



**SATISFACTION REGARDING NURSING CARE AMONG CARE GIVERS OF
PATIENT'S ADMITTED IN INTENSIVE TREATMENT UNIT IN SELECTED
HOSPITAL**

Ms. Nutan Kumari

***Assistant professor, Community Health Nursing Department, FNUR, SGT University,
Gurugram, Haryana, India.**

ABSTRACT:

Intensive care refers to the specialized treatment given to patients who are acutely unwell and injured patients. Intensive Treatment Unit is one of the most critically functioning operational environments in a hospital. Every Intensive Treatment Unit in a hospital has a different environment that will reflect the specialist medical and surgical procedures they perform. The main objective of the study to assess the satisfaction of care givers of patients regarding Nursing care in Intensive care unit. Descriptive design was used in the study and data collection was done in all the Intensive treatment unit of St. Johns medical college hospital Bangalore. The total sample size was 100 based on the review of literature. Convenient sampling was done to select the subjects. Data collection was done after getting the informed consent. Likert scale was prepared to collect the data. Data analysis was done by descriptive and inferential statistics. The result of the showed that 64% were highly satisfied, 34 were satisfied, were average and 1 % were highly dissatisfied with the overall nursing care. In dimensions of care 4% were Highly dissatisfied with Nursing care and 4% care givers are dissatisfied with Information. There is a significant association with education and satisfaction level of patient care givers. The study concludes that to improve the nursing care in respective of information regarding use of hand rub, back care, and 2nd hourly position change.

Key :-Intensive care Unit, care givers, patient satisfaction

INTRODUCTION

OBJECTIVES OF THE STUDY

1. Assess the satisfaction of care givers of patients regarding Nursing care in Intensive care unit.
2. (a) To determine the association of satisfaction with the care givers of patient variable.
(b) To determine the association of satisfaction with the patient variable.

OPERATIONAL DEFINITION

- **SATISFACTION:** - In this study, satisfaction is referred to the expression of patient care giver's judgment on Nursing care and fulfillment of their needs measured by their responses to the questionnaire on patient care satisfaction.
- **CARE GIVERS:** - In this study, it refers care givers is one who is with the patient at least for 48 hours.
- **INTENSIVE TREATMENT UNIT:** - Intensive treatment unit is referred as a Specialized unit of St. Johns medical college and hospital, designed to care for Seriously or critically ill patient.
- **NURSING CARE:** - In this study It refers to meeting the health care needs of Patients with regards to caring at Intensive Treatment Unit of nurses, nursing care include overall nursing care, Information Aspect and Emotional support to patient care givers in relating all the decision of about patient care.

RESEARCH METHODOLOGY: -

A quantitative research approach with descriptive research design was adopted in this study. The total sample size calculated was 100 based on the review of literature at 95% confidence level, 5% precision and 80% power. Convenient sampling was done to select the subjects. The study included all the caregivers of patient admitted in the Paediatric Intensive Treatment Unit, Surgical Intensive Treatment Unit, Male surgery-B Intensive Treatment Unit, Septic Intensive Treatment Unit, Nephro Intensive Treatment Unit, Neuro Intensive Treatment Unit, Urology Intensive Treatment Unit, Gastrology Intensive Treatment Unit, Plastic surgery Intensive Treatment Unit, Male medicine Intensive Treatment Unit, Female medicine Intensive Treatment Unit. Likert scale was prepared to assess the satisfaction regarding nursing care among caregivers of patient. The Likert total item was 25 out of 16 item consists

nursing care, 5 item for information and communication and 4 item consists of emotional support.

DATA COLLECTION METHOD

Ethical clearance was obtained from ethical committee. A formal permission obtained from administrative authorities of SJMCH. Care givers of patient who were admitted to intensive treatment unit was first identified from the intensive treatment unit patient file. A total 100 care givers of patient recruited based on inclusion and exclusion criteria through purposive sampling technique. The researcher approached the care givers of patient prior to the interview and explains the purpose and nature of study through Subject Information sheet. Informed consent was obtained. After obtaining the consent an interview was conducted to collect the baseline data and level of satisfaction on 5-point Likert scale. Total time spent for the data collection 20 to 30 minutes for each subject. The data were collected for the period of one week.

RESULT

Demographic Data: - Majority of care givers of patient were in the age group of 20-30 years (33%), followed by the age group of 31-40 years which consist Intensive Treatment Unit (31%), and (19%) were in the age group of 41-50 years. Majority of the patient were Female (58%). As regard to education (26%) were having High school. Majority of the patient (53%) were unemployed. As the number of previous admissions to hospital majority of care givers patient (76%) were not having any hospitalization.

