



SUMMER TRAINING REPORT

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**A REVIEW ON NURSING STAFF BEHAVIOUR
AND PATIENT SATISFACTION IN PUBLIC AND
PRIVATE HOSPITALS**

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INTRODUCTION

Health care services are changing quickly and the need to improve quality in its transformation is also increasing day by day. Patient satisfaction is one of the key factors for healthcare service quality. Therefore, patient satisfaction is an important and commonly used indicator for measuring the standards in health care.

Patient satisfaction has become important because of the increasing practice of applying a consumer policy viewpoint to health care, while also safeguarding patient-rights and taking their views into account. A satisfied patient also tends to return more frequently when in need of health care. Moreover, a satisfied patient is more willing to recommend the hospital that provided his or her care to others. It is the patient's perception of what constitutes patient satisfaction that matters and nobody apart from the patient can tell the health care professionals what is important for them. For this reason, the concept should be thought to be an adequate indicator of nursing care quality.

The care provided by nurses can be considered the most important thing for patients, as they are the healthcare staff members who spend most of the time in contact with the patients. Patients can expect satisfaction from nursing care. Hence there should be several changes for the development and establishment of nursing care which is both patient and result oriented. If the nurses are unable to fulfill their role, achieving a high level of patient satisfaction may prove to be difficult inspite of the patient getting cured. After doctors, nurses are the ones who are there for the patients who look after them for their needs and always keep them motivated when the patients are being treated.

Over the past few years, patient satisfaction has been widely studied by many researchers. (Puri et al., 2012; Chahal and Sharma et al., 2004; Sharma and Chahal, 1995; Mc Alexander et al., 1993; Flexner, 1985) has done their research regarding patient satisfaction. Its progress in the health care sector, particularly in developed countries has been quite rapid. (Newman et al., 1998). According to the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, patient satisfaction is defined as " it is the extent to which patients are happy with their healthcare, both inside and outside the doctor's office. A measure of care quality, patient satisfaction gives providers insights into various aspects of medicines, including the effectiveness of their care and their level of empathy."

"Satisfaction, which is perceptual difference between prior expectations and post performances of the services, propels patients to avail services for the identical/ different health problems from the same hospital (Sardana, 2003). Auh and Johnson (2005) define "patient satisfaction because of the function of post-consumption experience". "Specifically, patient satisfaction could be a measure of patient's attitude towards the physicians, the medical care that the patient receives, and the health care system (Newman et al., 1998; Gilson et al.,

1994)". Since the 1970s (Sardana, 2003; Cooper et al., 1979; Kotler and Zaltman, 1970) there has been significant development on the conceptual framework of patient satisfaction.

Nursing care also plays a role in major health care services. After doctors, the contribution of nurses in the healing process of the patients has been seen high. As they are there 24*7 in the wards to look after the patient and their needs. The nurses should need to know the are various factors that influence patient satisfaction. Even though there are many capable doctors in the hospitals to look after the patients, but it is not possible without appropriate nursing care as the doctors cannot be available as per the time the patient needed. Nurses are there with the patients as well as they come in the contact with them. After doctors and other medical administrators, nurses are the frontline for the patients. As the patients expect more from them and the nurses should also fulfill their patient's needs with the ability and kind approach.

" Organizations must consistently include the latest guidelines and standards in their rules, procedures, and instructions to meet the demand and evaluation in nursing care (Han et al;2003)". Mahon (1996) concluded, " Quality of care as measured by patient's satisfaction is most closely tied to patient satisfaction with the quality of nursing care because most health care is nursing care".

Patients have the right to demand satisfaction from nursing care and are allowed to take an active part in decision-making regarding their health care. Andaleeb (2001) once said poor satisfaction can lead to poor conformity to treatment which subsequently leads to poor health outcomes. So the satisfaction of patients has a great impact on the outcome of treatment and to maintain better interpersonal-relationships.

