A Study To Assess Patient's Satisfaction With Quality Of Nursing Care In Neuromedical Department Medical College Hospital Kottayam

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ABSTRACT
Objectives**:** *- (i) To assess the patient satisfaction with quality of `nursing Care. (ii)To identify relationship between satisfaction of patient with selected variables.*
Method:-*In this study descriptive survey approach was used. Purposive sampling technique is used and study sample was 50 adult patients who admitted in the Medical college Hospital Kottayam. The total period of sample collection was from September 2021 to October 2021.The data collection tool used for the study was a modified form of Dr. Laschinger's- "Patient satisfaction with quality nursing care questionnaire" [PSNCQQ], translated to vernacular language Malayalam.*
Result*:-The total number of sample was 50. The mean age of sample was*
44.7 yrs. Majority of the samples 70% were reported good, 30% were reported excellent and no one reported poor. In this study there is no significant relation between patient satisfaction with quality of nursing care by different variables.

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I. Introduction

Patient satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of the cares out come for healthcare. Satisfaction with health care is measure with a long history in the social science. Nursing service is one of the most important components of hospital service. Understanding how things are looking through the patient"s eye should be central part of quality improvement. The level of patient satisfaction with nursing care is an important indicator of quality of care provided in hospitals [Laschinger et al., 2005].

Patient satisfaction is a term that can be interpreted differently by patients and it meaning can also differ for one patient at different times. Patient's satisfaction some time treated as an outcome measure of healthcare providers. A satisfied patient is more willing to recommend the hospital to provide his or her care to others. [Abramowitz et al., 1987]

Patient places high value on the interpersonal care provided by the nursing staff. Consumers of health care industry demand quality care and one measure of quality is patient's satisfaction. Patient's satisfaction is an indicator of quality of care from patient's perspective.

Patient"s satisfaction is defined as 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 [Erikson1987].

Definition of nursing care is to promote health and to help support, educate and develop patient by liberating his or her own resources. The nursing care provided by nurse is regarded as most important factor in patient assessment of their satisfaction with health care. If patient is satisfied with health care received, this is positive not only for individual but also for nurse and entire health care organization (Johansson et al; 2002)

Statement of the problem
A study to assess patient satisfaction with quality of nursing care in Neuromedical department, Medical college Hospital Kottayam

Objectives of the study
1. To assess the patient satisfaction with quality of nursing care.
2. To identify relationship between satisfaction of patient with selected variables.

II. Methodology

Study settings : Neuromedical ICU and Neuromedical Ward in MCH   Kottayam. Study approach
: Descriptive Survey approach is used for present the study.
 Sample technique : Consecutive/ purposive sampling.

Inclusion criteria : Patients who can read and understand Malayalam, patients who are fully awake and willing to participate.

Tool
A modified form of Dr. Laschinger"s- "Patient satisfaction with quality nursing care questionnaire" [PSNCQQ], translated to vernacular language Malayalam.

III. Methods and Results

Research methodology is the systematic way to solve research problem. It include the step that researcher adopt to study this problem with the logic behind. It indicates the general pattern of organizing the procedure of gathering valid and reliable data for an investigation.

This chapter provides a brief description of method adopted by the investigator to conduct the study. This chapter includes research approach, research design, and setting of the study, sample and sampling technique. It further deals with development of tool, procedure for data collection, and for data analysis.

Survey approach is used for the present study. Survey approach is more useful in educational fact finding, in relatively small samples.

Research design
The descriptive study design was used to fulfill the objective of the study.

Setting of the study
This study was conducted in neuromedical ICU and NM ward of Medical college Hospital kottayam, . The rational for selecting this institute for the study was that the researcher was more familiar with this institution. MCHKottayam is an institute of national importance where there is a separate wing for neuromedical unit.

Sample size
The sample size consists of 50 patients. 10 patients were selected for pilot
study.

Criteria for sample selection Inclusion criteria:
- Patients who are willing to participate
- Patients who can read and understand Malayalam
- Patients who are for discharge on the day of data collection.
- Patients who have age above 18 years.

Exclusion criteria
- Patients on ventilator
- Patients who do not respond/ disoriented/altered mental status

Sampling technique
Patients who are in neuromedical unit during data collection period and who fulfilled inclusion criteria were collected as samples by convenient sampling technique.

Data collection tool
Data collection tool refers to instrument which was used by investigator to obtain relevant data. A modified questionnaire was prepared by investigator from Dr. Laschingers. The questionnaire was translated to regional language Malayalam with some modifications. The tool was examined by experts of MCH Kottayam. The research tool was finalized according to expert's opinion.

Description of the tool
Laschinger et al [2005] prepared PSNCQQ; the questionnaire was five paint rating scale consisting of nursing care during hospital stay.

