

A Study to Evaluate Effectiveness of Clinical Nursing Practice Guidelines Among Nurses Towards Patient's Satisfaction in Critical Care Unit at Selected Hospital, Bangalore

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Abstract

Patient satisfaction is a concrete criterion for evaluation of health care and therefore quality of nursing care. It provides crucial information for healthcare managers by providing important resources for processes such as those involved in measuring patients' expectations and satisfaction with nursing care quality, improving nursing service quality through identification of areas of failure and planning and implementing necessary training. Evaluation of health care involves defining the objectives of care, monitoring healthcare inputs, measuring the extent to which the expected outcomes have been achieved and assessing the extent of any unintended or harmful consequences of the intervention that is undertaken by the help of clinical nursing practice guidelines.

Keywords: critical care unit, nursing care quality, monitoring healthcare inputs

Introduction

Patient satisfaction is a concrete criterion for evaluation of health care and therefore quality of nursing care. It provides crucial information for healthcare managers by providing important resources for processes such as those involved in measuring patients' expectations and satisfaction with nursing care quality, improving nursing service quality through identification of areas of failure and planning and implementing necessary training. Evaluation of health care involves defining the objectives of care, monitoring healthcare inputs, measuring the extent to which the expected outcomes have been achieved and assessing the extent of any unintended or harmful consequences of the intervention that is undertaken by the help of clinical nursing practice guidelines [1].

Nursing care is one of the major components of healthcare services. Patients' satisfaction with nursing care has become an established as the most important predictor of the overall satisfaction with hospital care and an important goal of any healthcare organization. Measuring patients' satisfaction with

nursing care could be effective in improving nursing service quality by facilitating the creation of standards for care while monitoring both results and patients' perceptions of quality. The nurses have a central role in offering emotional and psychological support to patients and their families in all settings, such as supporting the patient through diagnosis and ensuring optimum care given to them. Besides the provision of technical care, nurses must have the qualified professional knowledge, attitudes and skills, providing the informational, emotional and practical supports [1].

A study was done to evaluate the implementation of the SBAR (Situation-Background-Assessment-Recommendation) among nurses in intensive care units (ICUs) in Jordan. A pretest-posttest quasi-experimental design was used. A convenience sample of 71 ICU nurses participated. The 43-item ICU physician-nurse questionnaire was used to measure SBAR effectiveness as measured by the following subscales: general relationship and communication, teamwork and leadership, and job satisfaction. There was a significant improvement in

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posttest knowledge scores and in "general relationships and communication" and "satisfaction" scores. There was a significant improvement in both "general relationships and communication" and "satisfaction" posttest scores compared with their pretest scores ($t = 16.709$, 2.656 ; $P < .001$, $P < .01$) consecutively [2].

A cross-sectional investigation was conducted to obtain basic information about inpatient satisfaction, and statistical methods were used to describe and analyze the data. A total of 878 questionnaires were included in this study. The results showed among the respondents, 89.75% were satisfied overall with the service they received during hospitalization, while 0.57% reported dissatisfaction. Inpatient demographic characteristics such as sex of the patients, occupation, age, and residence had significant associations with satisfaction, while monthly income and marital status did not. Additionally, the statistical outcome indicated that doctors' and nurses' service attitudes, and expenditure and environment were found to have an impact on the inpatient satisfaction ratings, with odds ratio of 2.43, 3.19, and 2.72, respectively [3].

Objectives

1. To assess the pre- test knowledge scores of nurses regarding clinical nursing practice guidelines of critical care unit.
2. To evaluate the effectiveness of clinical nursing practice guidelines among nurses towards patient's satisfaction in clinical care unit by comparing pre- test and post- test scores.
3. To determine the association between the knowledge scores of responds with selected demographic variables.

Methodology

A true experimental design was adopted for the study. The study was conducted in a nurse who works in a critical care unit from different hospital of Bangalore. Sample size of the study comprised of 60 nurses who works in a critical care unit selected by purposive sampling technique. Permission was obtained from the concerned authorities and 60 nurses were selected. The data collection instruments included a proforma of baseline variables of nurses, structured knowledge questionnaire with 25 items and a rating scale to assess reported practice. Content validity of tool was checked by experts. The reliability of the knowledge questionnaire was established using split half technique and karlpearson's formula. The reliability coefficient of the test for the knowledge scale was found to be $r = 0.76$. The pilot study was

conducted and study was found to be feasible and practicable. A formal permission was obtained from the Nursing director of the hospital. Informed consent was obtained from the nurses prior to the data collection.

