

M.Sc/Nursing Management
Health Professions College
Deanship of Graduate Studies

**Clients' Satisfaction with Nursing Care Provided at Selected
Hospitals in Gaza Strip**

By

Student Name: Mousa Mohammad Abu Saileek

Registration No: 20011668

Supervisor: Dr. Bassam Abu Hamad

Master thesis submitted and accepted, Date: 17/2/2004

The names and signatures of the examining committee members are as follows:

- | | |
|---|-------------------------------|
| 1- <u>Dr. Bassam Abu Hamad</u> Head of Committee | Signature <u>Bassam Hamad</u> |
| 2- <u>Dr. Abdel-Aziz Thebet</u> Internal Examiner | Signature <u>[Signature]</u> |
| 3- <u>Dr. Fawis Abu Roumer</u> External Examiner | Signature <u>[Signature]</u> |

Abstract

This study assessed the level of clients' satisfaction with nursing care provided at selected hospitals in Gaza Strip, and identified the major dimensions related to clients' satisfaction and its relation to some organizational and demographic variables.

The study was conducted at the two major governmental hospitals in south of Gaza Strip, European Gaza Hospital and Nasser Hospital. A cross sectional design with a systematic randomized sample was used. A standardized structured questionnaire was developed, concentrated on satisfaction with nursing care features. The total sample was 427 clients, 159 clients from European Gaza Hospital and 268 clients from Nasser Hospital. The clients were approached after they were admitted to medical and surgical wards and received the nursing care and before discharge. The response rate was 93.6%. SPSS program was used for data entry and analysis.

The study explored six dimensions of satisfaction with nursing care; Information and Interaction, Availability/Attentiveness and Openness, Comfort and Environment, Nurses Skills and Professionalism, Organizational Culture, Counseling and Advising.

The results showed that there is significant relationship between the service provider and satisfaction level. The satisfaction level was 70.1% in both hospitals. The clients' in the European Gaza Hospital reported higher level of satisfaction (84.2%) than the clients' in Nasser Hospital (61.7%).

The study concluded that the demographics, socio-economic variables including the age, place of living, marital status, income, and education level showed a great impact on the level of clients' satisfaction. Also the study concluded that the type of institution and the organizational variables including the payment of medical care, referral source, previous hospitalization in other hospitals, admission days, medical diagnosis groups, and choosing the same hospital in the future showed a significant impact on the level of clients' satisfaction. On the other hand, gender, and the ward showed no significant impact on the level of clients' satisfaction with nursing care.

The study provided important information that decision-makers might consider to improve the quality of nursing care services and to improve clients' satisfaction with nursing care services.

رضى المرضى عن العناية التمريضية

إن هدف هذه الدراسة هو قياس مستوى رضى المرضى عن العناية التمريضية المقدمة في مستشفيات مختارة في قطاع غزة و أيضا تحديد أبعاد الرضى و علاقته ببعض المتغيرات الديموغرافية، المتغيرات الإدارية و المتغيرات المتعلقة بالمؤسسة. كذلك إن هذه الدراسة تلقى الضوء على بعض القضايا و التي من الممكن أن تزيد من رضى المرضى عن العناية التمريضية. بالإضافة إلي أن النتائج قد تساعد في إعطاء فرص لتحسين جودة العناية التمريضية. لقد تم تطوير الاستبيان المنظمة لجمع المعلومات من المرضى بحيث تغطى عناصر الاستبيان خصائص الرعاية التمريضية المقدمة و الرضى عنها.

لقد تمت عملية جمع المعلومات من خلال مقابلة المرضى بعد دخولهم أقسام الجراحة و الباطنة و قبل خروجهم من المستشفى. و قد تم اختيار العينة بالأسلوب العشوائي وفق خطة معينة تتناسب مع توزيع المرضى في أقسام الجراحة و الباطنة. و لقد كان حجم العينة ٤٢٧ مريض (١٥٩ مريض من مستشفى غزة الأوروبي و ٢٦٨ مريض من مستشفى ناصر بخان يونس) و لقد كانت نسبة الاستجابة ٩٣,٦%. و لقد استخدم البرنامج الإحصائي (SPSS) في تدخيل و تحليل المعلومات.

لقد سجلت الدراسة نسبة رضى للمرضى عن العناية التمريضية بشكل عام قدرها ٧٠,١%. كما أظهرت النتائج أن نسبة رضى المرضى عن مستشفى غزة الأوروبي فيما يخص العناية التمريضية كانت مرتفعة ٨٤,٢% بينما كانت نسبة رضا المرضى عن مستشفى ناصر فيما يخص العناية التمريضية نسبة أقل ٦١,٧%.

