

Research Article

Patient's Perceptions of Nursing Care-A Descriptive Study from Turkey

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Submitted: 18 February 2016

Accepted: 14 March 2016

Published: 16 March 2016

ISSN: 2379-9501

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Keywords

- Nursing care
- Patient perception
- Patient satisfaction
- Patients' Perception of Nursing Care Scale

Abstract

To conduct a study for examining the patient's perception of nursing care and the variables that affect this perception. This study was conducted between February and May 2014 with inpatients in internal disease and surgery clinics (except psychiatric and pediatric clinics) of a public hospital in Turkey. The sample of the study consisted of 160 patients who stayed hospital at least three days, voluntarily participated in research and decided to be discharged. In the collection of research data, "Patient Information Form" which includes socio-demographic features of the patients and "Patients' Perception of Nursing Care Scale" (PPNCS) were used. The statistical evaluation of data was conducted by Kruskal-Wallis Variance Analysis of Variance and Mann-Whitney U test.

Total PPNCS score of patients was found to be 61.2 ± 9.43 . While there was a statistically significant difference between patients' level of education, presence of chronic diseases, companion possession status and hospitalization durations ($p < 0.05$); there was no statistically significant difference between gender, age and previous hospitalization experiences with average PPNCS score. As a result of this study, it was found that the patients enrolled in the study perceived nursing services in positive way, so their satisfaction status with the care they received was found to be at a good level.

ABBREVIATIONS

PPNCS: Patients' Perception of Nursing Care Scale

INTRODUCTION

Today, increasing competition in all areas also affects the health sector. The most important competitive advantage of health care institutions is to provide high quality health care services. The quality of medical care can be measured by satisfaction of the patients and their relatives [1].

Patient satisfaction is described as "the basic measure which shows the quality of care where the basis authority is patient and gives information about the level of fulfilling the expectations and values of patient" [2]. Patient satisfaction is determined by two factors. The first factor is patients' expectations. Expectations that the patients search and want to see in health institutions can be described as scientific, administrative and behavioral features and vary according to patients' age, gender, education level, socio cultural characteristics, past experience in dealing with health care and health institutions. The second factor is patients' perception of services they received. Perceptions are measured on the basis of opinions or assessments of patients about services they received and service production process. Perception factor

varies according to patients' characteristics and their past experiences with health institutions [3,4].

The patient satisfaction in terms of nursing services is directly related to help individuals until they can handle their own care, to make individual meeting their own care and needs and train individual during this process [5]. Since hospitalization and until the patient's discharge from hospital, satisfaction of patients consists of the perception of nursing care [6]. Because, the most important connection point between institutions and inpatient services is nursing service [1].

It is reported that the most important factor that affects patients' satisfaction in terms of hospital care is nursing services [7]. Patient satisfaction is an important indicator which gives an idea about the quality of nursing services. It also provides feedback to determine the quality and evaluation of nursing care [8]. Therefore, it is useful and required for continuous measurement of patient satisfaction and improving quality [9,10].

It is stated that patient's perceptions of nursing care is a main point to be focused on care and it should be seen with the patient's perspective [11]. Therefore, in order to raise the quality of nursing care, it is necessary to know the patient's perceptions

about the received care and examine the factors that influence this perception. It is quite important that the continuous evaluation of nursing care with valid and reliable measurement tools, making the necessary arrangements in terms of patient's expectations for improving the quality of nursing services. Patients' positive perceptions of nursing care will make an important contribution to increase the patient's power for coping with the disease, their adaptation and self-care power. Through this contributions, patients can be healed in short time, discharged early and the healthcare costs loaded to patients will be reduced [4,5]. The aim of this study we conducted in this direction is to examine the patient's perception of nursing care they receive and examine the variables that influence this perception.

MATERIALS AND METHODS

Study Design

This research is planned as descriptive and cross-sectional in order to examine the patients' perceptions of nursing care they receive and the variables that affect this perception.

Sample and Setting

This study was conducted between February and May 2014 with inpatients in internal disease and surgery clinics (except psychiatric and pediatric clinics) of a public hospital in Turkey. The sample of the study consisted of 160 patients who voluntarily participated, stayed at least three days in the hospital during the three months period when the research was planned and were decided to be discharged.

