



Mastering the Art of Making Patients Satisfied: Introducing the Evaluation of Seven Nursing Care Dimensions Among Patients and Families Within the Directorate General of Khoula Hospital (Dgkh) - Cross Sectional Survey

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ABSTRACT

Introduction and Background: The most important predictor of nursing care is patient's perceptions and expectation toward that care. Nurses are involved in almost every aspect of patient's care in hospital. For this, highlighting on the roles and responsibilities of bedside nurses on achieving the best level of PS is important.

Problem Statement: A study to assess patient satisfaction level with quality of nursing care within DGKH.

Methodology: Cross sectional descriptive study approach was used by means of distribution of barcode surveys in all in patients wards, ICU, NICU and ED. The questions of the surveys explain the following nursing dimensions: Admission Process, Patient's Needs & Comfort, Pain Management, Communication Aspects, Nurse Attitudes, Nurses Skills and Competency and Patient and Family involvement.

Conduction and Sampling: A pilot study (phase one) of patient satisfaction valuation was started for one month- September 2021. Total of 279 participants were involved. During the pilot, a new rating scale is also examined. Phase two started with the effect from 02nd of March 2022 to 30th of May 2022, in which a total of 462 forms were collected. After that, 329 forms were collected with the effect from 1st of June to 30th of October 2022. The implementation continued in which a total of 2376 surveys were collected from the period of 01st January 2023 till 31st December 2023.

Results: Out of 2376 surveys being collected, the majority of patients and their relatives have a high satisfaction rate with the provided nursing care with 93%. The highest complements raised in taff attitudes. Among 11308 respondents, 86% stated that nurses were excellent and treated them with respect and kindness. Majority of responds, 83%, rated the patient's accurate identification as excellent. Maintaining of hand washing and other infection control measures, taking of consent before any procedure and maintaining of patient's privacy, are also rated as excellent by the majority with 82% for each. Nursing monitoring to safety measures and implementing of pain management strategies, were rated as excellent with 81.9%. There was also a total of 1678 complements & only 162 complains being raised. 256 statements raised about "the nurse treats me with respect and kidness" and 107 statements of "the nurse monitors my condition frequently". On the oher hand, majority of complains were about "The nurse not providing me with clean, warm & quite environment" with 51 complain and about "The nurse not ensuring proper and good food" with 34 complains.

Conclusion and Implications: The new updated tool was able to assess and monitor different outcomes in nursing care. Through this, nurses can understand their strength and weakness and other alternatives that effectively can change the level of care. This includes also increasing of nurses' knowledge of patient feelings and expectations. Planning and conducting of education programs that enhance this knowledge is one of the proposed interventions. In addition, the role of nursing administration should be also prioterized to bring about any changes in nursing practice, like staffing needs and motivation strategies.

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Introduction

Patient Satisfaction (PS) becomes a significant indicator to measure quality of nursing care. Patients are setting new expectations for convenience, transparency and collaboration. Thereby, healthcare facilities are developing strategies to meet these new demands [1].

On the other hand, nursing care is the main component of the overall services patients received in health care settings. Nurses also are the primary caregivers in all health promoting environments. They responded in various ways to regulatory and clinical demands. Furthermore, Folami [2], stated that the most important predictor of PS is their perception toward nursing care. There is now a greater understanding and appreciation of the relationship between patients/ families and nursing quality improvement services. In this, measuring and understanding of the patient and family experience of nursing care shall provide the opportunity for reflection and improvement of this care and overall patient outcomes [1].

Background of the Study and Literature Review

Nowadays, nurses engage in many roles for providing quality health care [3]. In addition, "nursing is an accountable profession guided by science, theory, code of ethics and the art of care and comfort to treat human responses to health and ill" Thapa S. & Joshi A. [4] PS has been advocated as an outcome measure of quality nursing care. This is because nurses are involved in almost every aspect of patient's care in hospital. Within Sultanate of Oman, the satisfaction level of patients or their relatives regarding provided nursing care remains unknown. This facilitates the conduction of this study, and to highlight on the roles and responsibilities of bedside nurses on achieving the best level of PS. At the same time, analyzing the noncompliance or patient's complains about care provided, shall emphasize on "administering of the best nursing care standards needed" [5].

Furthermore and for the purpose of determining PS level in different clinical areas, the study merged different tools as per applicability of questions for each area. In order also to plan an effective assessment needs, the surveys created to explore the needs for improving the quality of care.

Locally, a tool of PS valuation was developed in March 2018 by the audit and benchmark team. However, this tool was founded not able to measure PS regarding the descriptive approach of nursing care. It explains mainly the major services in which nurses cannot give a directive interventions in response to patient's opinions/ complains. According to El- Nagger N et al. [6], PS should be necessary to assess quality of care in accordance to the standard management of health care system. It should contain the contents of nurse knowledge, skills and competency. Nevertheless, the attitude of the nurse is important factor in developing of the tool as it describes patient's experience with nurse of how being treated in empathy, respectful and compassion care. Moreover, there are two significant factors to be considered in the development of the tool, which are Quality Assessment and Quality Improvement [6]. Other components like nurse's communication, patient's needs and expectations and suggestions to improve the quality of nursing

care, are essential. Furthermore, Folami [2], stated that we can measure Patient's perspectives about pain management, health education and environmental factors. They also studied other variables in nursing care, for instance: nurse attitude, explanation of treatment, communication aspects, helping in care, kindness, response time, discharge aspects and following and tracking of patient's condition/ progress.

As a result of the literatures reviewed, evaluating of PS level toward nursing service is essential to reflect quality of service provided and to analyze the best strategies that optimize the satisfaction level. Moreover, the survey can be updated based on the following essential nursing concepts: Admission Process, Patient's Needs & Comfort, Communication Aspects, Nurse Attitudes and Nurses Skills and Competency.

Statement of Problem

A study to assess patient satisfaction level with quality of nursing care within DGKH.

Objectives

1. To introduce an updated assessment tool that evaluates different dimensions of nursing care.
2. To identify the levels of PS in different nursing dimensions.
3. To correlate the relationship manners of patient and relative's and their confidence level toward nursing care.
4. To evaluate patients' needs and expectations and propose appropriate nursing interventions.

Operational Definition

Patient Satisfaction (PS)

According to Thapa S. & Joshi A. [4], PS is "patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectation regarding ideal nursing care and their perceptions of actual nursing care". Additionally, it can be defined as the degree to which patient expects about health care service provided [3].

Nursing Care

The practice of promoting health, supporting, educating patients [3]. According to the American Nurses Association, "Nursing practice is a direct service, goal directed and adaptable to the needs of the individual, the family and community during health and illness".