We should acknowledge the fact that there are patients who are well satisfied with the quality of services they have been providing whereas there are some who are dissatisfied. The quality of judging something depends on a person's knowledge, awareness, expectations, and experiences about the standards of quality. The patient looks after the quality according to how they have been treated, what kind of attitude they had for them, how much they fulfilled his/her expectations.

LITERATURE REVIEW

S.N O	Title	Author	Year	Context	Type	Framework/ Model	Methodology	Results	Discussion	Recommendations/ strengths & weaknesses	Conclusion
1	Patient satisfaction with nursing care.	WAL MUN TANG et al	2013	Kuala lampur, Malaysia	descriptive study	interaction model of client health behaviour.	in this descriptive study total no of participants were 115. in a public hospital in the federal territory of Kuala Lumpur, malasiya in 2013. Analysing data-predictive analytics software(PAS W) version 19.0 and descriptive statistics using (mean &	findings revealed that the patients rated their satisfaction of nursing care at moderate level of satisfaction. highly satisfied with the affective support shown by the nurses that comprises of respect,	1. study showed patients were moderately satisfied with the nursing care and received high mean and SD i.e.(m=3.13; SD =0.68) 2. study revealed affective support with respect and caring behaviour as a highest contributors	1.there was a potential non-response bias and the findings may not be generalised. 2. the sample of the study was for the limited patients only. therefore, a replication of the study was recommended in order to justify statistical connection.	1.the study shows moderate level of satisfaction with affective support and patients were moderately satisfied. 2. no statistical difference were found on patient's satisfaction with demographic characteristi

							standard deviation) t-test statistical procedure was also applied for each of the demographic variables.	smile & caring.	towards patients satisfaction. 3. in the area of nursing care the lowest satisfaction revealed that patients expresses lack of autonomy in relations to managing their health care. 4. the study found a significant difference of patient's satisfaction and ethnicity due to the differences		cs. 3. significant differences were found in terms of ethnicity. 3. replication of the study is recommende d also include the use of qualitative approach to explore patient's perception of satisfaction & meaning of 'quality care'.
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									in terms of culture and languages. 5. findings were also supported with the previous studies and hence they were not consistent with the previous studies.		
2	Patient satisfaction with nursing care.	MOHAMMAD HUSSAIN KHAN, RASHEED HASSAN et al	2018	Pakistan	cross sectional study	Henderson's basic nursing care model. (VIRGINIA HENDERSON(1897-1996)	cross sectional study was conducted at District Headquarter Hospital Dera Ismail Khan, Pakistan.	Out of 153 eligible patients,122 agrees to participate. response rate was 79.7%. overall patients	1. Findings showed that patients experienced moderate to low level of satisfaction with many dimensions of nursing	1. nursing care is a key determinant of overall patient satisfaction during hospital admission. 2. the nurses need to know what factors influence	patient's view have become an important element in the evaluation of health care. the nurses need

