. (Farahani ,*et al.*, 2014).

Patient satisfaction is significant and usually used as an indicator for measuring the degree of excellence in health care. Patient satisfaction is the patient's perception of care received compared with the care expected (Akhtari-Zavare, *et al.*, 2010) Nurse acts in translating information given by doctors in a highly skilled manner with a human touch (Ebrahim and Issa, 2015) Patient satisfaction is consequently highly valued, and it is helpful to comprehend the needs of the patient. (Karim, *et al.*, 2016).

The majority of our Iraqi nurses up until this point were unaware of the value of patient satisfaction and its function. Even many hospitals struggle to deliver adequate services. In order to provide effective care, researchers were moved by the need to assess patients' satisfaction with the nursing care provided by staff nurses in hospitals. As a result, this study was conducted to assess how well the services performed from the patients' point of view, to gauge patient satisfaction, and to offer strategies for raising the standard of care.

2. Methods and Materials

Design of the Study

A Descriptive analytical Design is carried out through the present study in order to achieve the early stated objectives. The period of the study is from December 1st, 2018 up to January 28th, 2019.

Setting.of the Study

The study was conducted in Al-Najaf City/Al-Najaf.AL-Ashraf Health Directorate / Middle Euphrates Cancer Center.

Sample.of the.Study

Non-probability convenient (Accidental) sampling technique was used, that consist of 200 (female and

male) cancer patient those who visit Al-Najaf Al-Ashraf / Middle Euphrates Cancer Center.

Study Instrument

The researcher utilizes and creates a questionnaire as an assessment instrument to measure the variables of interest. The final study instrument consists of three parts:

Part I: Patients' Socio-demographic Characteristics.

Part II: Patients' Clinical Data.

Part III: Patient adherence to dietary recommendation.

Data Collection

The data had been gathered using the developed questionnaire after its validity and reliability were estimated, and by using a structured interviewing technique with the subjects who were individually interviewed, using the Arabic version of the

questionnaire. All of the subjects who were included in the study sample were interviewed in a similar manner using the same questionnaire. The data collection process had been performed from December 12th, 2018 to January, 20th, 2019. Each person completes the interview in between 20 and 25 minutes.

Validity. of the. Instrument

A group of professionals with more than 10 years of expertise in the nursing area did a content validity assessment of the study instrument.

Statistical analysis

The following descriptive and inferential data analysis techniques were used to analyze the data:

-Frequency, percentage and Cumulative Percentage.

-Mean of scores.

3. Study Results and Findings

Table (1) Statistical distribution of patients group by their Socio-Demographic Data

Items	Sub-groups	Patients group Total=200	
		Frequency	Percentage
Age/Years	7-32	42	21.0
	24-40	52	26.0
	41-57	59	29.5
	58-74	47	23.5
Gender	Male	139	69.5
	Female	61	30.5
Marital Status	Married	116	58.0
	Single	50	25.0
	Separated/ Divorced	7	3.5
	Widowed	27	13.5
Residency	Urban	155	77.5
	Rural	45	22.5
Levels of Education	Illiterate	48	24.0
	Read and write	36	18.0
	Primary school	42	21.0
	Intermediate school	24	12.0
	Preparatory school	26	13.0
Occupation Status	Institute or College	24	12.0
	Student	30	15.0
	Governmental Employee	23	11.5
	Retired	16	8.0
	Self-employed	87	43.5
Economic Status	House wife	44	22.0
	adequate	35	17.5
	Adequate to Some Extent	91	45.5
	Inadequate	74	37.0

According to Table 1, which illustrates the statistical distribution of patients groups by their sociodemographic data, the majority of the patient subgroup includes: patients with ages between (41-57) years old (29.5%), male patients (69.5%),

married patients (58%), those who live in cities (77.5%), those who are illiterate (24%), those who are self-employed (43.5%), and finally those with moderate (adequate to some extent) economic status (45.5%).

Table (2) Statistical distribution of patients group by their Clinical Data

Items.	Sub-groups	Patients group Total = 200	
		Frequency	Percentage
Family History of cancer	No	139	69.5
	Yes	61	30.5
Type of treatment	Chemotherapy	48	24.0
	Radiation	36	18.0
	Surgery	42	21.0
	Chemotherapy + Radiation	24	12.0
	Chemotherapy + Surgery	26	13.0
	Chemotherapy + Surgery+ Radiation	24	12.0
Frequency of hospitalization	First time admission	30	15.0
	Several times admission	87	43.5
	Specify	44	22.0
Duration of stay in hospital	1-5 days	35	17.5
	6-10 days	91	45.5
	> 10 days	74	37.0

According to Table 2, the majority of the patients in the grouping are : those with no family history of cancer (69.5%), patients that have been treating with chemotherapy(24 %), patients with several

times admission (43.5 %), those with duration of stay in hospital (6-10) days which recorded a percentage (45.5%).