Results

I. Baseline demographic variables of nurses

Of the total 60 nurses, 35 % of them were male and 65% of them were Female nursing staff, 36.7 % of them were 20 -25years old, and 63.3% of them were 26-30 years old. As per educational qualification, 73.3% of them were GNM, 15% of them were PB Bsc Nursing, and 11.7% were Bsc nursing. Whereas, according to work experience, 48.3% of them had 1-2 years, 28.3% of them had 3-4 years, 18.3% had 5-6 years 5% of them had above 6 years of experience.

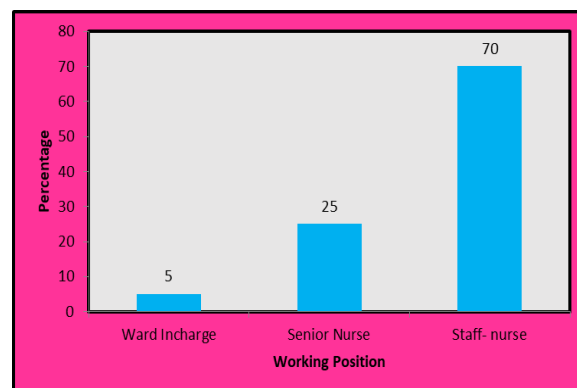


Fig 1: Classification of samples based on working position

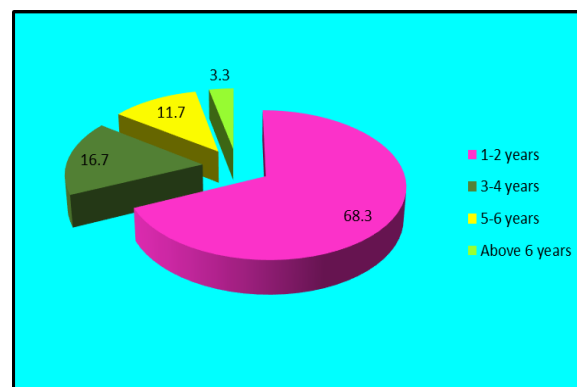


Fig 2: Classification of samples based on Critical care experience

II. Evaluation the effectiveness of clinical nursing practice guidelines among nurses towards patient's satisfaction

In the pre-test, majority 100% had satisfied and none of them was found to be unsatisfied and fully satisfied. Whereas in the post test study, 58.3% was fully satisfied and 41.7% was satisfied and none of them were unsatisfied. Hence the administration of clinical nursing practice guidelines was effective.

III. Association between the knowledge scores of respondents with selected demographic

variables

It provides the evidence that there is a statistically significant association between satisfaction level and demographic variables among nurses towards patient's satisfaction.

Limitation

The study could include only the nurses who works in a critical care unit and the investigation could assess only the reported practice no direct observation was made.

Implication

Nurses plays a important role toward patient's satisfaction. The nurse administrator should explain how important of quality care that provides by nurses to achieve patient's satisfaction following clinical nursing practice guidelines.

Discussion

The present study showed that 58.3% was fully satisfied and 41.7% was satisfied and none of them were unsatisfied. A similar study was conducted in Ethiopia, more than half of the respondents, 307(52.75%), were satisfied with the nursing care they received. The patient satisfaction was found to be 62.71%, 55.67%, 44.85% and 55.15% for nursing characteristics, the caring activities, the amount of information given and the entire caring environment respectively. Previous history of admission, patients' income level, and type of admission rooms have been found to significantly affect overall satisfaction of patients [4].

The present study showed that there was association between the knowledge scores of respondents with selected demographic variables like working hours per week, total year of experience as a nurse and total years of experience in critical care unit.

Conclusion

Overall satisfaction score of nursing staff regarding effectiveness of clinical nursing practice guidelines was fully satisfied (58.3%) and satisfied (41.7%) after administering clinical nursing practice guidelines. There was statically significant association found between demographic variables like **working hours per week, total year of experience as a nurse and total years of experience in critical care unit**. There was statistically significant association found between the demographic variables and knowledge.

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