							Questionnaire prepared on satisfaction which was administered by the investigator line with Henderson's basic nursing care model. Six dimensions of care were used for examination.	were satisfied with care provided 55%. among 6 dimensions of care, 94% patients likes nursing practice of keeping privacy of patients. 90% patients were highly satisfied with the regularity in routine check-up. overall the data showed that patient expectations	care. 2. Patients got positive level of satisfaction only with two aspects of care out of six. 3. patients felt that the nurses were good at providing privacy when needed. 4. they also felt that the nursed were excellent as they were regular in routine vital signs check-up. 5.they	patient satisfaction. 3. to develop and test nurse- sensitive indictors that is related to patient satisfaction. 4. communication skills & interpersonal skills. should be emphasized. 5.promotion of continued education, innovation, and research in nursing care.	to know what factors influence patient satisfaction to improve the quality of health care.
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								were not sufficiently met.	have very -ve experiences about nurse's behaviour. their interpersonal and communication skills was poor. 6. the nursing technical skills was also less than 60%. 7. all these patient's dissatisfaction areas reflected the poor monitoring system of nursing care.		
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3	Attitudes of nurses towards patient care at a rural district hospital in the kwazulu-natal province of South Africa	J.L.M. HASKINS et al	2013	SOUTH AFRICA	Explorative qualitative study	NA	Purposive sampling was used to identify participants. Written consent was obtained from each participants. Two researchers analysed the data and has the access to the audio recordings, transcript and translations.	in this study we have overcome that the patients were moderately satisfied.	1. in this study, patients were abused , poor patient care and poor staff morale and retention. 2. shortages of the nurse staff absentesim in all the wards should be investigated. 3. citing stress, burnout due to staff shortages and high workloads. 4. other	different information might have been obtained during in-depth individual interviews. although participants were assured of anonymity but might not have discussed all their experiences freely in FGDs.	1. it describes poor nursing practices and abuse of patients. 2. any nurse who abuses patients must be disciplined. 3. staff shortages should be addresses. 4. poor attitudes of the nurses towards the patients should be acknowledged and addresses.
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									management issues such as lack of basic equipments, poor communication, lack of respect by the manager were reported as reasons for poor nursing care. 5. patients were vulnerable and nurses need to act professionally regardless of patient's responses.		
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4	Assessment of patient satisfaction with nursing care in selected wards of the lagos university teaching hospital (luth)	OWE A FOLAMI F* and ODEYEMI O	2019	Nigeria	cross sectional study	JEAN WATSON'S THEORY ON HUMAN CARING	The research was carried out in Lagos University Teaching Hospital (LUTH), Idi-Araba, Lagos State. Sample size collected from the total population of the selected wards. Age group- 18 or above. Convenient Non-probability sampling technique used .	The findings revealed that only 77% of the patients showed excellent satisfaction with the quality of nursing care received during their stay on the ward.	The findings revealed that 77% patients showed excellent satisfaction with the quality of nursing care received during their stay in the ward. 25% reported good satisfaction in the ward and 1.7% showed poor satisfaction during the stay in the ward. This agrees with the study on	This study recommended that the patient suggestions for improving the quality of nursing care should be implemented and annual continous educational programs on patient satisfaction should be made compulsory for all the nurses.	1.The study indicates that there is need to evaluate quality nursing care for better improvemen t. 2. All health care workers especially the nursing staff should be made aware of their regular in- service training programs conducted to refresh and update knowledge
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									patient satisfaction with the nursing care carried out by Muhodwa, Leshabari, Mwangwu, Mbembati& Ezekeil (2008) showed 3.5% poor satisfaction, 18.0% good satisfaction and 78.5% excellent satisfaction with the quality of nusing care.		and skills on different aspects of patient care.
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5	Assessment of nurse-patient communication and patient satisfaction from nursing care	Mojgan Lotfi, Vahid Zamanzadeh et al	2019	Iran	Descriptive correlational study	Not Mentioned	Study done in Burn wards at the Sina Hospital of Tabriz in 2018. Data were analysed by SPSS applying descriptive and inferential statistics. Morgan's table & G*power has been used for the same size. Data has been collected from 295 patients. Pearson correlation coefficient was used to determine the relationship	1. most patients were dissatisfied with the nursing care. 2. more than 80% of the patients did not know their nurses. 3. patients were dissatisfied from the kind of communication and consequently patient satisfaction was reported very low.	1.imprving the satisfaction of patients in the hospital should be the priorities of the hospital managers. 2. in this study the patient's satisfaction was significantly correlated with sex. 3. the highest degree of dissatisfaction was observed in men and the patients who were hospitalized	1. least attention was paid to the professional communication between the nurse and the patient and the satisfaction of the patient from the nursing care. 2. Hospital & nursing mangers should reconsider their activities prioriites and patient satisfaction should be on the top list. 3. therefore, by educating staff, especially nurses , identifying motivating	1. participants were not satisfied with the quality of care given by the nursing staff. 2. nurse-patient communication was also very low. 3.study concluded with paying special attention to professional communication between nurse and patients. 3. it
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							b/w the patient satisfaction and nurse-patient communication.		for loner period of time. 4. in other studies no significant relationship between gender or hospitalization time with patient satisfaction from nursing services. (Abbasi et al, 2015; Joolae et al, 2011; Mogadasiyan et al 2013).	factors, as well as identifying dissatisfaction factors, improved patient satisfaction.	is also very important to train nurses, and motivate them to participate actively to satisfy patients needs and care.
6	Assessment of patients satisfaction in medical	Naveed Ahsan, Javed	2012	Pakistan	Cross-Sectional study	Not Mentioned	Ayub Teaching Hospital, Abbottabad in 2012	tota of 305 patients were included in	the overall satisfactional level in the study is high	1. there was certain limitations such as the	1. overall level of satisfaction was fair in