Table (3): Overall assessment of patients' satisfaction with care provided in Middle Euphrates cancer center

Overall assessment of patients' satisfaction	MS \pm SD	Assessment
	2.87 \pm 0.13	Pass

MS: Mean of Scores; SD: standard deviation

According to table (3) the overall assessment of patients' satisfaction is (2.87) which is classified as

(pass), as the mean of scores is (2), above which each score is considered (pass).

Table (4) relationship between the overall mean of scores of patients' satisfaction and their Socio-Demographic sub-groups

Items	Sub-groups	Patients group Total = 200	
		Mean \pm SD	P value
Age / Years	7-32	2.86 \pm 0.11	0.53
	24-40	2.84 \pm 0.1	
	41-57	2.86 \pm 0.1	
	58-74	2.83 \pm 0.1	
Gender	Male	2.84 \pm 0.1	0.07
	Female	2.87 \pm 0.09	
Marital Status	Married	2.84 \pm 0.1	0.5
	Single	2.85 \pm 0.1	
	Separated/ Divorced	2.87 \pm 0.09	
	Widowed	2.87 \pm 0.08	
Residency	Urban	2.85 \pm 0.1	0.67
	Rural	2.86 \pm 0.09	
Levels of Education	Illiterate	2.84 \pm 0.1	0.87
	read and write	2.83 \pm 0.14	
	Primary school	2.85 \pm 0.09	
	Intermediate school	2.86 \pm 0.09	
	Preparatory school	2.86 \pm 0.1	
	Institute or College	2.86 \pm 0.06	
Occupation Status	Student	2.84 \pm 0.12	0.89
	Governmental Employee	2.84 \pm 0.1	
	Retired	2.84 \pm 0.09	
	Self-employed	2.85 \pm 0.1	
	House wife	2.86 \pm 0.1	
Economic Status	Adequate	2.81 \pm 0.14	0.06
	Adequate to Some Extent	2.86 \pm 0.09	
	Inadequate	2.85 \pm 0.1	

Table (4) shows relationship between the overall mean of scores of patients' satisfaction and their socio-demographic sub-groups, the above table show that there is no significant relationship; because the p value is higher than 0.05 .

4. Discussion

According to the table (1) the study result represent that the most of the study sample (69.5 %) are male. This result is similar to the results obtained from study done by (Shinde and Kapurkar, 2014). These results indicate that the majority of the (61%) patients are male. In relation to the age, the study result represents about 29.5 % of study sample at (41-57) age group. These finding are supported by the study done in Basra City/ Iraq by (Ebrahim and Issa, 2015) that represent similar sample age group. Concerning the marital status the majority (58%) of the study subject are married. This result is likely to the (Sharew, et al., 2018) which mentioned that

majority of the subject is married. In relation to level of education the most of the subject (24%) are illiterate while in regard residencies the highest percentage of sample (77.5%) are lived in urban area. This is in consistency with (Karim, et al., 2016). Concerning socio-economic status, nearly half of the sample (45.5) reveals their economic status that is (adequate to some extent), while concerning the occupation about (43.5%) those who are Self-employed. These results are supported by the study done by (Muhammed and Salim, 2015) that indicate the same finding.

(Table 3) The findings of the study show that there is non-significant relationship between the level of patient satisfaction with nursing care and their demographic data at p-value more than (0.05). These results unlike to the study finding that done by the researchers (Wai Mun Tang et al., 2013 and Karim et al., 2016).

(Table 4) The study result represent that there were

non-significant relationship between the level of patient satisfaction with nursing care and their clinical data except with the frequency of hospitalizations at p-value equal to (0.05).

5. Conclusions

Based on the study results, the study concludes that: the demographic and clinical data of study sample have no effect on patient satisfaction regarding nursing care performed at hospital just with frequency of their hospitalization, and that the level of patient satisfaction regard to health care services performed are good it may come because of Patients in Iraq have few expectations for health services performed in hospital due to difficult living conditions in Iraq .

Recommendations :

The research proposes the following recommendations in light of its findings and conclusions:

- 1- Further nursing research and study about the patients' needs from the health services.
- 2- It recommended for continuous Strategic plans for the improvements of quality health services especially focused on the physical set-up of the hospitals such as ward size; admission procedures including patient experience during admission; training and support for nursing staff; and a family-oriented healthcare

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