

Needs and Problems of Patients

A study conducted by Mr. A. K. Bhatia of the Central Health Education Bureau, New Delhi.

A recent study conducted in the orthopedic ward of a New Delhi Hospital revealed that the majority of patients was dissatisfied with regard to food, entertainment, visiting hours and lack of interaction with the hospital staff. Their major worry was related to their illness, recovery and rehabilitation.

About 90 per cent of them were happy that the instructions given by nurses regarding medical, food and other precautions were clear. In the case of doctors the percentage was 70. Majority of them were happy with the medical treatment provided. Others complained of persistent pain and longer duration of stay in the hospital.

Fortyfive per cent felt that they did not get enough opportunity to talk and ask questions to nurses and only 10 per cent was satisfied with the opportunity they received to discuss their problems with doctors. Cent per cent of the patients said they never had an opportunity to meet the social workers in the hospitals.

The problems that they want to discuss with the doctors and nurses related to their illness, the prospects of early recovery, precautions they should take after being discharged and the problems of their rehabilitation.

The patients expressed their dissatisfaction with regard to entertainment (100 per cent) and food (90 per cent). Food, they said, was insipid and lacked taste. The food served was either over-cooked or raw. They complained that there was no provision for recreation in the ward. Recreation could help greatly in diverting their attention from their current illness and help to relieve pain, they said.

Nearly 60 per cent of the patients interviewed said they did not have enough privacy in the ward. This was because a number of patients were being accommodated on the

floor in addition to more than 50 beds in a ward. They suggested smaller rooms to accommodate 4 to 5 patients.

In the over all analysis the respondents were of the opinion that there was less opportunities for interaction between patients and the staff.

The study recommended that the Doctors and Nurses could help greatly in removing the patients' concern by way of having more interaction with them and at the same time giving them proper and timely instructions. Further the needs and problems of patients should be taken into consideration while organising educational programmes for patients keeping in view that the patients are also human beings. Film shows, besides serving as a social entertainment, could be utilised for educating the patients regarding different aspects of illness, its causes and preventions. The patients also need education regarding food and nutrition.

A total of 150 adult patients were interviewed for the purpose of the Study. An orthopaedic ward was selected for the study because patients there stay for longer periods and are, therefore, exposed more to the hospital situation.

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patient. But it is not very easy to establish harmonious relationship and create confidence in them unless our skilled and scientific nursing is exhibited with great care. The professional nurse can do it by skilled care which combines the decisive acceptance of responsibility for the treatment with an equally assuring willingness to listen, explain, orient, comfort, reassure, and make personal contact with the patient. These methods help solve his psychological problems successfully.

Though geriatric nursing is not a pressing need at present, the time is fast approaching to consider it seriously. In the West there are geriatric hospitals established to give better care for the older patients because of the rapidly increasing number of old patients. As there are no separate hospitals for the older patients in our country, they are treated in the general hospitals. They need to be treated with special care. There is need to include geriatric nursing in the curriculum of nursing education, so that the old-age patients could get proper nursing care with proper understanding on the part of the nurses.

References

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3. Patrick M.L., "Care of confused elderly patient", AJN 67. 2336—9 December 1967.

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ties are still strong and the psychiatric hospitals are not enough. The public health nurse with the help of her team can play a significant role in assisting the mentally ill patient and his family in his treatment.

There was time when mental hospitals were barren, unattractive like a shed for the animals and the nurses employed were males to prove their physical strength in restraining the mentally ill patients.

But today the home-like physical environment and warm human atmosphere of the ward is a part of the treatment. The nurse of today requires the strength of her balanced personality more than mere physical strength. Ability to maintain and promote healthy interpersonal relations, skills as an astute observer, accurate recorder, valid interpreter of behaviour and the interactions are important to be an effective psychiatric nurse.