

Quality of Nursing Care Practices and Patient Satisfaction among Parturients Admitted in Obstetric Units of a Selected Tertiary Care Hospital in Lucknow

R Padma Hepsiba

Abstract

Labour and childbirth for women are related to anxiety, fear, pain and uncertainty. This study helped in determining the Nursing care quality and patient satisfaction among the patients admitted in an obstetrics unit of a tertiary hospital in Lucknow (UP). Data for the study was collected through descriptive and inferential statistical approaches through statistical assessment. The study provides a link between the demographic data and the patient satisfaction and connection between nursing care practices and patient satisfaction. The tips to improve the quality of Nursing care are well elaborated. The advantages and limitations of the study are discussed and further recommendation for improving the limitation is provided.

Key words: Nursing care practices, Patient satisfaction, Parturients.

Improved maternal health benefits the whole of the society. Isabella Lovern

The researchers agree on the significance of nursing interventions in shaping the patients' total satisfaction with the nursing services. It can be concluded that quality nursing care practice is an important component of the care of parturients, which has an impact on the level of satisfaction and outcome of patients admitted to obstetrics units for care.

Patient satisfaction is a vital and commonly used indicator for measuring the quality of health care. The actions of nurses have significant effects on patient outcomes. The nurse's expert knowledge confers the authority to shape the care environment and to influence the decisions of patients. Therefore, measuring the quality of nursing care is a necessary component of any effort to improve the overall quality of health care provided to parturient women. It also highlights the areas of acknowledging and appraising the performance of the health care team mean. It also throws light on areas where there is the failure of functioning, areas of scope of improvement, and patient satisfaction level. It affects the timely, efficient, and patient-centred delivery of quality health care.

In the entire medical team, the nurses stay with patients 24 x 7 which confers on them the status of frontline workers; hence demand on their

working style has always been high. They should continue to be compassionate, approachable, be able to correlate and render utmost care with utmost dedication. Patient satisfaction with nursing care is an important factor in explaining patients' perceptions of service quality.

Objectives

- To assess the quality of nursing care practices provided to parturients admitted to the obstetrics unit.
- To determine the satisfaction level regarding Nursing care among parturients admitted to obstetric units of a hospital.
- To associate the relationship between quality of nursing care practices and levels of patient satisfaction among parturients admitted in the obstetric units.

Review of Literature

The literature review for the present study was based on an extensive survey of books, journals, PubMed, Research gate and Semantic scholar. A review of research and non-research literature relevant to the study was taken, which helped the investigator to develop deeper insight into the problem and gain information on what has been done in the past.

Studies related to Nursing care practices

The author is: PhD Scholar & Principal Matron, Military Hospital Shillong (Meghalaya).

Silva et al (2019) conducted a cross-sectional research in 2019 with 666 parturient mothers to identify the relationship among best nursing practices of childbirth and care of newborn in maternal health institutes. The study revealed a positive statistical difference between the use of essential services and liable services in health institutes that employed OBG Nursing. The study concluded that hospitals which employed OBG nurses had varying level of satisfaction.

Studies related to patient satisfaction

Tadele et al (2020) conducted a cross-sectional study on maternal satisfaction towards childbirth Service in Public Health Facilities at Adama town, Ethiopia. It was implemented to estimate the 477 PNC mothers' satisfaction and related variables with labour services. p-value was taken smaller than 0.05; the findings suggested that 74.8 percent of population found the service adequate. Also, 75 percent of women were happy with available labour services.

Studies related to Nursing care practices and level of patient satisfaction

Agosta (2009) conducted a research study in 2021 to assess the degree of satisfaction among patients with NP health-related services and to discover the variations in demography on the basis of general level satisfaction among 300 adult men and women patients in a non-profit health institute, Southern US. NPSS. Likert survey was formulated for data collection. The study concluded that the patients found nurse practitioners services satisfactory.