كما أظهرت نتائج الدراسة ستة أبعاد لرضى المرضى و تتضمن الإخبار و التفاعل، التواجد و اليقظة و الانفتاح، البيئة و الراحة، المهنية و مهارات الممرضين، ثقافة المؤسسة، و النصح و الإرشاد.

و خلصت نتائج الدراسة بأن المتغيرات الديموغرافية و الاجتماعية و الاقتصادية مثل العمر، مكان الإقامة، الحالة الاجتماعية، مستوى الدخل، و مستوى التعليم كان لها تأثير و دلالة إحصائية على مستوى رضى المرضى. بينما في المقابل لم يكن للجنس أي تأثير ذو دلالة إحصائية.

أيضا أظهرت نتائج الدراسة أن المتغيرات الإدارية مثل الجهة المحولة، النوم السابق في مستشفيات أخرى، عدد أيام الدخول، التشخيص الطبي، و اختيار المستشفى ذاته في المستقبل كان لها تأثير و دلالة إحصائية على مستوى رضى المرضى. بينما في المقابل كان نوع القسم ليس له تأثير أو دلالة إحصائية.

كما أن هذه الدراسة توفر معلومات هامة تمكن صانعي القرار الأخذ باعتبارها من أجل تطوير جودة العناية التمريضية و زيادة رضى المرضى عن الرعاية التمريضية.

Contents

	Page
Dedication	i
Acknowledgments	ii
Abstract	iii
List of abbreviations	vii
List of tables	viii
List of figures	ix
List of annexes	x
Chapter 1: Introduction	1
Statement of the problem	3
Justification of the study	3
Purpose of the study	4
Objectives	5
Research questions	5
Feasibility and cost	6
Definition of terms	7
Background of the study	8
Chapter 2: Literature review	17
Concept of satisfaction	17
Value of clients' satisfaction	19
Measuring clients' satisfaction	22
Dimensions of clients' satisfaction	26
Satisfaction and clients' characteristics	28
Clients' satisfaction and other variables	32
Clients' satisfaction and health care settings	34
Clients' satisfaction with health care services in Palestine	42
Summary	45
Chapter 3: Methodology	48
Study design	48
Sample population	48
Study place	48
Study period	49
Study size	49
Sampling process	49
Instrumentation	50

	Questionnaire design	50
	Pilot study	51
	Data collection	51
	Data entry	52
	Data analysis	52
	Psychometric of the questionnaire	53
	Ethical considerations	55
	Response rate	56
	Eligibility criteria	56
	Limitation of the study	56
Chapter 4:	Findings	58
	Descriptive analysis	58
	Demographic characteristic	58
	Organizational and service variables	64
	Overall satisfaction	73
	Dimensions of clients' satisfaction	75
	Satisfaction and service provider	84
	Clients' characteristics and satisfaction	86
	Organizational characteristics and satisfaction	92
Chapter 5:	Discussion and implications	99
	Domains of satisfaction	101
	Information and interaction	101
	Availability/attentiveness and openness	103
	Comfort and environment	105
	Nurses skills and professionalism	106
	Organizational culture	107
	Counseling and advising	109
	Satisfaction and demographics variables	110
	Satisfaction and socio-economic variables	113
	Satisfaction and service provider	115
	Satisfaction and organizational variables	116
Chapter 6:	Conclusion and recommendations	121
	Conclusion	121
	Recommendations	124
Reference List		127
Annexes		133

List of Abbreviations

EGH	European Gaza Hospital
CQI	Continues Quality Improvement
JD	Jordanian Dinar
MOH	Ministry of Health
NH	Nasser Hospital
NGOs	Non-Governmental Organizations
PCBS	Palestinian Central Bureau of Statistics
PCH	Palestinian Council of Health
PHC	Primary Health Care
PNA	Palestinian National Authority
PS	Patient Satisfaction
QA	Quality Assurance
QHCU	Quality Health Care Unit
SD	Standard Deviation
SPSS	Statistical Package for Social Sciences
SQ	Service Quality
TQM	Total Quality Management
UNRWA	United Nations Relief and Works Agency

