

Patient Satisfaction with Nursing Care in a Public Hospital Assessment of Patient Satisfaction in Public Hospitals in Jabalpur: A Descriptive Study

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Abstract

Background: *Nursing care is one of the major health care services that contribute significantly to the patient healing process. Patient satisfaction is an indispensable aspect of quality nursing care in any health setup.*

Objective: *This study was undertaken to determine inpatient satisfaction with nursing care at Jabalpur Hospital.*

Methods: *In this descriptive study, purposive sampling technique was applied on 80 adult patients during August 01 and September 31, 2015 using "Patient satisfaction with nursing care Questionnaire" (PSNCQ).*

Results: *The results revealed that overall 86.25 % patients were satisfied with nursing care. Out of which 30% ranked the nursing care as very good followed by 31.25% as good and 25% as fair. 35 % of the female were very much satisfied with nursing care as compared to 25% male patients. Patients who had longer nurse consultations were more satisfied (OR=2.52, 95% CI: 1.43-4.35) than those who had shorter consultations. Patients who had continuity of care with the same general practice nurse were more satisfied (OR=2.30, 95% CI: 1.33-4.10) than those who consulted with a nurse they had never met before. Patient's experience with nursing care from general and private ward was similar. In general satisfaction of patients with quality of nursing care in our hospital was above average.*

Conclusion: *The study shows that there was no significant difference between satisfaction of patient with quality nursing care with regard to the age, sex, education and economic category of the patient. Studies using larger sample size may be useful to validate these findings.*