Patient Satisfaction Valuation Tool

A manually or computerized assisted technique that used to monitor and assess patient satisfaction about clinical nursing practice. The final result of audit tool can be expressed as absolute number, percentage, rate or average.

Methodology

Research Approach

Survey approach was used for the study

Research Design

Cross sectional descriptive study design was used.

Settings of the Study

1. In patient's general wards: Orthopedic Unit- 1 (OU1),

Orthopedic Unit- 2 (OU2), Orthopedic Unit- 3 (OU3), Male Plastic Surgical Ward (MPSW), Female Plastic Surgical Ward (FPSW), Male Neurosurgical Ward (MNSW), Female Neurosurgical Ward (FNSW), Neurology Ward (NW), General Surgical Ward (GSW), Paediatric Surgical Ward (PSW), Antenatal Ward (Ant), Obstetric Ward (OBs), Gynecology Ward (Gynae) and Delivery Suit.

2. **Critical care units:** Intensive Care Unit (ICU), Burns Unit (BU), Neonatal Intensive Care Unit (NICU) and Emergency Department (ED).

Inclusion Criteria

- ✓ Conscious, oriented patient, with age of 15 years old and above.
- ✓ Patient had a length of stay of 3 days and above.
- ✓ Patient's relatives or parents in PSW and NICU.
- ✓ Both male and female gender.
- ✓ Any admitted nationality which can read and write Arabic or English language.

Exclusion Criteria

- ✓ Patients who had cognitive impairment, critically ill, and had communication problems.
- ✓ Patient under 15 years old.
- ✓ Out Patients Departments (OPDs).

Sample Technique

Consecutive/ purposive sampling.

Description of the tools

The audit and bench mark team designed three surveys of "Patient Satisfaction Valuation Regarding Nursing Care". The surveys for patients admitted in general wards, ICU & BU, ED patients and parents in NICU. The questions of the surveys explain the following nursing dimensions:

1. Admission Process.
2. Patient's Needs & Comfort.
3. Pain Management.
4. Communication Aspects.
5. Nurse Attitudes.
6. Nurses Skills and Competency.
7. Patient and Family involvement.

Refer to appendix No. 1, for the In-patients Patient Satisfaction Valuation Survey Regarding Nursing Care for the In-patients wards, Appendix No. 2, for Patient Satisfaction Valuation Survey Regarding Nursing Care for ED department and Appendix No. 3, for Parents Patient Satisfaction Valuation Survey Regarding Nursing Care in NICU.

Conduction of the Study and Sampling

A pilot study (phase one)

Patient satisfaction valuation was started for one month-September 2021. Total of 279 participants were involved. During the pilot, a new rating scale is also examined. The new scale founded to be more accurate and effective in the calculation of patient satisfaction level as patient's response to each question classified and coded with faces and numbers as Excellent= 5, Good= 4, Average= 3, Poor= 2 and Very Poor= 1. However, the scale of the old tool was based on patient/ relative

rating from 1 to 10. There was also no specific classification and description of the satisfaction level.

Phase Two Implementation

Phase two started with the effect from 02nd of March 2022 to 30th of May 2022, in which a total of 462 forms were collected. After that, 329 forms were collected with the effect from 1st of June to 30th of October 2022. As a result the valuation format updated and one question was added about infection control measures under the dimension of nurs's skills and competency.

Phase Three Implementation

The implementation continued in which a total of 2376 surveys were collected from the period of 01st January 2023 till 31st December 2023.

Data Collection Procedure

During the pilot study manual forms of PS surveys were collected by the audit team from targeted wards. During the, implementation phase, forms were collected electronically using the barcode system.

Plan of Analysis

Qualitative and quantitative data were collected concurrently in this study. Integration was done through reading and coding the qualitative data as well as the quantitative data. Data was assessed using parallel constructs. Both types of data were separately analyzed.

Score Interpretation

The level of patient satisfaction was classified as highly satisfied (100%- 90%), satisfied (89%- 70%), partial satisfied (69%- 50%) and not satisfied (below 50%). Patient's response to each question classified as Excellent= 5, Good= 4, Average= 3, Poor= 2 and Very Poor= 1.

Results Analysis and Interpretation

Charts distribution according to wards & units

Table 1

Departmental and Ward Wise Distribution of Patient Satisfaction Results

Patients and their relatives had a high level of satisfaction with nursing care with overall percent of 93. The highest satisfaction rate scored in staff attitudes and nursing skills and competencies with 94 for each. Refer to table No. 2, for patient satisfaction results in each ward/ unit.

Patient/ relative's feedback about Admission Process

The survey outlined that out of 11046 respondents, 80.66% of them rated the service of nurse welcoming and orientation to the ward as excellent. In regards to Q2 (Nurse Explanation of rights and responsibilities during admission process), 77.96% responded as excellent. Refer to table 3.

Patient/ Relative's Feedback About Meeting of their Needs and Comfort

Patients and their relatives rated excellent service in regards of nursing monitoring to safety measures with 81.93%, providing

and ensuring of a clean and quite environment with 77.18% and ensuring of suitable food according to each patient’s condition with 70.88%. Refer to below table 4.

Patient/ Relative’s Feedback About Pain Management

The surveys outlined that 78.26% of participants stated that nursing assessment of pain level is excellent. In addition, 81.95% of them rated excellent service for nursing pain management strategies. Refer to below table 5.

Patient/ Relative’s Feedback About Nursing Communication Skills

The majority of respondents rated the questions of this dimension as excellent with overall percent of 80.13. Refer to the below table 6, for the percentages of nursing communication skills.

Patient/ Relative’s Feedback About Overall Nursing Skills and Competencies

Majority of responds, 83%, rated the patient’s accurate

identification as excellent. Maintaining of hand washing and other infection control measures, taking of consent before any procedure and maintaining of patient’s privacy, are also rated as excellent by the majority with 82% for each. Refer to below table 7.

Patient/ Relative’s Feedback About Overall Nursing Attitude

Among 11308 respondents, 86% stated that nurses were excellent and treated them with respect and kindness, and 11.89% rated this service as good. Out of 11030 patients and relatives, 81.1% said that nurses were excellent and responded to their calls quickly, and 15.16% of them rated good satisfaction level. Refer to table 8.

Patient/ Relative’s Feedback About Involvement in Treatment Plan

Patients and their relatives rated excellent involvement of them in decision making process with 77.99%. Total of 10843 patients and relatives said that nurses involved their families in the treatment plan as excellent with 75.95%. Refer to table 9.