Materials and Methods

The research approach adopted in this study was evaluative research approach method, as the study aimed at evaluation of quality of nursing care practice and patient satisfaction among parturients admitted in obstetric units of a selected tertiary care hospital. A descriptive cross-sectional research design was used as it allowed the researcher to plan source allocation for identifying the review of nursing care in the tertiary hospital and find the challenges in maintaining satisfaction among the patients with the nursing care of the hospital. This study was conducted in Obstetric units of a tertiary care government Hospital at Lucknow. The target population was the pregnant patients getting admitted in the maternity ward for full term normal delivery. Non-probability convenient sampling technique was employed to recruit 600 mothers who got admitted in maternity ward for delivery services.

Tools used

1. Demographic data of parturients: It included age, religion, educational status, occupation, in-

come of the family, type of family, type of diet, place of residence, birth order of present pregnancy, number of live children, source of pregnancy-related information, duration of pregnancy, associated health problems.

2. Checklist to assess maternal satisfaction on Interpersonal aspect of nursing care, Informative aspect of nursing care and technical aspect of nursing care.

3. Observation checklist for:

- ANC nursing care practice: Investigator prepared observation checklist on ANC Nursing care practice; it was calculated with percentage of marks scored by the sample population.
- Intranatal nursing care practice: Investigator prepared observation checklist on intranatal Nursing care practice, which was calculated with percentage of marks scored by the sample population.

Reliability of the tool: Cronbach Alpha was used for assessing the reliability. In this study, a pilot tool was used for measuring the reliability of the research tool. The result obtained for the maternal satisfaction questionnaire was 0.81 and for antenatal and intranatal nursing care practice the result was 0.83, which was considered as high reliability.

Data Analysis

Two types of data analysis were performed.

Descriptive statistics: Frequency (N) and percentage (%) distribution were used to describe socio-demographic variables and their association with maternal satisfaction and quality nursing care.

Inferential statistics: Three types of inferential statistical calculations were performed, depending on the type of data:

- Chi square test
- Analysis of variance (ANOVA)
- Mann-Whitney U test (MW Test).

Ethical Consideration

Concerned administrative team of the hospital was informed about the purpose of the research. The selected samples were explained about the objective and after being assured of confidentiality of data, their consent was obtained.

Results

Assessment of maternal satisfaction level

The study represents the percentage distribution of parturients by the maternal satisfaction. Out of 600 parturients, 78 (13%) of the subjects were satisfied, while 522 (87%) were partially satisfied and

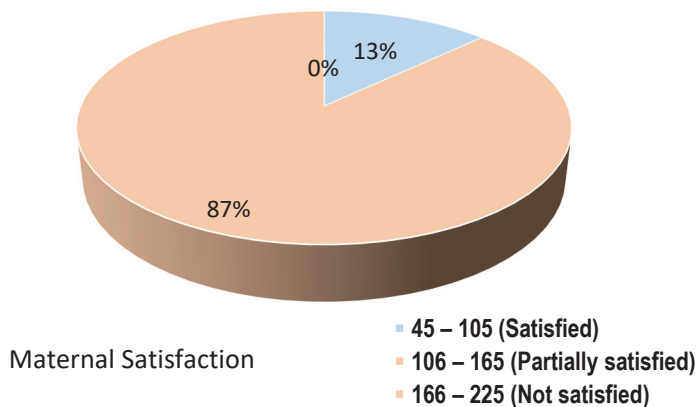


Fig 1: Pictorial representation of maternal satisfaction.

none expressed being not satisfied (Fig 1). There may be a contradiction about the authenticity of their statement as they were already in their critical life stage wherein they may not be interested to get involved in any complications. If no contradictions were there then the hospital can continue their working process as usual.

Quality of nursing care

The study represents the percentage distribution of parturients by the quality of nursing care (Fig 2). Out of 600 parturients, 12 percent marked the quality nursing care as poor, while 17 percent as average and 71 percent as good.

Association between quality of nursing care and patient's satisfaction

Maternal satisfaction level of being satisfied (45-105), 10 as poor, 15 as average, partially satisfied (106-165), 62 as poor, 87 as average and good as 373 and not satisfied (166-225); 0 in all poor, good and not satisfied (Fig 3).