Chapter I

Introduction



Patient satisfaction with health care has emerged as a key quality indicator during the last decade, patient satisfaction with nursing care directly influences patient satisfaction with hospital care in general (Larrabee and Bolden 2001). The measurement of patient satisfaction has become a common way to elicit patients' views of their health care (Staniszewska and Ahmed, 1999). Patient satisfaction with nursing care is considered as an indicator of patients perceived nursing care (Chang, 1997). Patient satisfaction with care has frequently been used as measurement of quality nursing practice (Walsh and Walsh, 1999). Patient satisfaction is increasingly being used to measure the overall quality of nursing care (Abd Al Kareem, Aday and Walker, 1996). Measures of quality have been used almost exclusively in health services to assess outcomes of care that is effectiveness of care. Quality of care has become stronger since there has been remarkable progress in both our wealth and health (Van den Bos and Triemstra, 1999). Quality of health care has been identified as an important area for improvement in the Palestinian health care sector. Therefore, it has been addressed as one of the guiding principles activities in the health sector in Palestine in the Policy Statement of Palestinian Delegation (Massoud, 1994). Patient satisfaction is one measure used to assess the performance of the personnel (Dearmin, Brenner and Miglini, 1995). Globally, nurses increasingly becoming accountable practitioners, it is increasingly important that have reliable and valid measures of nursing care (Walsh and Walsh, 1999). According to Long and Greeneich (1994) nurses make a unique contribution to satisfaction of patients and family members. Nursing care, which is the chief service provided to the hospitalized patient, most likely has a greater influence on patients' satisfaction with health care services as

Statement of the problem

Massoud (1994) reported that clients' satisfaction is considered one of the indicators for the quality of health care in Palestine. In general, there appears to be an investment in the health care system in Palestine in spite of the limited resources, and a noticeable clients' dissatisfaction with the quality of care in different health care settings (Massoud, 1994). Thus, the study findings might help in improving the quality of nursing care in Gaza by exploring some satisfaction related domains that could help in quality improvement processes. Understanding clients' view about nursing care and examining them with related variables would be the focus of this study as explicitly detailed in the coming paragraphs.

Justification of the study

The literature shows that satisfaction with nursing care is consistently related to overall satisfaction, moreover increased attention to client satisfaction with nursing care is an important concern in the health care system with concern to identify what factors are related to producing positive client outcomes. There has been increased interest in identify what methods of care are most cost-effective in producing desired client out comes (Jacox, Bauscell and Mahrenhol, 2000). A related reason for interest in client satisfaction is the idea that improved patient satisfaction may lead to increased patient adherence to the plan of nursing care and treatment, which in turn affects the whole health outcome. Massoud (1994) indicated that one of the major problems in Palestine health care system is lack of consideration of clients' satisfaction. He also pointed to the fact that, once a client had entered any Palestinian health care setting, he had to follow the system utilized there blindly and did not possess any right to ask, discuss or refuse treatment. Therefore, this study considers the satisfaction issue in trial to improve the quality of nursing care services and to

increase clients' satisfaction. Moreover, he stated that there is discomfort among public, politicians and health professionals in Palestine regarding the quality of health care. This discomfort has been demonstrated on recurrent clashes between public and health professionals, miss trust and bad communications among providers and clients' (Massoud, 1994).

Therefore, this study considers these factors and may help in developing more understanding and trusting atmosphere between nurses and clients'. The issue of clients' satisfaction in the Palestine context is underpinned by prevailing financial constrains resulted in under funded, understaffed and underequiped services. All these factors could affect clients' satisfaction. Additionally, the Palestinian community suffered from recurrent occupations resulting in destroying not only the infrastructure of the country including health, but also resulted in highly stressed, sensitive and insecure personality. All these factors could uniquely affect satisfaction in the Palestinian context and worthwhile investigating them.

Purpose of the study

The purpose of the study is to measure the level of clients' satisfaction with nursing care in the two major and biggest governmental hospitals in the south of Gaza Strip, European Gaza Hospital and Nasser Hospital in Khan Younis City. This study explore the major dimensions of satisfaction among the clients who received the nursing care during their stay in the two hospitals, also it explores the differences in satisfaction in relation to certain variables such as, demographics, socio-economic and organizational variables. Moreover, it also explores the differences between European Gaza Hospital and Nasser Hospital regarding clients' satisfaction level.



Objectives

1. To measure the level of clients satisfaction with nursing care in the European Gaza Hospital and Nasser Hospital.
2. To explore the main constructs of clients satisfaction with nursing care.
3. To identify the relationship between demographic, scio-economic and organizational factors with respect to clients' satisfaction.
4. To suggest recommendations to the policy makers in health care organizations and nursing professionals to improve clients satisfaction and quality of nursing care.