Table 1: Monthly collection of surveys/ a ward in 2023.

| Wards | Jan | Feb | Mar | April | May | June | July | Aug | Sept | Oct | Nov | Dec | Grand Total |
|----------------------|-----|-----|-----|-------|-----|-------------|------|-----|-------------|-----|-----|-----|-------------|
| BU | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 2 | 0 | 2 | 9 |
| ICU | 1 | 0 | 0 | 7 | 2 | 1 | 2 | 5 | 4 | 0 | 3 | 2 | 27 |
| ED | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 10 | 3 | 4 | 2 | 32 |
| NICU | 1 | 1 | 6 | 0 | 0 | 0 | 2 | 6 | 7 | 2 | 2 | 0 | 27 |
| Critical | 4 | 1 | 6 | 7 | 2 | 1 | 4 | 25 | 23 | 7 | 9 | 6 | 95 |
| OU1 | 15 | 11 | 17 | 21 | 6 | 17 | 20 | 18 | 17 | 40 | 70 | 74 | 326 |
| OU2 | 7 | 8 | 15 | 13 | 5 | 8 | 8 | 6 | 7 | 18 | 9 | 2 | 106 |
| OU3 | 3 | 10 | 9 | 6 | 1 | 4 | 9 | 24 | 19 | 10 | 6 | 5 | 106 |
| Ortho | 25 | 29 | 41 | 40 | 12 | 29 | 37 | 48 | 43 | 68 | 85 | 81 | 538 |
| MPSW | 0 | 0 | 0 | 1 | 4 | 4 | 27 | 17 | 10 | 7 | 6 | 0 | 76 |
| FPSW | 4 | 1 | 0 | 0 | 1 | 0 | 4 | 23 | 36 | 22 | 7 | 17 | 115 |
| Plastic | 4 | 1 | 0 | 1 | 5 | 4 | 31 | 40 | 46 | 29 | 14 | 17 | 191 |
| MNSW | 0 | 3 | 0 | 14 | 3 | 1 | 6 | 3 | 8 | 5 | 6 | 3 | 52 |
| FNSW | 11 | 9 | 13 | 9 | 13 | 15 | 4 | 15 | 8 | 8 | 18 | 2 | 125 |
| NW | 7 | 3 | 0 | 0 | 1 | 6 | 3 | 1 | 1 | 0 | 2 | 0 | 24 |
| PSW | 2 | 0 | 0 | 7 | 7 | 4 | 3 | 5 | 22 | 7 | 14 | 8 | 79 |
| PVT | 1 | 1 | 9 | 6 | 1 | 0 | 2 | 6 | 29 | 16 | 18 | 12 | 101 |
| Isolation | 4 | 3 | 1 | 6 | 4 | 6 | 3 | 7 | Ward closed | | | 34 | |
| General | 25 | 19 | 23 | 42 | 29 | 32 | 21 | 37 | 68 | 36 | 58 | 25 | 415 |
| FMW | 0 | 1 | 1 | 0 | 1 | Ward closed | | | | | | 3 | |
| MMW | 0 | 1 | 0 | 13 | 7 | Ward closed | | | | | | 21 | |
| Medical | 0 | 2 | 1 | 13 | 8 | | | | | | | 24 | |
| Antenatal | 2 | 5 | 2 | 4 | 3 | 2 | 5 | 47 | 24 | 27 | 13 | 9 | 143 |
| Labor | 1 | 0 | 3 | 16 | 12 | 3 | 32 | 75 | 34 | 64 | 95 | 59 | 394 |
| OBS | 0 | 0 | 1 | 39 | 15 | 11 | 8 | 49 | 63 | 32 | 47 | 45 | 310 |
| GYNE | 2 | 1 | 0 | 9 | 10 | 16 | 19 | 29 | 38 | 50 | 57 | 35 | 266 |
| MCH | 5 | 6 | 6 | 68 | 40 | 32 | 64 | 200 | 159 | 173 | 212 | 148 | 1113 |
| Grand Total/ a month | 63 | 58 | 77 | 170 | 96 | 98 | 157 | 350 | 339 | 313 | 378 | 277 | 2376 |

There is a total of **2376 surveys** being collected in 2023. Refer to table No. 1 for monthly collection of surveys/ a ward.

Table 2: Distribution of Patient’s satisfaction levels toward nursing care provided. 2023.

| Wards | No. of charts | Admission Process | Patient needs & comfort | Pain Management | Communication Skills | Skills & competency | Attitude | Patient & family involvement | Total Score |
|-----------|---------------|-------------------|-------------------------|-----------------|----------------------|---------------------|----------|------------------------------|-------------|
| BU | 9 | 86% | 77% | 93% | 90% | 92% | 89% | 92% | 88% |
| ICU | 27 | 80% | 85% | 86% | 83% | 85% | 84% | 81% | 83% |
| ED | 32 | 84% | 84% | 88% | 84% | 83% | 84% | 87% | 84% |
| NICU | 27 | 92% | 98% | 98% | 95% | 98% | 98% | 99% | 97% |
| Critical | 95 | 86% | 86% | 91% | 88% | 90% | 89% | 90% | 88% |
| OU1 | 326 | 86% | 84% | 91% | 90% | 92% | 92% | 90% | 89% |
| OU2 | 106 | 92% | 87% | 90% | 90% | 92% | 93% | 90% | 91% |
| OU3 | 106 | 91% | 88% | 91% | 90% | 92% | 93% | 89% | 91% |
| Ortho | 538 | 90% | 86% | 91% | 90% | 92% | 94% | 90% | 91% |
| MPSW | 76 | 95% | 96% | 96% | 95% | 96% | 96% | 94% | 95% |
| FPSW | 115 | 93% | 90% | 93% | 92% | 94% | 94% | 93% | 93% |
| Plastic | 191 | 94% | 93% | 94% | 93% | 95% | 95% | 93% | 94% |
| MNSW | 52 | 83% | 86% | 87% | 86% | 89% | 91% | 88% | 87% |
| FNSW | 125 | 90% | 89% | 92% | 90% | 93% | 92% | 91% | 91% |
| NW | 24 | 78% | 91% | 93% | 92% | 93% | 95% | 92% | 91% |
| PSW | 79 | 91% | 91% | 94% | 93% | 96% | 95% | 93% | 93% |
| PVT | 101 | 94% | 94% | 95% | 95% | 95% | 97% | 96% | 95% |
| Isolation | 34 | 82% | 93% | 91% | 91% | 94% | 95% | 93% | 91% |
| General | 415 | 86% | 91% | 92% | 91% | 93% | 94% | 92% | 91% |
| FMW | 3 | 80% | 78% | 77% | 71% | 72% | 80% | 77% | 76% |
| MMW | 21 | 84% | 83% | 83% | 84% | 88% | 92% | 87% | 86% |
| Medical | 24 | 82% | 81% | 80% | 78% | 80% | 86% | 82% | 81% |
| Antenatal | 143 | 92% | 92% | 94% | 94% | 96% | 94% | 93% | 94% |
| Labor | 394 | 93% | 94% | 95% | 94% | 96% | 95% | 95% | 95% |
| OBS | 310 | 93% | 92% | 95% | 94% | 96% | 96% | 94% | 94% |
| GYNE | 266 | 90% | 94% | 96% | 94% | 96% | 96% | 94% | 94% |
| MCH | 1113 | 92% | 93% | 95% | 94% | 96% | 95% | 94% | 94% |
| Overall | 2376 | 92% | 91% | 93% | 93% | 94% | 94% | 92% | 93% |

*Rounded to nearest decimeter.

