

PATIENT'S PERCEPTION ON NURSING CARE SERVICES AT EASTERN SAMAR PROVINCIAL HOSPITAL, BORONGAN CITY

Maria Lynne C. Parambita¹, Flores B. Sta Cruz²

#1 Borongan City, Eastern Samar, Philippines

#2 Borongan City, Eastern Samar, Philippines

ABSTRACT

Nursing care remains a vital concept; an integral part of quality care. Many hospitals use suggestion box to find out how patients feel about their nursing care. Research on patient perception routinely conducted in the developed country to monitor and improve the quality of care. But it lags in the developing country especially in the Philippines. Thus need was felt to delve into a nursing study to know the patient's perception on nursing care provided in the hospital. The purpose of nursing service is to establish a nursing team that provides and maintains the highest quality nursing care to all patients in the hospital, one of the basic objectives is to render competent care to meet total patient needs involving physical, mental, emotional, spiritual and social aspects. The vision of the department is to render quality patient care through an effective and efficient work force that is caring, compassionate and competent to meet patients need (Kozier, 2002). Patients in the hospital have different perception on how they are being taken care of the staff nurses. Study shows that some patients believe that because of lack of nurses tender loving care their condition just gone worse. They also complain that the nurse can't perform their job properly because of lack of knowledge (Avila, 2006). Thus, this study aimed to determine the prevailing patient's perception on the nursing care services at Eastern Samar Provincial Hospital, and perhaps address issues and problems identified, in the course of the study. The descriptive research method was utilized, especially the social survey technique. A purposive sample of 100 patients comprised the respondents particularly ages 18 years above that are conscious. Based on the result majority of the respondents belong to young adult category about 39.0 percent from the total populations, around 59.0 percent are female and housewives which comprise the 39.0 percent. For educational attainment majority are elementary level and elementary graduates around 58.0 percent from the total respondents and earning less than five thousand pesos a month comprising 49.0 percent of the total population which is considered below the poverty line. The study revealed that the overall perception of the respondents is on average care which implies that they are still below the required above average and maximum standard of care which become a challenge to the administration and nursing service department. On the test of relationship, age, occupation, educational attainment and monthly income variables has the significant relationship to the overall perceptions of the respondents. However, sex variables were not found to be significant to any indicators of care.

Key words: Nursing Care, hospital, nurses, patients

Corresponding Author: Parambita, M.L.C.

INTRODUCTION

Ideally, the purpose of nursing service is to establish a nursing team that provides and maintains the highest quality nursing care to all patients in the hospital, one of the basic objectives is to render competent care to meet total patient needs involving physical, mental, emotional, spiritual and social aspects. The vision of the department is to render quality patient care through an effective and efficient work force that is caring, compassionate and competent to meet patients need (Kozier, 2002).

Patients in the hospital have different perception on how they are being taken care of the staff nurses. Some patients believe that because of lack of nurses tender and loving care their situations or illness just gone worse. They also complain if the nurse can't do his/her job properly because of lack of knowledge.

Nowadays, the number of Filipino nurses leaving to work abroad continues to increase. This causes the shortage of staff nurses and increases the ratio of patients per staff nurse. Statistically, Eastern Samar Provincial Hospital has only a total of 36 nurses, 1 chief nurse, 4 supervisors, 10 senior nurses and 21 staff nurses. Increasing number patients per staff nurse is really a burden to them. This tends the nurses to be irritable and be unloving to their patients. The quality caring attributes decreases because of the increasing demands of the patient care. There are also time that nurses are being harsh to their patients example is when the patient do not comply with his/her therapeutic regimen.

For the past years of being a nurse, a lot of feedbacks regarding the quality of nursing care from the different hospital had been known. These came from the significant others and mostly from the patients themselves. Many of the feedback were positive and encouraging, but others were not flattering. The nursing staff felt that the negative feedbacks were rather not reasonable. Thus, the researcher decided to conduct a study to determine the perception of patients on the nursing care service rendered at Eastern Samar Provincial Hospital. Assessing the patients' perceptions regarding the nursing care service is an essential part of professional accountability. Thus, this study seeks to determine the prevailing perception, identify problem areas, and perhaps address issues and problems identified, in the course of the study.