Discussion

The findings of the study have been discussed with reference to objectives and with the findings of

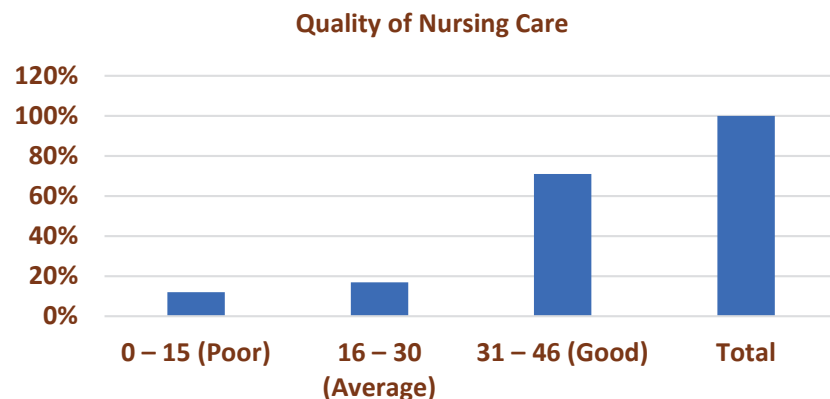


Fig 2: Maternal satisfaction on quality of nursing care.

other studies. The data is organised, analysed and presented in following sections.

Quality of nursing care practices

The study revealed that maximum patients marked the quality of care as good and minimum marked it as poor on quality of nursing care. The same pattern followed in practice score on ANC and intranatal nursing care. The study was supported by a cross sectional descriptive survey conducted in a private hospital on in-patients on their discharge with aim to assess the patient level of satisfaction on nursing care quality and the related factors (Kharel et al, 2019).

Maternal satisfaction

The study shows that maximum parturient were partially satisfied and the rest were satisfied with the nursing care received. The same followed in informative aspect of nursing care and technical aspect of nursing care. But when it came to interpersonal aspect of nursing care maximum parturient were partially satisfied and a very small portion of parturient (1.8%) were not satisfied and the rest were satisfied.

A cross-sectional observation study (Hogston, 1995) conducted among 332 women came to conclude that patient satisfaction was dependent on patient input into labour, adequate explanation of the labour course, increased support in labour, high patient understanding and achieving a vaginal delivery. The results of this mentioned study coincide with the percentage of satisfaction among the parturient on intrapersonal aspect of nursing care of this study.

Relation between quality of patient care and level of patient satisfaction

The study came to a conclusion that there is no significant relationship between quality of nursing care and level of patient satisfaction. Findings of the study showed that 71 percent found the quality of nursing care good, out of which 12.4 percent were satisfied and 87.6 percent were partially satisfied with nursing care. 17 percent found the quality of nursing care average, out of which 14.7 percent were satisfied and 85.3 percent were partially satisfied with nursing care. 12 percent found the nursing care poor, out of which 13.8 percent were satisfied and 86.2 percent were partially satisfied. A similar study was taken over by Flame. 120 samples were selected by convenient sampling method and data collection was done by questionnaire with prior informed consent. The research discovered that mere 77 percent of the sample population displayed ex-

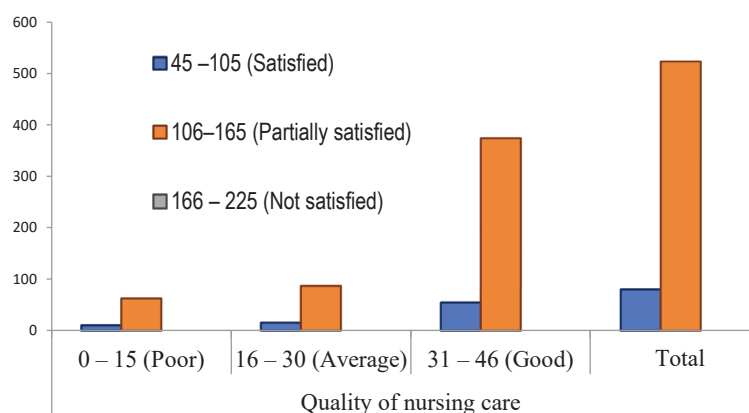


Fig 3: Association between quality of nursing care and patient's satisfaction.

cellent satisfaction with the standard of nursing care provided during their hospitalisation.