Table 3: Rates of patient/ relatives feedback about admission process.

| Questions | | Q1. The nurse welcomes and orients me during admission. | Q2. The nurse explains to me, my rights and responsibilities thoroughly. |
|-----------|----------------|---|--|
| Excellent | SUM of score | 8910 | 8470 |
| | total response | 11046 | 10865 |
| | % | 80.66% | 77.96% |
| Good | SUM of score | 1732 | 1840 |
| | total response | 11046 | 10865 |
| | % | 15.68% | 16.94% |
| Average | SUM of score | 330 | 435 |
| | total response | 11046 | 10865 |
| | % | 2.99% | 4.00% |
| Poor | SUM of score | 46 | 86 |
| | total response | 11046 | 10865 |
| | % | 0.42% | 0.79% |
| Very Poor | SUM of score | 28 | 34 |
| | total response | 11046 | 10865 |
| | % | 0.25% | 0.31% |

Table 4: Rates of patient/ relatives feedback about meeting of their needs & comfort.

| Questions | | Q3. The nurse monitors my safety measures. | Q4. The nurse provides me with clean, warm & quite environment. | Q5. The nurse ensures proper food that suitable for my health needs |
|-----------|----------------|--|---|---|
| Excellent | SUM of score | 9115 | 8335 | 7420 |
| | total response | 11125 | 10800 | 10468 |
| | % | 81.93% | 77.18% | 70.88% |
| Good | SUM of score | 1668 | 1880 | 2188 |
| | total response | 11125 | 10800 | 10468 |
| | % | 14.99% | 17.41% | 20.90% |
| Average | SUM of score | 273 | 456 | 681 |
| | total response | 11125 | 10800 | 10468 |
| | % | 2.45% | 4.22% | 6.51% |
| Poor | SUM of score | 48 | 84 | 122 |
| | total response | 11125 | 10800 | 10468 |
| | % | 0.43% | 0.78% | 1.17% |
| Very Poor | SUM of score | 21 | 45 | 57 |
| | total response | 11125 | 10800 | 10468 |
| | % | 0.19% | 0.42% | 0.54% |

Table 5: Rates of patient/ relatives feedback about pain management.

| Questions | | Q6. The nurse assesses my level of pain (If applicable). | Q7. The nurse cares to manage & relive my pain. |
|-----------|----------------|--|---|
| Excellent | SUM of score | 8580 | 9120 |
| | total response | 10963 | 11129 |
| | % | 78.26% | 81.95% |
| Good | SUM of score | 1984 | 1652 |
| | total response | 10963 | 11129 |
| | % | 18.10% | 14.84% |
| Average | SUM of score | 300 | 300 |
| | total response | 10963 | 11129 |
| | % | 2.74% | 2.70% |
| Poor | SUM of score | 70 | 36 |
| | total response | 10963 | 11129 |
| | % | 0.64% | 0.32% |
| Very Poor | SUM of score | 29 | 21 |
| | total response | 10963 | 11129 |
| | % | 0.26% | 0.19% |

Table 6: Rates of Patient/ Relatives Feedback About Nursing Communication Skills.

| Questions | | Q8. The nurse always explains any procedure before doing it and listen to my query. | Q9. The nurse provides me with needed information in a clear language. | Q10. The nurse monitors my condition frequently | Q11. The nurse listens to my concern/Complain and cooperative | Q12. The nurse gives me clear and complete instructions before leaving the hospital. |
|-----------|----------------|---|--|---|---|--|
| Excellent | SUM of score | 8790 | 8785 | 9130 | 8590 | 8830 |
| | total response | 11023 | 11003 | 11115 | 10969 | 10952 |
| | % | 79.74% | 79.84% | 82.14% | 78.31% | 80.62% |
| Good | SUM of score | 1828 | 1780 | 1608 | 1940 | 1820 |
| | total response | 11023 | 11003 | 11115 | 10969 | 10952 |
| | % | 16.58% | 16.18% | 14.47% | 17.69% | 16.62% |
| Average | SUM of score | 315 | 333 | 309 | 363 | 243 |
| | total response | 11023 | 11003 | 11115 | 10969 | 10952 |
| | % | 2.86% | 3.03% | 2.78% | 3.31% | 2.22% |
| Poor | SUM of score | 68 | 84 | 46 | 48 | 42 |
| | total response | 11023 | 11003 | 11115 | 10969 | 10952 |
| | % | 0.62% | 0.76% | 0.41% | 0.44% | 0.38% |
| Very Poor | SUM of score | 22 | 21 | 22 | 28 | 17 |
| | total response | 11023 | 11003 | 11115 | 10969 | 10952 |
| | % | 0.20% | 0.19% | 0.20% | 0.26% | 0.16% |

Table 7: Rates of patient/ relatives feedback about overall nursing skills and competencies.

| Questions | | Q13. The nurse is checking my ID Band before any procedure. | Q14. The nurse Maintains hand washing before and after any nursing procedure and maintains all infection prevention measures. | Q15. The Nurse Asks my permission before performing any procedures. | Q16. The Nursing team maintains my privacy. |
|-----------|----------------|---|---|---|---|
| Excellent | SUM of score | 9290 | 9210 | 9125 | 9165 |
| | total response | 11189 | 11167 | 11142 | 11153 |
| | % | 83.03% | 82.48% | 81.90% | 82.18% |
| Good | SUM of score | 1560 | 1616 | 1700 | 1664 |
| | total response | 11189 | 11167 | 11142 | 11153 |
| | % | 13.94% | 14.47% | 15.26% | 14.92% |
| Average | SUM of score | 297 | 288 | 255 | 267 |
| | total response | 11189 | 11167 | 11142 | 11153 |
| | % | 2.65% | 2.58% | 2.29% | 2.39% |
| Poor | SUM of score | 26 | 38 | 42 | 38 |
| | total response | 11189 | 11167 | 11142 | 11153 |
| | % | 0.23% | 0.34% | 0.38% | 0.34% |
| Very Poor | SUM of score | 16 | 15 | 20 | 19 |
| | total response | 11189 | 11167 | 11142 | 11153 |
| | % | 0.14% | 0.13% | 0.18% | 0.17% |