Data Collection

In the collection of research data, "Patient Information Form" which includes socio-demographic features and "Patients' Perception of Nursing Care Scale" (PPNCS) were used. Data was collected by researchers with the method of face to face interview.

Patient Information Form

In this form developed by the researchers; the questions related the variables that may affect the patients' perception of nursing care like gender, education, income, presence of chronic disease, hospitalization period, past experience of hospital and presence of companion status have taken place.

Patients' Perception of Nursing Care Scale (PPNCS)

Patients' Perception of Nursing Care Scale (PPNCS) was developed by Dozier and colleagues in America in 2001 to measure patients' perception of nursing care and their satisfaction levels on this subject. Turkish validity and reliability of this scale was held by Cobanve Kasikci (2010) [12]. PPNCS, was arranged by Dozier *et al.*, (2001) as [7];

- Reflecting the degree of expected needs,
- Measuring patient satisfaction,
- Making reliable measurement after a short care period,
- To be affected by socio-demographic, personal and other factors in minimum levels.

There are 15 statements about the quality of nursing care in

likert-type scale. It is required that to mark one of the options that creates the scale as "I agree=1", "I somewhat agree=2", "Neutral=3", "I disagree=4" and "I strongly disagree=5". The points are taken into consideration for each item. Thus in the scale, it can be taken at least 15 and up to 75 points. A high score obtained means an increase in satisfaction. Cronbach's alpha reliability coefficient of the original scale was determined to be 0.94. In the light of expert opinions and statistical analysis results, Coban and Kasikci (2010) determined that the PPNCS has high reliability and validity and it can be used to measure patient satisfaction in Turkish society [12]. For this research, total Cronbach alpha reliability coefficient of the scale was found to be 0.81.

Data Analysis

In analysis of the data; frequency, percentage, arithmetic mean, standard deviation and Cronbach alpha reliability coefficient were calculated. The total average score was calculated and in order to determine the suitability of scale scores to normal distribution, normality test was applied. According to this analysis, because of it was not determined that the scale scores showed normal distribution (Kolmogorov-Smirnov $Z=2,458$, $p=0,01<0,05$), in order to examine the difference between the total scores of scale and independent variables Kruskal-Wallis Variance Analysis and Mann-Whitney U Test were applied. Statistical significance was taken as 0.05.

Ethical Considerations

This research was conducted according to Declaration of Helsinki principles. Before questionnaires were filled by patients, nurses were informed about the purpose of the study and in the participation voluntary basis was taken into account. Written Permission (No: 2014/4.14.00.01) has been taken from the hospital's research committee in order to conduct this research. Nurses' consent during the implementation has also been taken.

RESULTS AND DISCUSSION

Results

Results shows that 48.1% of patients participated in the study were in the age of 60 or older, 42.5% were women and 46.2% had primary school graduates. The results also show that 58.8% of patients had previously experience hospitalization, 38.1% had a chronic disease, 71.8% had companions during the period of hospitalization.

Total PPNCS score of the patients included in the study was found to be 61.2 ± 9.43 (between 15-75 points). Patients' views on general nursing practices are shown in Table 1. Lowest PPNCS score was seen in the choice of "They did most of the things by asking me" with 48.6 ± 9.82 points, and the highest PPNCS score was found in the choice of "Through the nurses I felt I have been well cared" with 59.1 ± 9.53 points. 14% of the patients stated that they do not agree with the idea of "They gave me about hospital-related stuff which I did not know" and 9.8% stated the view of "They did most of the things by asking me" as the idea they do not agree. 71.8% of the patients sated they strongly agree the view of "Through the nurses I felt I have been well cared" and 70.1% stated the view of "They made me feel comfortable while they treating me" as the idea that they strongly agree (Table 1).

The findings concerning the compare between identifying information and mean PPNCs scores of patients are given in Table 2. As a result of the statistical analysis, a statistically significant difference between mean PPNCs scores, level of education, presence of chronic disease, companion possession status and hospitalization time of patients was found ($p < 0.05$). However, there was no statistically significant difference between gender, previous hospitalization experiences and mean PPNCs score found ($p > 0.05$, Table 2).