The rating scales were - excellent, very good, good, fair, and poor

The questionnaire was translated to regional language Malayalam with some modification.

The structured questionnaire consists of two sections.
❖ General information or demographic data, it includes Name, age, sex, marital status, education, category, date of admission, number of previous admission, way of admission and diagnosis
❖ 20 questions regarding patient satisfaction with nursing care. The options given for rating were: excellent, very good, good, fair and poor.

Data collection procedure
There was no problem faced during pilot study, the same method of data collection was used for the final study. The researcher first introduced herself to the patient and explained the need and purpose of the study. Informed consent was taken from the patient before data collection. It took 20 minutes for the patient to answering the questions

4.1 Distribution of samples according to demographic variable Table 4.2 a. Distribution of sample by age

Age Group	Frequency	Percentage (%)
<20	3	6
21-30	10	20
31-40	7	14
41-50	12	24
51-60	6	12
61-70	8	16
71-80	4	8
Total	50	100

Table 4.2 a. shows distribution of sample by age. The age of sample ranges from18-78 with a mean age of 44.7, standard deviation 16.88, majority of samples were from age group 41-50 and only 6% were from age group <20 AGE
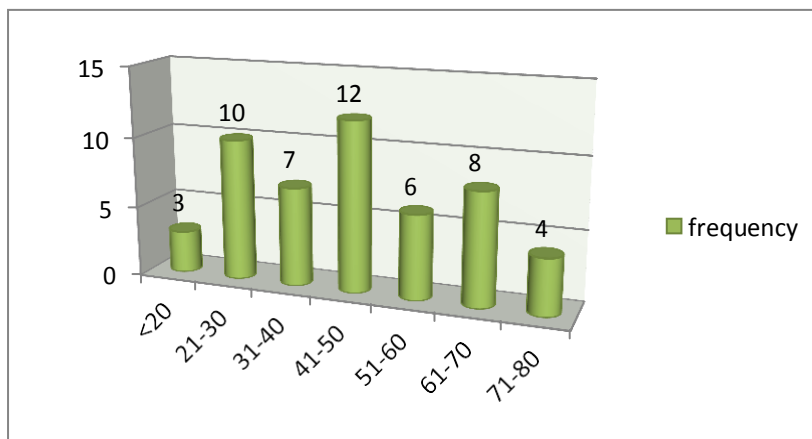
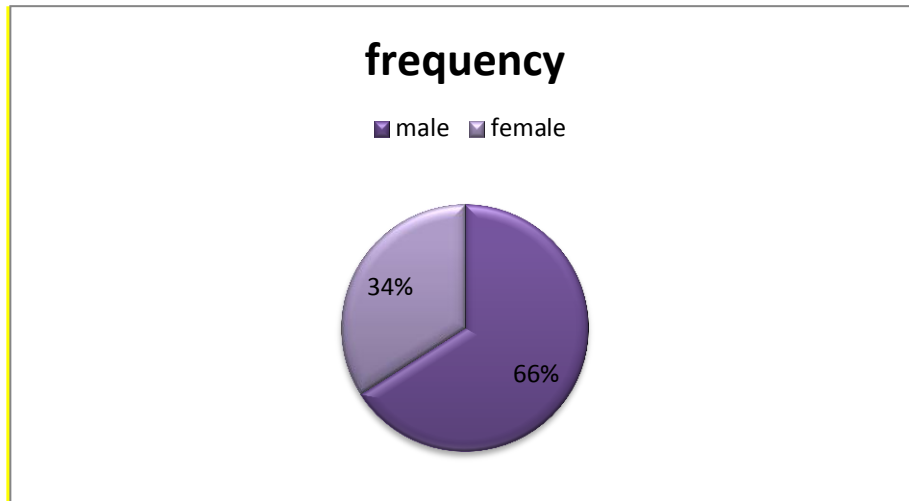**4.2a Bar diagram showing distribution of sample according to age.**

4.2 b Distribution of sample according to sex

Table 4.2 b shows distribution of sample according to sex.