	and surgical wards in a tertiary care hospital	Akhtar Chawla, et al					conducted the study. The interviewer based patient satisfaction questionnaire was used. Non-probability sampling technique was used. Data analysing using SPSS-16 to calculate relative frequencies and means.	the study.73% of the patients were satisfied with the attitude of nurses in medical ward as compared to surgical ward i.e. 66%.	as compared to a study done in Nigeria. 84% patients had negative experiences as they observed nurses were not attentive to their needs particularly during night duty. nurses were lacking behind in confidence and awareness level.	convenient sampling which may be the source of selection bias in the study. 2. the patients who were serious in condition was excluded and not interviewed so their perception about the quality of care was not reflected. 3. it was limited only to the surgical and medical wards of the hospital, the result may not be applicable to other departments.	both the wards. 2. attitude of doctors and nurses were appreciated. 3.unemployed patients were mostly satisfied. 4. Explanation of disease before the surgery was not given hence the healthcare team should make sure that they explain all the risks and benefits to the patient. 5. the
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											cleanliness conditions need to be improved. 6. provision of free medicines to poor patients need consideration.
7	In-patient satisfaction with nursing care and factors influencing satisfaction in a teaching hospital in china	Yilan Liu, MSN et al	2006	China	cross sectional and descriptive study	Not Mentioned	the study was examined in a teaching hospital in China 2006. Self- designed questionnaire for 320 inpatients selected by a conveyance sampling method. Data were analysed	the mean score for overall satisfaction with nursing care was 3.99 ± 0.84 . positive relationship was found between the patient satisfaction with the	Overall the respondents demonstrated a high level of satisfaction with the nursing care except for satisfaction in the subscale of promptness in providing	the research has two main limitaions. 1- investigation was conducted in only one large teaching hospital in China. 2- the sample size may not be sufficiently large in comparision with the other studies. 3. large	study has significant implications. remedy measures based on the findings can be taken into account to improve nursing care. the findings help both nursing

							by using statistical package for social science for windows, version 11.0. sociodemographic data were measured by descriptive statistics. Wallis tests were used to test the difference in satisfaction with nursing care.	nursing care. no statistically significant difference in satisfaction with nursing care between male and female.	care. participants with different occupations had varied perceptions of the quality of their nursing care similar to way of payment and educational level.	scale has to be taken to verify these findings.	administrators and staff in their efforts to improve quality of care and patient satisfaction with nursing care.
8	a study to assess the patient satisfaction with nursing care in neuro-	LUU JOY	2011	Triviandrum	CROSS SECTIONAL STUDY	not mentioned	study was conducted in Shree Chitra Tirunal Institute for Medical Sciences and	there was no significant difference between the satisfaction with quality of nursing	this study shows there is significant relationship between the sex and patient	similar study can be reported by increasing the size of the sample. similar study would be reported in out-	based on the findings of the study conclusion was drawn. the study finds lack of