Table 8: Rates of patient/ relatives feedback about nursing attitudes.

| Questions | | Q17. The Nurse treats me with respect & kindness. | Q18. The Nurse responds quickly to my calls. |
|-----------|----------------|---|--|
| Excellent | SUM of score | 9735 | 8945 |
| | total response | 11308 | 11030 |
| | % | 86.09% | 81.10% |
| Good | SUM of score | 1344 | 1672 |
| | total response | 11308 | 11030 |
| | % | 11.89% | 15.16% |
| Average | SUM of score | 192 | 342 |
| | total response | 11308 | 11030 |
| | % | 1.70% | 3.10% |
| Poor | SUM of score | 16 | 32 |
| | total response | 11308 | 11030 |
| | % | 0.14% | 0.29% |
| Very Poor | SUM of score | 21 | 39 |
| | total response | 11308 | 11030 |
| | % | 0.19% | 0.35% |

Table 9: Rates of patient/ relatives feedback about involvement in treatment plan.

| Questions | | Q19. The Nurse involves me in my care decision. | Q20. The Nurse involves my family in the treatment plan. |
|-----------|----------------|---|--|
| Excellent | SUM of score | 8580 | 8235 |
| | total response | 11001 | 10843 |
| | % | 77.99% | 75.95% |
| Good | SUM of score | 2032 | 2108 |
| | total response | 11001 | 10843 |
| | % | 18.47% | 19.44% |
| Average | SUM of score | 321 | 402 |
| | total response | 11001 | 10843 |
| | % | 2.92% | 3.71% |
| Poor | SUM of score | 46 | 60 |
| | total response | 11001 | 10843 |
| | % | 0.42% | 0.55% |
| Very Poor | SUM of score | 22 | 38 |
| | total response | 11001 | 10843 |
| | % | 0.20% | 0.35% |

Distribution of Patient Satisfaction Results According to Patient’s or Relative’s Complains & Complements

| Questions | Complements | Complains |
|---|-------------|-----------|
| Q1. The nurse welcomes and orients me during admission. | 0 | 0 |
| Q2. The nurse explains to me, my rights and responsibilities thoroughly. | 0 | 0 |
| Q3. The nurse monitors my safety measures. | 1 | 0 |
| Q4. The nurse provides me with clean, warm & quite environment. | 12 | 51 |
| Q5. The nurse ensures proper food that suitable for my health needs. | 3 | 34 |
| Q6. The nurse assesses my level of pain (If applicable). | 0 | 0 |
| Q7. The nurse cares to manage & relive my pain. | 10 | 0 |
| Q8. The nurse always explains any procedure before doing it and listen to my query. | 1 | 0 |
| Q9. The nurse provides me with needed information in a clear language. | 1 | 3 |
| Q10. The nurse monitors my condition frequently. | 107 | 15 |
| Q11. The nurse listens to my concern/ complain and cooperative. | 65 | 0 |
| Q12. The nurse gives me clear and complete instructions before leaving the hospital. | 0 | 0 |
| Q13. The nurse is checking my ID Band before any procedure. | 0 | 0 |
| Q14. The nurse maintains hand washing before and after any nursing procedure and maintains all infection prevention measures. | 2 | 5 |
| Q15. The Nurse asks my permission before performing any procedures. | 0 | 0 |
| Q16. The Nursing team maintains my privacy. | 1 | 0 |
| Q17. The Nurse treats me with respect & kindness. | 256 | 25 |
| Q18. The Nurse responds quickly to my calls. | 18 | 5 |
| Q19. The Nurse involves me in my care decision. | 0 | 0 |
| Q20. The Nurse involves my family in the treatment plan. | 0 | 0 |
| Others. (Excellent= 870, V. Good= 80, Good= 251). Ver bad/ not good= 24. | 1201 | 24 |
| Grand total | 1678 | 162 |

The results showed that majority of patients/ their relatives demonstrated high satisfaction level toward the nursing care provided with a total of **1678 complements & only 162 complains** raised during 2023. Refer to table 10, for total number of complements and complains for each dimension.

Discussion

The study was able to collect 2376 valuation forms in 2023. These forms outlined that majority of patients and their relatives have a high satisfaction rate with the provided nursing care with 93%. It is well known that the dereliction from nursing staff through various dimensions of care is directly influencing the relationship manners toward the satisfaction level of their patients and relatives. For the purpose of determining the confidence level, the study examined this through patient’s

satisfaction rating levels of nursing care in each nursing dimension and the complement statements in the comment box. The majority of respondents demonstrated excellent rating level in all questions. This reflects great confidence level with care provided. This level is also determined through the study as a total of 1678 complements being raised. For instance, 870 of patients/ relatives responded that the nursing service is excellent, 80 of them stated as very good and 251 stated as good. Specifically, the highest number of complements being raised about question No. 17: The nurse treats me with respect and kindness, with total number of 256 complements. Patients and their relatives stated: “The nurses are helpful and kind”, “they are really kind”, “kind nurses, smile when they are enter”, “sweet nurses”, “very assuring”, “very polite, “respectfull”, “excellent dealing”, etc. At the same time, 86.09% of respondents rated this question as excellent and 11.89% of them rated it as good. There is a total of 107 responders who said that “nurse monitors my condition frequently”, question. No. 10. They said also “nurses are caring and intrested in the care”. Thankful and a high appreciation statements being raised in this regard. This question rated also as excellent with 82.14% and as good with percent of 14.47. Listening to patient’s quiry and being cooperative, question, No. 11, presented with 65 complements. Patients said that nurses are “attentive”, “quick in helping”, “very cooperative team” and “supportive”. This question rated as excellent with 78.31% and as good with 17.69%. Similirly to this, in question No. 18, the nurse responds quickly to my calls, there are 18 complements raised. Patients/ relatives stated “nurses are quick to responds” and “fast response”. They also rated this as excellent with 81.1% and as good with 15.16%.

The nurse also was able to manage and relieve patient’s pain (Question No. 7). This question rated as excellent with 81.95% and as good with 14.84%. Compliments also raised about this question and patients/ relatives stated that “it is a message of thanks. I likes the intention of nurses if patient complains pain, suddenly you will see three of them around you to manage the pain”. Other statements in regards to this question: “they helped me in relieving of my pain”. Another female patient in labour ward said “my delivery is a challenge, however, nurse’s intention and helpness to overcome the delivery pain, was the best”.