Research questions

1. What is the level of clients' satisfaction with nursing care in European Gaza Hospital and Nasser Hospital?
2. What are the major dimensions of clients' satisfaction with nursing care?
3. Are there significant differences between European Gaza Hospital and Nasser Hospital with respect to level of clients' satisfaction?
4. Are there significant differences in the level of clients' satisfaction with nursing care in relation to demographics variables, such as age, gender and living place?
5. Are there significant differences in the level of clients' satisfaction with nursing care in relation to socio-economic variables, such as marital status, income and educational level?
6. Are there significant differences in the level of clients' satisfaction with nursing care in relation to organizational variables, such as type of the ward, payment of medical care, referral site, previous hospitalization in other hospitals, admissions days and medical diagnosis?


Chapter VI

Conclusion and Recommendations

Conclusion

In this study the researcher assessed the level of clients' satisfaction with nursing care provided at two major governmental hospitals in south of Gaza Strip, European Gaza Hospital and Nasser Hospital. These two places could roughly represent the nursing care that offered by new building hospital EGH and old building Nasser Hospital. The study results might help in improving the quality of nursing care in Gaza Strip by providing some satisfaction indicators to start quality improving process. The study explored the main domains of clients' satisfaction, also it explored the differences within the demographics, socio-economic and organizational variables with respect to the clients' satisfaction level. A sample of 427 clients from medical and surgical wards was interviewed by used interviewer-administered questionnaire (Likert scale). The researcher used a systematic random method. The response rate of the respondents was as high as 93.6%. The reliability coefficient of the study instrument was high (0.99).

The overall satisfaction level was reported 70.1% in both hospitals. The clients' from European Gaza Hospital reported higher percentage of satisfaction level (84.2%), while the clients' from Nasser Hospital reported only 61.7%. The six domains of satisfaction with nursing care are extracted to included Information and Interaction, Availability/Attentiveness and Openness, Comfort and Environment, Nurses Skills and Professionalism, Organizational Culture, and Counseling and Advising. The highest level of satisfaction level was expressed toward Nurses Skills and Professionalism domain (77.4%). On the other hand, the lowest level of satisfaction



level was reported toward Counseling and Advising (59.5%). In addition, the Information and Interaction domain reported 67.4%, Availability/Attentiveness and Openness was showed 70.7%, Comfort and Environment (69.7%), and the Organizational Culture reported 73.5%.

The European Gaza Hospital respondents represented 37.5%, while Nasser Hospital respondents represented 62.5% of the study population. Further, females were represented higher percentage (52.2%) males' percentage. Also, the clients whom their age between 51 to 60 represented higher percentage (35.3%). Moreover, the clients who were living in the cities represented higher percentage (48%). The clients who were married represented higher percentage (65.3) than unmarried clients. Also, the clients who had lower income represented higher percentage (50.8%). The clients who have educational attainment 10 to 12 years were higher percentage (45%).

The study showed significant differences within the demographics variables regarding the satisfaction level. The older age reported higher satisfaction level with nursing care, while the younger age reported lower level of satisfaction. The clients who were living in the cities reported higher level of satisfaction while, the respondents who were living in the camps reported lower level of satisfaction. In addition, the males and females were in same level of satisfaction with nursing care. Further, the findings indicated significant differences between the socio-economic variables regarding the satisfaction level. The clients' were married reported higher level of satisfaction than unmarried. The clients who have lower income were more satisfied with nursing care than the clients who have higher income. The clients who have lower education level were more satisfied with nursing care than the clients' who have higher education level.

Recommendations

The study results helped the researcher to develop an in depth understanding of the problem and to address its causes. Therefore, it led to put tentative recommendations based on the study findings, which might help health care providers, nursing managers and nurses to set priorities, effective problem solving and quality improvement, trials to improve clients' satisfaction with nursing care services

- 1- Although the clients' were found to be relatively moderate satisfied with nursing care, their satisfaction could be improved further by addressing the six main domains of satisfaction identified in the study, which could be considered as a key to improving the clients' satisfaction with nursing care.
- 2- Policy makers of health care organizations and nursing managers are required to consider the identified domains of clients' satisfaction and to develop strategies to increase their clients' satisfaction.
- 3- Policy makers of health care organizations and nursing managers need to improve the organizational factors that may influence clients' satisfaction. Nursing managers can improve organization factors through enhancing hospital rules and regulations, visit policies, which may affect clients' satisfaction and improve the quality of services. Also, reinforcing the sense of the importance of commitment with organizes the work and decreases the clients' feelings of discrimination. In addition, the health organizations should continue to evaluate nursing care activities and provide training skills programs that will give staff more technical and professional skills.
- 4- Nursing managers and administrators in health care organizations should improve the physical environment in the hospital. The physical environment influence individuals' perceptions of clients' who are perceived services. The