Discussion

As a result of this study conducted in order to examine the perception about nursing care of patients who were inpatient in different clinics of a public hospital in Turkey; total PPNCs score of patients was found to be 61.2 ± 9.43 . When the lowest score of 15 and the highest score of 75 points considered, it can be said that the patients have satisfaction in good level from nursing care. It was stated in the most of conducted study aimed at patients' perception of nursing care in Turkey and the other countries that the main scores of patient's perception of nursing care were at good level [1,3,13-15]. The results of our study are similar to the results of the study indicated. This result brings to mind that patients generally perceived nursing services positively. However, it is stated in some studies that the level of patients'

perception of nursing care was medium and above [16,17]. Accordingly, an individual's past experiences, expectations, age, gender, education level, social status, health status, perception of their own health status can affect their satisfaction.

As a result of the study, it was found that the lowest score of PPNCs in the article of "They did most of the things by asking me" and the highest score found in the article of "Through the nurses I felt I have been well cared". In a similar study in Turkey conducted by Çoban and Kaşıkçı (2008), the majority of patients (38%) stated that they strongly disagreed to the "Nurses gave me about hospital-related stuff which I did not know" opinion and they agreed the "Through the nurses I felt I have been well cared" opinion [16]. Similar results were found in also study conducted by Şişe (2013) [1]. When the results of this study compared with given study examples, although there were differences in proportions, it was seen that the patients perceived nursing care in a similar way. Besides, according to the results of this study; it was seen that the nurses who were caring the patients did not give enough information to patients about what they did for them. However, the "right to be informed" is the most fundamental right contained in the rights of patients [18]. In addition, it is emphasized in application of patient rights that the volition of patient is important and patients need help when they could not choose what was best for themselves [19]. Therefore, not enough

Table 1: Patients' views on the general applications of nursing (N=160).

| PPNCs | StronglyDisagree | Disagree | Neutral | Agree | StronglyAgree | PPNCs |
|--|------------------|----------|---------|-------|---------------|-------------|
| | % | % | % | % | % | X±SD |
| They helped me to be more realistic | 3.1 | 5.3 | 7.6 | 12.9 | 69.1 | 58.6±9.21 |
| They thought more than I needed | 4.8 | 6.0 | 8.9 | 22.1 | 57.6 | 55.7±9.24 |
| They immediately took care of my requests | 5.8 | 4.1 | 4.9 | 17.2 | 68.3 | 57.3 ±10.91 |
| They gave me all the attention during care | 3.6 | 4.8 | 6.4 | 18.8 | 67.4 | 58.2±9.37 |
| They did most of the things by asking me | 5.1 | 9.8 | 11.4 | 14.9 | 60.2 | 48.6 ±9.82 |
| They made me feel comfortable in the hospital | 4.5 | 5.6 | 9.0 | 15.8 | 66.1 | 52.9 ±10.81 |
| They gave me about hospital-related stuff which I did not know | 5.7 | 14.0 | 8.3 | 12.6 | 57.8 | 50.7±9.47 |
| I am sure that they warn people associated with my needs and my requests | 5.7 | 4.9 | 9.3 | 17.4 | 62.0 | 55.3 ±9.06 |
| I am sure they will be with me when I need | 3.2 | 4.9 | 7.8 | 15.1 | 67.4 | 57.4 ±9.12 |
| I feel that they understand what my illness means to me | 3.8 | 6.7 | 7.0 | 17.7 | 64.2 | 53.3 ±11.26 |
| I know that some issues are prevented through nurses' efforts | 3.2 | 7.9 | 7.6 | 17.1 | 63.5 | 55.2 ±9.60 |
| They helped me to cope with my fears about my illness | 3.9 | 8.8 | 9.1 | 18.6 | 60.4 | 51.6±9.34 |
| Their explanations relaxed me | 4.8 | 8.0 | 7.2 | 17.5 | 62.5 | 52.2±9.72 |
| They relaxed me while my treatments | 2.8 | 4.6 | 7.5 | 13.5 | 70.1 | 57.9 ±9.18 |
| Through the nurses I felt I have been well cared | 3.7 | 5.6 | 7.8 | 14.9 | 71.8 | 59.1±9.53 |

Abbreviations: PPNCs: Patients' Perception of Nursing Care Scale; X: Mean; SD: Standard Deviation

Table 2: Comparing the average PPNCs score of patients according to some of their descriptive characteristics (N=160).