	medical units, SCTIMST						Technology, Trivandrum 2011. 25 patients were selected for this study. the data was analysed by using Epi Info version 3.2. Convenience sampling method was used. Pilot study also conducted.	care with regards to the age and economic category of the patients. female patients were less satisfied than males.	satisfaction but no significant relationship between age and economic category and patient satisfaction	patient department of this institute.	generalization with the limited no of sample therefore the studies using more no samples might be useful to validate the findings.
9	adult Patient satisfaction with nursing care, in government hospital Lahore Pakistan	Rabia Abdul Ghafoor et al	2018	Lahore, Pakistan	Quantitative descriptive cross sectional study	not mentioned	study was conducted in government hospitals in Lahore , Pakistan. convenience sampling methods was	the study revealed that vast no of respondents. 69.9% were gratified with nursing care provided to	according to the study results with the absence of physical pain resulting in a higher level of	1. communication gap between nurses and patients lead most patients to dissatisfaction so nurses should improve the way	Study results showed that mostly participants were satisfied with the care of nursing. just

							used to collect data. Criteria was to collect data from the age group of 18 or above. Sample size=200 patients. Data collection imputed into SPSS version21 for analyses. Statistical computer software for data analysis and processing of mean, median, percentage and frequency of different	them other out of 194 respondent, 44 participants are 69.9% positively remarks that nurses are always cheerful, soft hearted and kind. 32 respondents are neutral. 22.7% respondents have negative response. study showed that mostly participants remained	satisfaction. in these skills the nurses should be mastered over time to give injections, and prick fingers without much pain. in this study 57.7% participants are strongly agree that they feel little pain when nurses prick their fingers for obtaining blood to test and on the	of conveying information to the patients. 2. exit interviews should be done in the future on patient satisfaction with nursing care in order to minimize social desirability bias.	suggested with some improvements especially with respect to interpersonal relation. time to ensure quality of nursing further researches needed to study in-depth the socio-cultural and environment parameters relevant to patient satisfaction
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							variables was calculated.	satisfied with care of nursing.	other side 50% disagree.		of nursing care.
10	Patient satisfaction with nursing care provided in selected areas of Tertiary care Hospital	Mahadeo Shinde Kavita Kapurkar	2014	KARAD	DESCRIPTIVE CROSS SECTIONAL STUDY	not mentioned	Study was proposed to the tertiary care such as preventive, promotive, rehabilitative and curative services. Study done in Krishna Hospital and Medical Research Centre, Karad. Convenience sampling technique used. 100 samples from medical, surgical,	majority of patients 61% in obstetrics and gynaecology, 73% in medicines, 61% in surgery were moderate experience with nursing care. patient satisfaction with nursing care was significantly high in surgical patients.	satisfaction with nursing care was found to increase when patients become older in their age. on the other hand no correlation was found between patient satisfaction & age, gender or education.	the findings of the study have implications for 1. Nursing Practice :- there is need to evaluate quality nursing care for better improvement. 2. Nursing Education:- plan teaching program should be organised for nursing staff about quality care. workshops should be organised to up to date knowledge skills	the study assumed that patient satisfaction with nursing care is a good indicator for the quality of nursing care and patient satisfaction gives information to nurses about the care aspects that enhance satisfaction.

							obstetrics and gynecological can fulfilled the inclusion criteria of the study. Age- 18 or above. patients who are receiving the nursing care in wards.			and practices of nurses. 3. Nursing Administration and Nursing Research should also be the part of the implications.	
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RATIONALE

The motivation behind doing this survey is to understand and distinguish the connection between nursing staff conduct and patient satisfaction. Patient satisfaction is a part of care. Thus, quality work includes examinations that guide patient satisfaction with nursing care. The different investigations that have been done and what sort of structures they have utilized in their examinations. As India is lacking behind in some of the methodologies that have been used in patient satisfaction in regards to the quality of nursing care, the main purpose of doing this review was to better understand what will be the best method used for improving patient satisfaction with the quality of nursing care? As patient satisfaction is one of the key indicators in the health care industry, hence it is important to have a review.