Utilisation of research findings in clinical practice

Nurses working in labour room needs to improve their communication skills with the patients and their relatives.

The study assessed the quality of nursing care practices provided to parturients admitted in the obstetrics unit of a tertiary care hospital in Luc-know. The findings revealed that 71 percent had good, 17 percent had average and 12 percent had poor practice score on quality of nursing care. Also, 72 percent had good, 15 percent had average and 13 percent had poor practice score on ANC nursing care, whereas, 70 percent had good, 22 percent had average and 8 percent had poor practice score on intranatal nursing care.

Implications

The findings of the study will be useful in the following fields:

Nursing practice: Nurses should be encouraged and motivated for utilising research findings in their practice and enhance their quality of nursing care.

Nursing education: Various educational programmes can be held by nurses, educationists and health workers considering quality of care in delivery room.

Nursing administration: The administrator should emphasise the need for implementing structured educational strategies for improving the knowledge of midwives related to antenatal care.

Nursing research: The hospital needs to invest in nursing research as it helps them to advance in their field and allows them to provide standard quality services to the patients.

Recommendations

- Similar study can be replicated with a large number of samples in various settings.

- A descriptive study can be undertaken to assess the knowledge of midwives related to care of parturients in labour room.
- An experimental study can be undertaken to study the effect of teaching programme on parturients related to ANC care.

Conclusion

Quality of nursing care was assessed by considering interpersonal and informative aspects. The study determined the maternal satisfaction level among parturients admitted to obstetric units of a tertiary care centre. The results depicted that 13 percent of parturients were satisfied and 87 percent were partially satisfied. Also, 20.8 percent were satisfied, 77.3 percent were partially satisfied and 1.8 percent were not satisfied with interpersonal aspect of nursing care. Similarly, 9.5 percent were satisfied, 90.5 percent were partially satisfied with informative aspect of nursing care. In addition, 34 percent were satisfied and 66 percent were partially satisfied with technical aspect of nursing care.

The study also concluded that there is no association of maternal satisfaction and quality of nursing care with socio-demographic variables. The nurses have a pivotal role in care of parturient and they should be motivated to enhance their quality of care and practice in labour room.

References

1. Kharel S, Karki P, Karki A. Clients satisfaction on perinatal health service among postnatal mother in Bharatpur Hospital, *Nepal J Health and Allied Sci* 2019; 9(1): 70-74
2. Tadele M, Bikila D, Fite RO, Obsa MS. Maternal satisfaction towards childbirth service in public health facilities at Adama town, Ethiopia. *Reprod Health* 2020 Dec; 17(1): 60. doi:10.1186/s12978-020-00911-0
3. Mortensen B, Diep LM, Lukasse M, Lieng M, Dwekat I, Elias D, et al. Women's satisfaction with midwife-led continuity of care: An observational study in Palestine. *BMJ Open* 2019 Nov; 9(11): 3-24. doi:10.1136/bmjopen-2019-030324
4. Agosta LJ. Patient satisfaction with nurse practitioner-delivered primary healthcare services. *J Am Acad Nurse Pract* 2009 Nov; 21(11): 610-17. doi:10.1111/j.1745-7599.2009.00449.x
5. Silva TPR, Érica Dumont-Pena, Sousa AMM, Torcata Amorim, Tavares LC, Nascimento DCP, et al. Obstetric Nursing in best practices of labor and delivery care. *Rev Bras Enferm* 2019; 72 (suppl 3): 235-42. doi:10.1590/0034-7167-2018-0561
6. Hogston R. Evaluating quality nursing care through peer review and reflection: The findings of a qualitative study. *Int J Nurs Stud* 1995 Apr; 32(2): 162-72. doi:10.1016/0020-7489(94)00034h