All above complements and the excellent and good rates are effective identifiers on the strong relationship manners and confidence level between nursing staff and their patients. These complements also ranked under the dimensions of communication skills and nursing attitudes, which are a crucial aspects in the identification of nurse relationship manners toward their clients. Moreover, these two aspects are falling under interpersonal interaction that is important to be examined in the identification of patient’s disturb. A study conducted by Edvardsson et al. [7] outlined that “perceived caring behaviors of staff and the person-centeredness seem to have an influential role in the extent to which patients experience the quality of nursing care”. Subsequently, patient’s confidence level will be affected. Aiken et al. [8] added “Patients’ perceptions of care are significantly eroded by lack of confidence in either nurses or doctors, and by increases in missed nursing care”.

For this, evaluating patients/ relatives complains and their rating scores of poor and very poor, of these two dimensions, is also considered. The study outlined the questions of nursing communication and attitude, presented with a minimal scores of poor and very poor. The complains also which being raised, are less or zero in some questions. Similarly to these dimensions, the dimension of nursing skills and competencies (Question No. 13 to 16), demonstrated very less scores of poor and very poor. The complains also were "zero", in questions No. 13 and 15. In question No. 14 (maintaining of infection control measures), 5 complains only being raised, and in question No. 16 (maintaining of privacy), two complains raised.

The highest number of complains scored in the dimension of patient's needs and comfort. In question No. 4 "the nurse provides me with a clean, warm and quiet environment", 51 complains raised. Majority of these complains are: 31 complains, that overall cleanliness is poor, especially the toilets and that some nurses are not changing the bed sheets and pillow covers at daily bases. Other 15 complains, were that patients/ relatives have unpleasant experience with the loud and noises from some nurses especially during night shift. One patient said "but they are very loud.. they need to make less noise while working.. talking loudly to each other.. banging and knocking things.. lights were switched on in the middle for the night when a new patient was admitted.. it was horrible.. not just for the patients already in the ward but for the new patient as well". Others stated "except the noise during night", "noticed that nurse's gathering and handing over especially during the night, is disturbing patient's ability to sleep". There were also 5 complains that the rooms are cold and the temperature of the ACs, especially during night, needs to be controlled. In comparison to the rates of this question, 456 patients/ relatives (4.22%) rated it as average, 84 of them (0.78%) said that it is poor and 45 (0.42%) respnded as very poor. The second highest complains was about nurse ensures proper food that suitable for my health needs (Question No. 5), with a total of 34 complains. Complains raised of this question like "changing the food is needed", "improving the quality of food", "variety of food to be considered", "the food is cold", "changing of dishes and trays", etc. There were also 681 Patients/ relatives (6.51%), rated this service as average, 122 of them (1.17%) said that it is poor and 57 (0.42%) responded as very poor. The issues of cleanliness, warm environment and proper food, is highly influenced by inadequate health care facilities secondary to poor hospital work environment. This can be solved through a collaboration between other sections within the hospital, like catering service and housekeeping personnel. In addition, this missed nursing care, is related to poor nurse staffing. Improving nursing staffing in the hospitals "holds promise for enhancing patient satisfaction" [8]. In addition, Peršolja, M [9], stated that there is "a significant association between the actual and needed staffing levels and patient satisfaction". The administrators should reflect the association between nursing staffing level and quality of care provided as should consider patient's satisfaction levels as predictors of the quality of care. Other proposed intervention includes increasing of nurses' knowledge of patient feelings and expectations. This can be achieved through education programs. These programs shall be able to raise awareness contributing to patients' vulnerability

and poor-quality care. Nursing audit for appraisal of health care in workshops can be organized also frequently to update the knowledge, skill and practices for nurses. The role of nursing administration should be prioterized to bring about any changes in nursing practice. Moreover, patient satisfaction with nursing care quality form may be utilized by the ward supervisor or the chief nursing officers to assess the patients' satisfaction with nursing care. For this, the administrators should motivate the staff nurses, to learn new methods about providing quality care.

Strength of the Study

The updated barcode tool demonstrated its effectiveness in bringing out the interest and willingness of patients and their relatives to value the nursing care as a large sample was collectd. In addition to its great impact in the process of assessing, analyzing and finalizing the outcomes, unrestricted by time and place, this electronic tool also provided solutions for data accuracy, patient empowerment and value-based health care. Moreover, depending on paper-based methods using techniques of face to face conversations and interviews and distributing questionnaires, is challenging especially during the crisis of COVID- 19, as well as increasing the risk of bias.

Limitation of the Study

The implementation of the tool is limited to the local institution and it is not being generalized ofr others. In addition, the implementation excludes patients who are receiving nursing services in the clinics and day care settings. Collection of less number of surveys in some wards/ units, can affect the effectiveness of monitoring PS rates in that areas. For instance, there was only 9 surveys collected from Burns Unit, 24 surveys from Neurology Ward and 27 surveys from ICU and NICU perspective. Rating PS especially in these critical areas, shall reflect the level of critical care nurses in the provided care.

Implications of the study

Nursing Practice

- ✓ The knowledge of patient feelings and expectations may be utilized in nursing education programs and curricula to create awareness and prepare nurses to better understand patients of feelings about care.
- ✓ It is also believed that nursing education programs should be able to raise awareness contributing to patients' vulnerability and poor-quality care.
- ✓ Nursing audit for appraisal of health care in workshops can be organized frequently to update the knowledge, skill and practices for nurses.

Nursing Administration

- ✓ The nurse administrator plays vital role in nursing practice and education. To bring about any changes in nursing, administrator should take the responsibility and take up the challenges, which will improve, standard of care.
- ✓ The Patient satisfaction with nursing care quality form may be utilized by the ward supervisor or the chief nursing officers to assess the patients' satisfaction with nursing care.

- ✓ The Administrator should motivate the staff nurses, to learn new methods about providing quality care.

Nursing Research

- ✓ Evidenced based nursing practices can go a long way in improving the quality of nursing care delivered to the patients admitted in various units of hospital.

Recommendations

For the aim of measuring the effectiveness of the new tool, it is recommended to implement it in a national and international level as well.

Conclusion

The great understanding and appreciation of the relationship between patients/ families and nursing quality improvement services is important to assess their satisfaction in that regard. In this, developing of a tool to evaluate patients and families satisfaction about quality of nursing care is essential. The new updated tool was able to assess and monitor different outcomes in nursing care. Through this, nurses can understand their strength and weakness and other alternatives that effectively can change the level of care.

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القسم / Ward
الجنس / Gender
العمر / Age
الجنسية / Nationality
مدة أيام التشويم / Length of stay

تقييم رضی المرضى للرعاية التمريضية
Patient Satisfaction Valuation Regarding Nursing Care for
In-patients wards/ units

نرجی تقييم الرعاية التمريضية المقدمة لك خلال فترة تنويمك في مستشفى خولة .