The data presented in Table 3 shows that majority of care givers of patient were in the age group of 46-60 years(30%), followed by the age group of 31-45 & 61-76 years which consist Intensive Treatment Unit (19%) followed (16%) in the age group of 0-15 years,(13%) were in the age group of 16-30 and (3%) in the age groups of 76-90. Majority of the patient were male (65%). As regard to education (31%) were having illiterate.

Section-2

Assess the satisfaction regarding nursing care among care givers of patient;

TABLE: 3

Frequency and percentage, distribution of patient care givers in terms of level of satisfaction regarding Nursing care in Intensive Treatment units

N=100

LEVEL OF SATISFACTION	RANGE OF SCORE	FREQUENCY (%)
Highly satisfied	65-80	64
Satisfied	49-64	31
Average	33-48	4
Dissatisfied	17-32	0
Highly dissatisfied	16	1

MAXIMUM SCORE = 125

MINIMUM SCORE=25

Bar Diagram

Represent the Frequency and percentage distribution of patient care givers satisfaction in terms of dimensions of nursing care, information and emotional support;

(n=100)

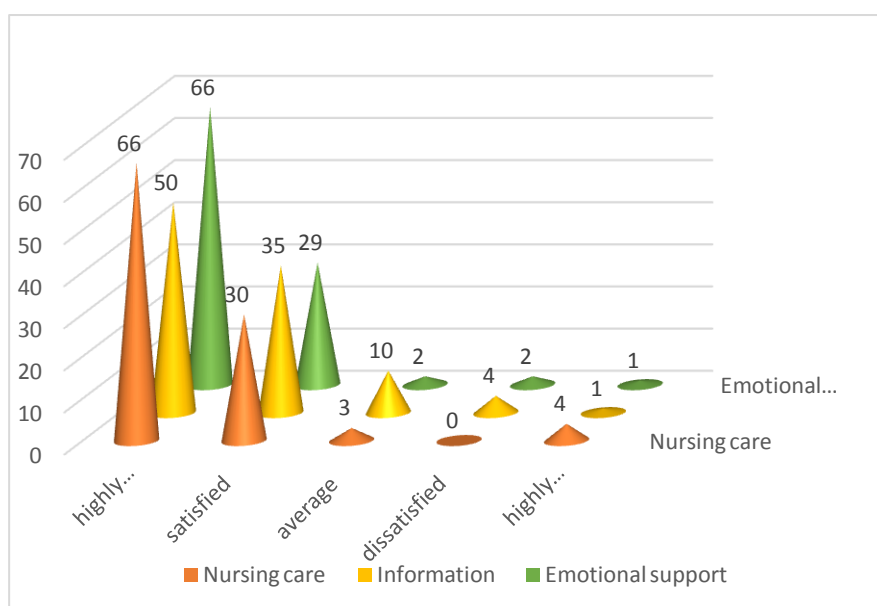


TABLE 5

Item wise Frequency and percentage distribution of patient care givers in terms satisfaction of nursing care in INTENSIVE CARE UNITS.

n=100

Q. N O	QUESTION	HIGHLY SATISFIED	SATISFACTORY	AVERAGE	DISSATISFACTORY	HIGHLY DISSATISFACTORY
		F%	F	F%	F%	F%
NURSING CARE						
1	Nurses attended to your patients need	52	36	11	-	1
2	Nurses have given the respect to the patient	64	27	7	1	1
3	Nurses cared with compassion	53	36	10	-	1
4	Nurses carried out necessary care for your patient	56	32	8	3	1
5	Nurses carried out patient care on time	55	30	11	2	2
6	Nurses have explained the procedures to the caregiver	49	35	8	4	4
7	Nurses informed about the usage of hand rub before and after seeing your patient	33	33	21	5	8
8	Nurses have provided information regarding changes in diet	31	41	16	7	5
9	Nurse communicated with you and your patient in a understanding way	52	33	12	3	-
10	Nurses managed the physical symptoms (pain ,anxiety)	41	46	10	2	1
11	Nurses have provided back care to your	22	38	20	3	17