Statement of the Problem

To enable to supply the problem statement, the following specific question was formulated.

1. What is the socio-demographic profile of the patients at Eastern Samar Provincial Hospital in terms of:
 - 1.1 age
 - 1.2 sex
 - 1.3 Occupation
 - 1.4 educational attainment
 - 1.5 monthly income?

2. What are the respondents overall perceptions regarding nursing care services rendered in terms of:
 - 2.1 physical care
 - 2.2 mental/intellectual care
 - 2.3 emotional care
 - 2.4 spiritual care
 - 2.5 social care?
3. Is there a significant relationship between the demographic profile and the overall perception of the respondent in terms of; physical care, mental/intellectual care, emotional care, spiritual care and social care?
4. What are the suggestions generated from the respondents to improve the nursing care services from Eastern Samar Provincial Hospital?
5. Based on the findings of the study, what suggestions and recommendations can be developed for nursing management at Eastern Samar Provincial Hospital?

MATERIALS AND METHODS

Research Design

The descriptive-correlational research method was utilized in this study, especially the social survey technique. Descriptive-correlational studies aim to provide accurate description of a situation or of an association between variables from which one can then make some statements about a certain group or population (Tejero, 2004). Accuracy and reliability become important considerations in the questionnaire on the patient's perception of nursing care rendered at Eastern Samar Provincial Hospital.

Study Setting and Sampling

This study was conducted at Eastern Samar Provincial Hospital, Borongan City. Geographically, Borongan City is located at the Eastern part of Samar and being the only tertiary level hospital within the province which consist of 100 beds capacity and was granted the tertiary level by Philippine Health Insurance Corporation, Eastern Samar Provincial Hospital caters majority of complicated cases coming from different community health facilities within the province. Eastern Samar Provincial Hospital has three major stations catering to all types of diseases and for the special areas they have a functioning operating room, delivery room, emergency room and Intensive Care unit with sufficient facilities to serve the people of Eastern Samar. We used the purposive sampling in our data gathering, wherein all patient present during data collection was given the chance to be interviewed. In particular patients from the Station 21(OB – Gyne and Surgery, Station 2(Medicine and Pediatric) and Station 3(Pay wards and Phil health wards. The respondents are those who are still conscious, and adults above 18 years old.

Research Instrument

This research employed a survey questionnaire in gathering data that are necessary to answer the formulated problem statements.

The research questionnaire was designed based on the review of related literature and the description of the variables. It was translated to Waray dialect during the interview to further facilitate understanding of the care that should be rendered by staff nurses. The questionnaire is composed of two parts:

Part I includes items that gathered data on the respondent's socio-demographic profile such as age, sex, educational attainment and income status.

Part II obtained data on the patient's perception regarding nursing care rendered at Eastern Samar Provincial Hospital.

Statistical Treatment of Data

The descriptive statistics was utilized in the presentation of the socio-demographic profile of the participants such as frequency counts, percentages and mean.

To test the significant relationship between the demographic profile of the patient and the overall perception in terms of physical care, mental/intellectual care, emotional care, spiritual care and social care the multiple regression analysis was used.

RESULTS AND DISCUSSION

The finding shows that, majority of the respondents belong to young adult category about 39.0 percent from the total populations, around 59.0 percent are female and housewives which comprise the 39.0 percent. For educational attainment majority are elementary level and elementary graduates around 58.0 percent from the total respondents but earning less than five thousand pesos a month which is about 49.0 percent of the total population and that is considered below the poverty line.

The overall patients perception rendered by staff nurses of Eastern Samar Provincial Hospital is on average care with an average mean of 2.74. Although the holism of care is not so high, their quality of care is still within the acceptable level of caring standard.

On the test of relationship, age, occupation, educational attainment and monthly income variables has the significant relationship to the overall perceptions of the respondents. However, sex variables were not found to be significant to any indicators of care.

Specifically, relationship existed between physical cares rendered by staff nurses as the demographic profile of the patients to age, occupation and educational attainment but not related to sex and monthly income.

As to the relationship between mental/intellectual care of the staff nurses to the demographic profile of the patient's age and monthly income were significant but not sex, occupation and educational attainment.