Please evaluate the nursing care provided to you during your admission in Khoula hospital.

| I prefer not to say لا ارجب بالتقييم (ضع علامة \ / صح) | Rate from 1 to 10 قيم من 1 الى 10 | الاسئلة Questions |
|---|--------------------------------------|---|
| الاستئنة / Admission process | | |
| | | 1. يقوم الممرض باستقبالي وترحيبي وتعريفني بالقسم. 1. The nurse welcomes and orients me during admission. |
| | | 2. يقوم الممرض بشرح وتوضيح حقوق وواجبات المريض. 2. The nurse explains to me, my rights and responsibilities thoroughly. |
| راحة و احتياجات المريض / Patient needs & comfort | | |
| | | 1. يهتم الممرض باتخاذ جميع اجراءات السلامة اثناء فترة تنويمي. 1. The nurse monitors my safety measures. |
| | | 2. يسهى الممرض على توفير بيئة نظيفة وهادئة اثناء فترة تنويمي. 2. The nurse provides me with clean & quite environment. |
| | | 3. يسهى الممرض على توفير درجة حرارة الغرفة المناسبة لي. 3. The nurse ensures a good room temperature to me. |
| | | 4. ياتك الممرض من توفر الطعام المناسب لي. 4. The nurse ensures a proper food provided to me. |
| التحكم بالآلم / Pain Management | | |
| | | 1. يقوم الممرض بتقييم مستوى الآلم لي (حيثما ينطبق ذلك). 1. The nurse assesses my level of pain (if applicable). |
| | | 2. يهتم الممرض باتخاذ الاجراءات المناسبة لتخفيف الآلم. 2. The nurse cares to manage & relive my pain. |
| مهارات التواصل / Communication Skills | | |
| | | 1. يقوم الممرض بشرح اي ممارسة تمريضية قبل القيام بها واعطني الفرصة للاستفسار. 1. The nurse always explains any procedure before doing it and listen to my query. |
| | | 2. اتلقى من الممرض المعلومات اللازمة لحالتي الصحية بعه ووضوح ومفهومة. 2. The nurse provides me with needed information in a clear language. |
| | | 3. يراقب الممرض حالتي الصحية بشكل مستمر. 3. The nurse monitors my condition frequently. |
| | | 4. يستمع الممرض لشكواي بشكل جيد. 4. The nurse listens to my concern/complain. |
| | | 5. يقوم الممرض بشرح كافة تفاصيل الخروج من المستشفى بشكل واضح. 5. The nurse gives me clear and complete instructions before leaving the hospital |
| المهارات والكفاءات / Skills & competencies | | |
| | | 1. يقوم الممرض بالتحقق من هويتي المعبنة على السوار قبل اي اجراء. 1. The nurse is checking my ID band before any procedure. |
| | | 2. الطاقم التمريضي ملتزم بغسل اليدين قبل وبعد اي ممارسة تمريضية. 2. The Nursing team is maintaining the handwashing before and after any nursing procedure. |
| | | 3. يقوم الممرض باستدائني وطلب موافقتي قبل البدء في اي ممارسة تمريضية. 3. The Nurse asks my permission before performing any procedures. |
| | | 4. الطاقم التمريضي دائما يحريص على الخصوصية. 4. The Nursing team maintains my privacy. |
| السلوك / Attitude | | |
| | | 1. يعاملني الممرض بلطف واحترام. 1. The Nurse treats me with respect & kindness. |
| | | 2. الممرض يستجيب في حال استدعائي له. 2. The Nurse is responding quicklyly to my calls. |
| مشاركة المريض والاسرة في خطة العلاج / Patient & family involvement | | |
| | | 1. الممرض يحريص على مشاركتي في اتخاذ القرار لحالتي الصحية وخطة العلاجية. 1. The Nurse is involving me in my care decision. |
| | | 2. يهتم الممرض بمشاركة عائلتي في الخطة العلاجية. 2. The Nurse involve my family in the treatment plan. |
| | | Total Points |

Please describe your experience & Suggestions الرجاء وصف تجربتك مع اقتراحاتك

Appendix 1: Patient Satisfaction Valuation Survey Regarding Nursing Care for In patients wards/ units.

Directorate General of Khoula Hospital
Directorate of Nursing Affairs



المديرية العامة لمستشفى خولة
دائرة شؤون التمريض

Ward / القسم
Gender / الجنس
Age / العمر
Nationality / الجنسية
Length of stay / مدة أيام التواجد

تقييم رضی المرضى للرعاية التمريضية
Patient Satisfaction Valuation Regarding Nursing Care for
ED Department

ندرجی تقييم الرعاية التمريضية المقدمة لك خلال فترة تواجده في مستشفى خولة .

Please evaluate the nursing care provided to you during your admission in Khoula hospital.

| I prefer not to say لا ارجب بالتقييم (ضع علامة % صح) | Rate from 1 to 10 مقياس من 1 الى 10 | الأسئلة Questions |
|---|--|--|
| إجراءات التحويل / Admission process | | |
| | | 1. يقوم الممرض بشرح وتوضيح حقوق وواجبات المريض. 2. The nurse explains to me, my rights and responsibilities thoroughly. |
| Patient needs & comfort / راحة و احتياجات المريض | | |
| | | 1. يهتم الممرض باتخاذ جميع اجراءات السلامة أثناء فترة تواجده. |
| | | 1. The nurse monitors my safety measures. |
| | | 2. يسعى الممرض على توفير بيئة نظيفة و هادئة أثناء فترة التواجد. |
| | | 2. The nurse provides me with clean & quite environment. |
| | | 3. يسعى الممرض على توفير درجة حرارة الغرفة المناسبة لي. |
| | | 3. The nurse ensures a good room temperature to me. |
| | | 4. ياتأكد الممرض من توفر الطعام المناسب لي. |
| | | 4. The nurse ensures a proper food provided to me. |
| Pain Management / التحكم بالألم | | |
| | | 1. يقوم الممرض بتقييم مستوى الألم لي (حيثما ينطبق ذلك). |
| | | 1. The nurse assesses my level of pain (if applicable). |
| | | 2. يهتم الممرض باتخاذ الإجراءات المناسبة لتخفيف الألم. |
| | | 2. The nurse cares to manage & relive my pain. |
| Communication Skills / مهارات التواصل | | |
| | | 1. يقوم الممرض بشرح أي ممارسة تمريضية قبل القيام بها و إعطائي الفرصة للاستفسار. |
| | | 1. The nurse always explains any procedure before doing it and listen to my query. |
| | | 2. اتلقى من الممرض المعلومات اللازمة لحالتي الصحية بشفاه واضحة و مفهومة. |
| | | 2. The nurse provides me with needed information in a clear language. |
| | | 3. يراقب الممرض حالتي الصحية بشكل مستمر. |
| | | 3. The nurse monitors my condition frequently. |
| | | 4. يستمع الممرض لشكواي بشكل جيد. |
| | | 4. The nurse listens to my concern/complain. |
| | | 5. يقوم الممرض بشرح كافة تفاصيل الخروج من المستشفى بشكل واضح. |
| | | 5. The nurse gives me clear and complete instructions before leaving the hospital |
| Skills & competencies / المهارات والكفاءات | | |
| | | 1. يقوم الممرض بالتحقق من هويتي الماثلة على السوار قبل أي اجراء. |
| | | 1. The nurse is checking my ID band before any procedure. |
| | | 2. لفريق التمريض ملتزم بغسل اليدين قبل و بعد أي ممارسة تمريضية. |
| | | 2. The Nursing team is maintaining the handwashing before and after any nursing procedure. |
| | | 3. يقوم الممرض باستئذاني وطلب موافقتي قبل البدء في أي ممارسة تمريضية. |
| | | 3. The Nurse asks my permission before performing any procedures. |
| | | 4. لفريق التمريض دائما حريص على الخصوصية. |
| | | 4. The Nursing team maintains my privacy. |
| Attitude / السلوك | | |
| | | 1. يعاملني الممرض بلطف و احترام. |
| | | 1. The Nurse treats me with respect & kindness. |
| | | 2. الممرض يستجيب في حال استدعائي له. |
| | | 2. The Nurse is responding quickly to my calls. |
| Patient & family involvement / مشاركة المريض والأسرة في خطة العلاج | | |
| | | 1. الممرض حريص على مشاركتي في اتخاذ القرار لحالتي الصحية والخطة العلاجية. |
| | | 1. The Nurse is involving me in my care decision. |
| | | 2. يهتم الممرض بمشاركة عائلتي في الخطة العلاجية. |
| | | 2. The Nurse involve my family in the treatment plan. |
| Total Points | | |