RESEARCH QUESTION

Is there any relationship between patients satisfaction with the quality of nursing care and the different methodologies for patient satisfaction assessment with regards to nursing care?

OBJECTIVES

To understand the relationship between nursing staff behavior and patient outcomes.

RESEARCH METHODOLOGY

STUDY DESIGN- Review of Secondary Literature

METHODOLOGICAL APPROACH

- A review was conducted and researches panning over nursing staff behavior and patient satisfaction.
- A total of 30 articles were found as a result for my literature review, out of which 10 articles were considered for this review. These 10 articles were specifically based on patient satisfaction with nursing care.

SEARCH METHOD

Some terms identifying nursing staff behavior and patient satisfaction were trials and the accompanying inquiry terms were created: truncations “behavior” joined with nursing staff (truncated) and “patient satisfaction” (truncated), utilizing the Boolean administrator “AND”.

- Cross-referencing within the articles has helped me in providing the data.
- Study of currently available national and international literature on the subject.

- Secondary data collection was done using Google scholars, Medline, Pub-med databases, Research Gate online Platforms.
- Some of the data has been collected from the library access to IIHMR. The teachers were very kind and have helped me in providing the articles for my literature review.
- I got 30 articles as a result for my literature review in total. Out of 30 articles, I have reviewed 20 articles on patient satisfaction with nursing care. Out of 20 articles 10 articles were the case studies and the remaining 10 were the systematic literature review.

RESULTS

The consequence of this writing study depend on peer explored articles distributed in logical diaries, most of them are having quantitative perception structures. Out of 10 articles, I got four descriptive studies, 4 cross-sectional studies, and 1 explorative qualitative study. The framework used in the studies were- Interaction on the Model of Client Health Behaviour, Henderson's Basic Nursing Care Model, Jean Watson's Theory on Human Caring.

According to the literature reviewed in one of the studies about patient satisfaction with nursing care, it was a descriptive research design that determines medical wards adult patients' satisfaction in a public hospital in the Federal Territory of Kuala Lumpur, Malaysia (Wai Mun Tang et al) in 2013. Questionnaires were prepared among 115 patients. Instruments used were the Patient Satisfaction With Nursing Care Scale (PSNCS). As a result, the level of patient satisfaction was moderate as they received ($M=3.13$, $SD=0.68$). The participants reported that with the ($M=3.38$; $SD=0.62$) has the four highest ratings towards the satisfaction given by the nurses with respect smiles and care. The lowest ratings were ($M=3.03$; $SD=0.68$) for not letting the patient taking their own decision.

1. The study showed patients were moderately satisfied with the nursing care and received high mean and SD i.e.($m=3.13$; $SD =0.68$) 2. The study revealed effective support with respect and caring behavior as the highest contributors to patient satisfaction. 3. In the area of nursing care, the lowest satisfaction revealed that patients express a lack of autonomy concerning managing their health care. 4. The study found a significant difference in patients' satisfaction and ethnicity due to the differences in terms of culture and languages. The finding of the study may not be generalized using a convenience sampling method. A potential non-bias response was seen. Other limitations were that the study was only based on limited patients and it was recommended that to justify statistical connections replication of the study should be done.