With regards to emotional care by the staff nurses in relation to the patient's profile, occupation and monthly income were significant but not age, sex, and educational attainment.

As to the patient perceptions on the spiritual care by the staff nurses to the profile of the patient's age, occupation and educational attainment were significant but not sex and monthly income.

The relationship between social care of the staff nurses and patients profile, occupation and monthly income were significant but not age, sex and educational attainment.

And for the suggestions generated on how to improve the nursing care services of staff nurses at Eastern Samar Provincial Hospital. About 14.0 percent indicated that nurses should give respect to the patient and to the significant others; 13.0 percent is on the proper dissemination of information on how to undergo laboratory examinations; 11.0 percent addressed to the need of immediate response of nurses especially at the delivery room and also concerning on the facilities of the hospitals; 9.0 percent on the equality of treatment to all patient and also providing mass every Sunday; 8.0 percent about the availability of the private rooms to all patient not only for the known individual and on cleaning the wound as often as possible; 6.0 percent concerned to good communication between the nurse and the patient and also by always giving updated information on the condition of the patient; and 5.0 percent on providing healthy environment at all times which is very vital in the recovery of the patient.

Based from the findings of the study majority of the patients were female and housewives, this implies that they were easily affected with sickness and most of them belongs to the young adult category who still productive in nature. Majority are less educated patients, it implies that this group is less aware of proper sanitation and preparation of food. And majority of them do not earn high income which implies that they will prioritize their basic needs first like food rather than spending money for vitamins so they are easily affected by diseases because of low immune system.

On patients perceptions the study revealed that the overall perception of the respondents is on average care which implies that they are still below the required above average and maximum standard of care and that is a challenge to the administration and nursing service department.

As a result for testing the significant relationship, for physical care of nurses only two variables were significant which is age, occupation and educational attainment this implies that matured patients perceived the staff nurses with just enough care and more attention were given to highly educated patients. Then for mental care the results reached that age and monthly income were significant this implies that the more mature the patients the better they cope with intellectual instructions by the staff nurses. Income was likewise significant because the higher was the income the more they can comply with the instruction for medication and other therapeutic regimen. For Emotional care only two variables were found to be of significant

these were the occupation and monthly income of the patients. It can be inferred that some occupation like teachers have better understanding in maintaining rapport with the staff nurses and those with higher income provide the sense of security. For spiritual side it was found out that age, occupation and educational attainment were significant which implies that matured patients have better coping mechanism. The easily understood the reality of life. Occupation and educational attainment were also factors that relate spiritual care of the staff nurses. Retirees and teachers because of their high educational attainment have also better understanding and strengthen their faith in God. However, for social care it was found out that occupation of the patients correlates to the social care of the staff nurses. Retirees and teachers can interact with the staff nurses from time to time. Income was also related to the social care of the staff nurses because patients with better income are compliant to the therapeutic regimen ordered by the doctors ending to fast recovery from illness.

CONCLUSION AND RECOMMENDATIONS

In conclusion therefore, age, occupation, educational attainment and monthly income variable has the significant relationship to the overall perceptions of the respondents. However, sex variables were not found to be significant to any indicators of care.

However, based on the suggestions generated from the patients on how to improve the nursing care services of the staff nurses at Eastern Samar Provincial Hospital. It can be glanced that the top most concern of the patients is on the proper attitude of the nurses to the patients and significant others, followed by the proper dissemination of information concerning the treatment of patient, then on the immediate response of the nurses at the delivery room, equality of treatment and providing mass every Sunday was also a concerned, and providing healthy environment at all times which is very vital in the recovery of the patients and to prevent the spread of nasocomial infection.

Based on the findings of the study, it is highly recommended that a more in depth evaluation of the nursing care services of staff nurses is needed to improve the attitude and commitment of the nursing staff. An awareness of this can also provide insight to nurse administrators as to the management style most appropriate to use on the staff nurses. Also on the improvements of staff nurses should be given importance by encouraging them to attend PNA conventions, seminars, symposia, and other similar activities related to nursing profession. And most importantly the management shall facilitate on the conduct of masses every Sunday to meet the spiritual need of the patients as well as the employee.

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