Please describe your experience & Suggestions الرجاء وصف تجربتك مع اقتراحاتك

Appendix 2: Patient Satisfaction Valuation Survey Regarding Nursing Care for ED department.

Directorate General of Khoula Hospital
Directorate of Nursing Affairs



المديرية العامة لمستشفى حولة
دائرة شؤون التمريض

القسم / Ward
الجنس / Gender
العمر / Age
الجنسية / Nationality
عدد أيام التنويم / Length of stay

إتقييم رضى الوالدين للرعاية التمريضية
Parents Satisfaction Valuation Regarding Nursing Care

يرجى تقييم الرعاية التمريضية المقدمة لك خلال فترة تنويمك في مستشفى حولة.

Please evaluate the nursing care provided to you during your admission in Khoula hospital.

| Very Poor 1 رسى جدا | Poor 2 رسى | Average 3 متوسط | Good 4 جيد | Excellent 5 ممتاز | الأسئلة Questions |
|---|------------------|-----------------------|------------------|-------------------------|--|
| إجراءات التنويم / Admission process | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. يقوم الممرض باستقبالي وترحيني وتعريفى بالقسم. 1. The nurse welcomes and orients me during admission. |
| 1 | 2 | 3 | 4 | 5 | 2. يقوم الممرض بشرح وتوضيح حقوق الطفل. 2. The nurse explains to me, my baby's rights thoroughly. |
| راحة و احتياجات المريض / Patient needs & comfort | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. يهتم الممرض باخذ جميع اجراءات السلامة أثناء فترة تنويم طفلي. 1. The nurse monitors my baby's safety measures. |
| 1 | 2 | 3 | 4 | 5 | 2. يسعى الممرض على توفير بيئة نظيفة دافئة وهادئة أثناء فترة تنويم طفلي. 2. The nurse provides my baby with clean, warm & quite environment. |
| 1 | 2 | 3 | 4 | 5 | 3. يهتم الممرض بتثقيفي بدوري في الرضاعة الطبيعية و اهمية التقذيه لنمو طفلي. 3. The nurse cares to educate me about my role in breast feeding and the importance of nutritional supplement for my baby's growth. |
| التحكم بالألم / Pain Management | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. يهتم الممرض باخذ الاجراءات المناسبة لتخفيف الألم. 1. The nurse cares to manage & relive my baby's pain. |
| مهارات التواصل / Communication Skills | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. يقوم الممرض بشرح أى ممارسة تمريضية قبل القيام بها وإعطائى الفرصة للاستفسار. 1. The nurse always explains any procedure before doing it and listen to my query. |
| 1 | 2 | 3 | 4 | 5 | 2. تلقى من الممرض المعلومات اللازمة لحالة طفلي الصحية بلغه واضحة ومفهومة. 2. The nurse provides me with needed information about my baby condition in a clear, comprehensive language. |
| 1 | 2 | 3 | 4 | 5 | 3. يراقب الممرض حالة طفلي الصحية بشكل مستمر. 3. The nurse monitors my baby's health condition frequently. |
| 1 | 2 | 3 | 4 | 5 | 4. يستمع الممرض لشكواي بشكل جيد. 4. The nurse listens to my concern/complain. |
| 1 | 2 | 3 | 4 | 5 | 5. يقوم الممرض بشرح كافة تفاصيل الخروج من المستشفى بشكل واضح. 5. The nurse gives me a clear and complete instructions before leaving the hospital |
| المهارات والقدرات / Skills & competencies | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. يقوم الممرض بالتأكد من هوية طفلي المثبتة على الموار قبل أى اجراء. 1. The nurse is checking my baby's ID band before any procedure. |
| 1 | 2 | 3 | 4 | 5 | 2. الطاقم التمريضى ملتزم بغسل اليدين قبل وبعد أى ممارسة تمريضية. 2. The Nursing team is maintaining the hand washing before and after any nursing procedure |
| 1 | 2 | 3 | 4 | 5 | 3. الطاقم التمريضى دائما حريص على خصوصية طفلي. 3. The Nursing team maintains the privacy for my child. |
| السلوك / Attitude | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. يعاملنى الممرض بلطف واحترام. 1. The Nurse treats me with respect & kindness. |
| 1 | 2 | 3 | 4 | 5 | 2. الممرض يستجيب فى حال استدعائى له. 2. The Nurse is responding quickly to my calls. |
| مشاركة الوالدين فى خطة العلاج / Parents involvement | | | | | |
| 1 | 2 | 3 | 4 | 5 | 1. الممرض حريص على مشاركتى فى اتخاذ القرار لحالة طفلي الصحية والخطة العلاجية المناسبة. 1. The Nurse is involving me in taking decision for my baby treatment and care plan. |
| Total Points | | | | | |

Please describe your experience & Suggestions

الرجاء وصف تجربتك مع إقتراحاتك

Appendix 3: Parents Satisfaction Valuation Survey Regarding Nursing Care in NICU.