	patient.					
12	Nurses have provided position changing every 2 nd hourly	22	39	21	5	13
13	The nurses provided the hygienic needs for your patient	38	35	14	6	7
14	The nurses have attended immediately in patient health issues	56	26	14	3	1
15	Nurses given medication on time	68	25	5	1	1
16	Nurses have clarified your doubt about the medicine	57	28	9	2	4
INFORMATION						
17	Nurses has given orientation to the Intensive Treatment Unit (INTENSIVE TREATMENT UNIT)	39	37	15	3	6
18	Nurses have informed you about the shift out and transfer procedure	36	30	17	7	10
19	Nurses informed regarding dietary facilities	34	32	15	10	9
20	Nurse have provided honesty information about the patient disease condition	46	32	17	2	3
21	Nurses clearly and completely told you what to do when you get discharge	39	31	11	2	17
EMOTIONAL SUPPORT						
22	Nurses showed empathy while listening to my patient's problem	51	38	8	1	2
23	Nurses have given support and guidance	44	45	8	-	3
24	Nurses maintained privacy while doing procedure	62	31	4	2	1
25	Ability of nurses to make your patient comfortable and reassurance	48	41	7	2	2

Association with selected Demographical Variable

There is a significant association with education and satisfaction level of patient care givers admitted in Intensive treatment unit and there is no significant association between the satisfaction level and other baseline variables such as age, gender , occupation

By doing this study we assessed the satisfaction level of patient caregivers admitted to intensive treatment unit, which showed that 64% were highly satisfied and the study also reveals that 4% out of 100 samples were highly dissatisfied with the nursing care and suggested to improve the nursing care in respective of information regarding use of hand rub, back care and 2nd hourly position changing.

DISCUSSION: -

In the present study it was observed that out of 100 caregivers, 64% were highly satisfied only 1% was highly dissatisfied. A similar cross-sectional study was conducted in Europe in 2017, to examine the assessment of satisfaction of in attenders. In this study total 1077 attenders of 920 intensive care unit patient participate. The result of study was 72% excellent or very good. Means they are satisfied with nursing care.

A controversial qualitative nursing study was conducted in Netherland recruiting 17 close relatives of 15 families of Netherland who were experienced ITU care t was an interview-based study.

The result of the study showed unfamiliar technology distressing information and lack of emotional spiritual and family not being invited to be part of care in patient, family physician relationship was negatively influenced in ITU.

CONCLUSION: -The study conclude the satisfaction level of patient caregivers admitted to intensive treatment unit, which showed that 64% were highly satisfied and the study also reveals that 4% out of 100 samples were highly dissatisfied with the nursing care and suggested to improve the nursing care in respective of information regarding use of hand rub, back care and 2nd hourly position changing. It was helpful to understand the importance of improving the quality of nursing care in various aspects regarding the study. This was helpful as an aid, which can be included in the assessing of nursing practices. The constant encouragement timely corrections from the guide, co-operation from the side of the subjects

of the study and support from the management contributed to the fruitful completion of the study.

References

1. Roberti SM, Fitzpatrick JJ. Assessing family satisfaction with care of critically ill patients: a pilot study. *Crit Care Nurse*. 2010;30(6):18-26; quiz 27.
2. Harvey MA. Evidence-based approach to family care in the intensive care unit: why can't we just be decent? *Crit Care Med*. 2004;32(9):1975-6.
3. Laschinger et al., A psychometric analysis of patient satisfaction with nursing care quality questionnaire: an actionable approach to measuring patient satisfaction. *Journal of nursing care quality* 2005, Vol 20 [3], Pp :220-30.
4. Ammentrop , J.maniz , J. and Sabore ,5 .(2005) Patient priorities and satisfaction with acute pediatric care .pubmed.(2) ; 127-131
5. Blackington ,S.M. continuous quality improvement in neonatal intensive care unit evaluating patients satisfaction .pubmed(4):78-85
6. (Neves FB, Dantas MP, Bitencourt AG, Vieira PS, Magalhães LT, Teles JM, et al. Analysis of family satisfaction in intensive care unit. *Rev Bras Ter Intensiva*. 2009;21(1):32-71)
7. Heyland DK, Rocker GM, Dodek PM, Kutsogiannis DJ, Konopad E, Cook DJ, et al. Family satisfaction with care in the intensive care unit: results of a multiple center study. *Crit Care Med*. 2002;30(7):1413-8.
8. Min j, et al ;survey of family satisfaction with ICU: a prospective multi center study 2018 : pubmed
9. Daren k .Heylant, MD ,MSC : family satisfaction with care in ICU result of multi center study

10. 15. Ayman ali , department of critical care medicine , Sheikh khalif medical city , abu dhabi : of the family satisfaction in the intensive care servies : year 2019 : volume 2: page no :62 -75
11. Ramappa m. Thimma pur , department of psychiatric social work NIMHANS ,dhavrward , Karnataka , india :care givers satisfaction with intensive care unit service in tertiary care hospital : 2018 oct- dece 8(4): 184 – 187.