Another study about patient satisfaction with nursing care was a cross-sectional study that has been conducted at District Headquarter Hospital Dera Ismail Khan, Pakistan by (Mohammad Hussain Khan et al) in 2018. Questionnaires prepared on satisfaction which was administered by the investigator line with Henderson's basic nursing care model. Six dimensions of care were used for examination. As a result out of 153 patients, 122 patients have agreed on filling the questionnaire. Participants' rates were 79.9% as seen. And the patient was highly satisfied with the quality of care provided by the nurses. Among the six dimensions, 94% of patients were satisfied with the care privacy provided by the nurses. Findings showed that patients experienced moderate to a low level of satisfaction with many dimensions of nursing care. 2. Patients got a positive level of satisfaction only with two

aspects of care out of six. 3. Patients felt that the nurses were good at providing privacy when needed. 4. they also felt that the nurses were excellent as they were regular in routine vital signs check-up. 5. They have very bad experiences with nurses' behavior. Their interpersonal and communication skills were poor. 6. The nursing technical skills were also less than 60%. 7. All these patient's dissatisfaction areas reflected the poor monitoring system of nursing care. In contrast, The findings revealed that only 77% of the patients showed excellent satisfaction with the quality of nursing care received during their stay on the ward in Lagos University Teaching Hospital in 2019. Whereas the study was done in Burn wards at the Sina Hospital of Tabriz in 2018, the findings revealed that 1. most patients were dissatisfied with the nursing care. 2. more than 80% of the patients did not know their nurses. 3. patients were dissatisfied with the kind of communication and consequently, patient satisfaction was reported very low. Mojgan Lotfi, Vahid Zamanzadeh, et al; (2019) conducted a study on the assessment of nurse-patient communication and patient satisfaction from nursing care. The study revealed that more than 80% of the patients were dissatisfied with the quality of nursing care provided to them as they even don't know their nurses. Some of them were dissatisfied with the communication skills and their behavior.

The majority of the examinations were on the determination one-sided. In most of the studies, there was no framework used, the questionnaires were prepared among the patients itself. In most of the studies, the hospitals have made sections for the questionnaire based on the data that were analyzed based on the departments. No accurate data can be collected. Therefore the sample size was only for limited patients only. It has been considered not generalized. Nonpotential bias responses were getting. There is no doubt that out of 10 studies that were based on patient satisfaction with nursing care quality, 60% of patients were moderately satisfied with the nursing care quality. But in each study, there were no properly used criteria for it. Therefore, it is important to rebuild the procedures and the best framework should be used for analyzing the data for patient satisfaction with the quality of nursing care.

What is most significant today is to explain the idea of patient satisfaction and to clarify from the patient, for example, to investigate what it is that causes the patient to see giving nursing care starting at a great quality. Different articles demonstrated their structure/models for the information assortments. Information investigation has been done based on a 4,5,6,7-point Likert type scale utilizing different programming forms to settle the information.

RECOMMENDATION

The outcomes were featured based on the experiences seen by the patients. Patient's perception was on- what will be the attitude of the nurses towards the patients, how they were dealt with, how they needed to be spoken with, how they value the nurse-patient relationship, and lastly how the patient saw the hierarchical and environmental factors. The following recommendations have been made:-

- Follow up should be made for the patient after their release for their conclusions in regards agreeable to them with nursing care while on the confirmation.
- It is the hour of digitalization. Everything is going on the web, individuals are occupied in their day by day lives. If time is there, mailing ought to be done, and catch up can be taken by them by giving polls. As per this, the information can be dissected on how the patient is fulfilled. Moreover, it is reasonable.
- Patient satisfaction is an important part. For improving the nature of nursing care, patient's opinions should be taken into considerations.
- Various Programs should be established to award nursing staff with quality nursing care as per the understanding proposal. As it can further motivate the nursing staff or any other health care staff members.
- These award programs should be done once in a year for telling them that they are the part of the organization and the moments they will cherish and will consider their work sincerely.

CONCLUSION

Based on the findings of the various studies, the following conclusions were on the considerations. In most of the studies, it has been seen that the sample size of the studies is less in number, therefore the study findings are lacking generalization. Studies using more number of samples with the proper framework can be useful to validate the findings. Patient satisfaction is regularly utilized in arranging and assessment of care. It is subsequently vital for administrators to incorporate with patient's perspective and sentiments in the arranging and assessment of care.

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