| Characteristics | N | X±SD | Statistical Significance |
|--|-----|--------------|--------------------------|
| Gender | | | |
| Female | 68 | 62.01±11.24 | Z= 1257.00 p>0.05 |
| Male | 92 | 61.31 ±12.96 | |
| Age Group | | | |
| 18-39 years | 36 | 60.81±15.63 | KW=2,219 p>0.05 |
| 40-64 years | 47 | 61.09±10.46 | |
| 65 and over | 77 | 62.85±14.67 | |
| Education Level | | | |
| Literate | 34 | 65.09±11.19 | KW=14.134 p<0.05 |
| Primary School | 74 | 62.12±11.06 | |
| Secondary School | 18 | 66.24±11.73 | |
| High School | 23 | 55.97±14.34 | |
| College/Faculty | 11 | 48.89±14.07 | |
| Previous Hospitalization Experience | | | |
| Yes | | | Z= 1081.52 p>0.05 |
| No | 94 | 51.92±12.77 | |
| | 66 | 52.64±10.86 | |
| Presence of a Chronic Disease | | | |
| Yes | 61 | 74.33±10.41 | Z=503.010 p<0.05 |
| No | 99 | 70.67±14.70 | |
| Companion Possession Status | | | |
| Yes | 115 | 65.42±12.38 | Z= 618.230 p<0.05 |
| No | 45 | 60.87±10.79 | |
| Duration of Hospitalization | | | |
| 3-7 days | 105 | 59.59±10.13 | KW=14.134 p<0.05 |
| 8-15 days | 22 | 62.57±11.80 | |
| 15-30 days | 23 | 58.07±10.39 | |
| 1 month and over | 10 | 51.96±10.62 | |
| Abbreviations: PPNCs: Patients' Perception of Nursing Care Scale; X: Mean; SD: Standard Deviation; Z: Mann-Whitney U Test; KW: Kruskal-Wallis Variance Analysis | | | |

information given by nurses to patients about applications is an undesirable situation.

As a result of the study a significant difference was found between the patients' education level, presence of chronic disease, companion possession status, hospitalization time with their mean PPNCs score; mean PPNCs score of patients who had higher level of education (college/faculty), no chronic disease, no companion and longer hospitalization time (1 month and above) was found to be lower than the other patients. These results can be interpreted as increase in patients' expectations and knowledge about the services they took because of they were more conscious, positive effect of another disease's existence on satisfaction level of nursing care because of it increased the adaptation for disease, the possibility of decrease in expectations of nursing care because of companions met the patient's needs, because of increased hospitalization time the patients' endurance could decrease and therefore their expectations could increase.

In this study, it was found that the variables like patients' gender, age and previous hospitalization experience affected their satisfaction in terms of nursing care. In various studies conducted on the subject; it was found that the patients' gender [1-3,16-20], age [1,16] and previous hospitalization experience [10,16] had no effect on patients' satisfaction of nursing care. These results can be assessed as both male and female patients participated the study had high expectations of nursing care and their expectations of nursing care were the same in each hospitalization regardless to previous experiences. However it

may not be a true approach that to connect the satisfaction or dissatisfaction to socio demographic features and related factors. Therefore, to increase the level of quality and satisfaction, we have no chance to intervene in this area. These factors may play a decisive role in patient expectations, but to provide satisfaction with only by meeting expectations does not mean to provide quality service. The important thing is being able to offer the highest quality can be reach and people-oriented service [21].

CONCLUSION

The study concludes that the patients participated had positive perception of nursing services and therefore their satisfaction level of care service was determined to be at a good level. In addition, it was found that the patients' education level, presence of a chronic disease, hospitalization time and companion possession case were affected the perception of nursing care and therefore the satisfaction of care service. We believe that there is a positive contribution of in-service training and improvement activities held in recent years at the hospital where study conducted on patients' satisfaction of nursing care services. In this context, to launch quality works in all hospitals of Turkey, within the scope of the quality works to measure and evaluate the perceived service quality in health enterprises in certain periods, will provide an important contribution in terms using the limited resources efficiently, with this efficient use reducing the costs and meeting the expectations of patients. It is also important that the regular evaluation of patients' perception of care to ensure the sustainability of quality of nursing services.

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Cite this article

Dikmen Y, Yılmaz D (2016) Patient's Perceptions of Nursing Care-A Descriptive Study from Turkey. *Ann Nurs Pract* 3(3): 1048.