Sex	Frequency	Percentage
Male	33	66
Female	17	34
Total	50	100

Table 4.2 b shows distribution of sample according to sex. There majority of sample were male (66%) and only (34%) in female sample.
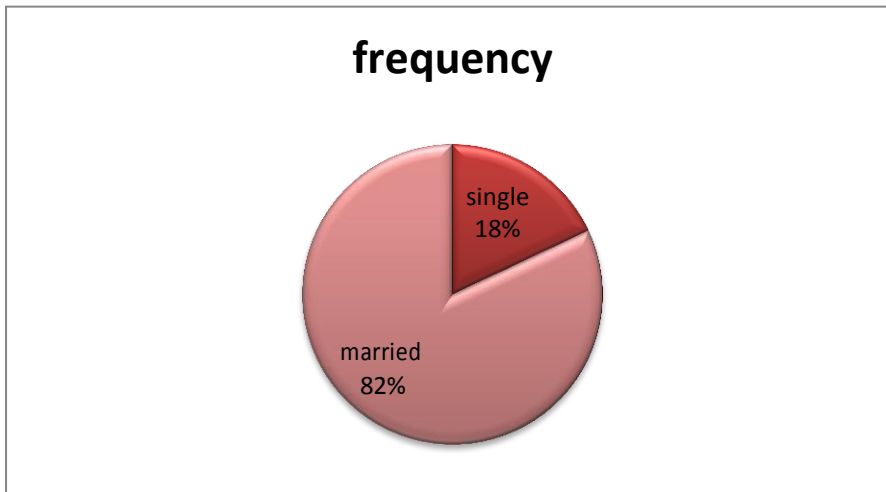
SEX

4.2 b Pie diagram of sample according to sex

4.2 c Distribution of sample according to marital status

Table 4.2 c Distribution of sample by marital status

Marital status	Frequency	Percentage
Single	9	18
Married	41	82
Total	50	100

Table 4.2c shows that distribution of sample by marital status. Majority of sample were married (82%). 41(82%) were married and 9 (18%) were single.
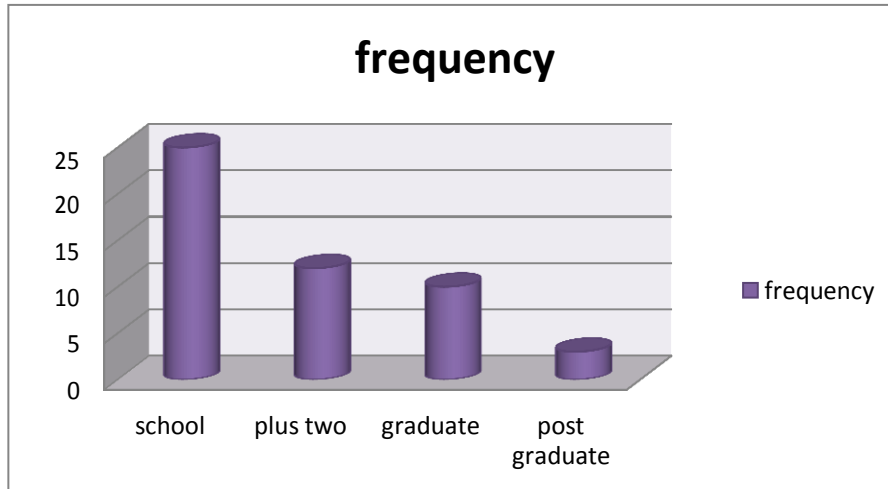
MARITAL STATUS

4.2c Pie diagram of sample according to marital status

4.2 d Distribution of sample according to education
4.2 d Distribution of sample according to education

Education	Frequency	Percentage
School	25	50
Pus two	12	24
Graduate	10	20
Post graduate	3	6
Total	50	100

Table 4.2 (d) shows that the majority of sample had school education (50%), only 6% percentage had post graduate education. The same data is shown in the Fig 4.2d

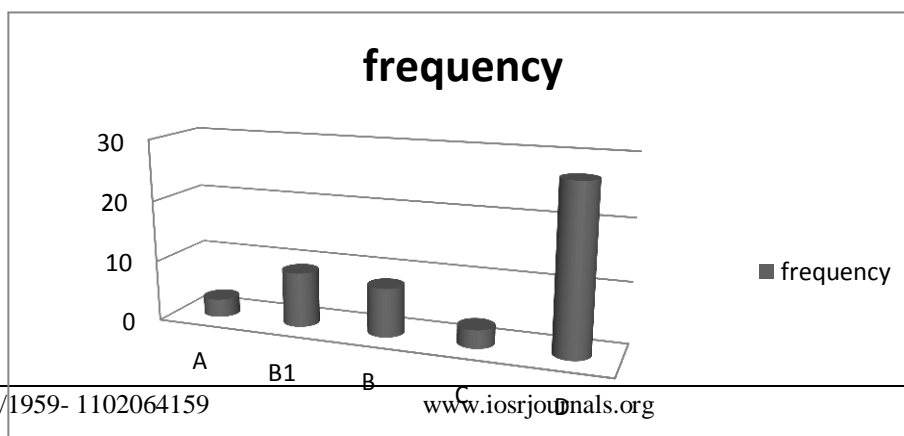**4.2 d Bar diagram of sample according to education**

4.2 e Distribution of sample according to income category

Table 4.2 (e) shows distribution of sample according to category

Category	Frequency	Percentage
A	3	6
B1	9	18
B	8	16
C	3	6
D	27	54
Total	50	100

Table 4.2 (e) shows that majority of samples (54%) were D category, only (6%) were A category and (6%) were C category.

CATEGORY
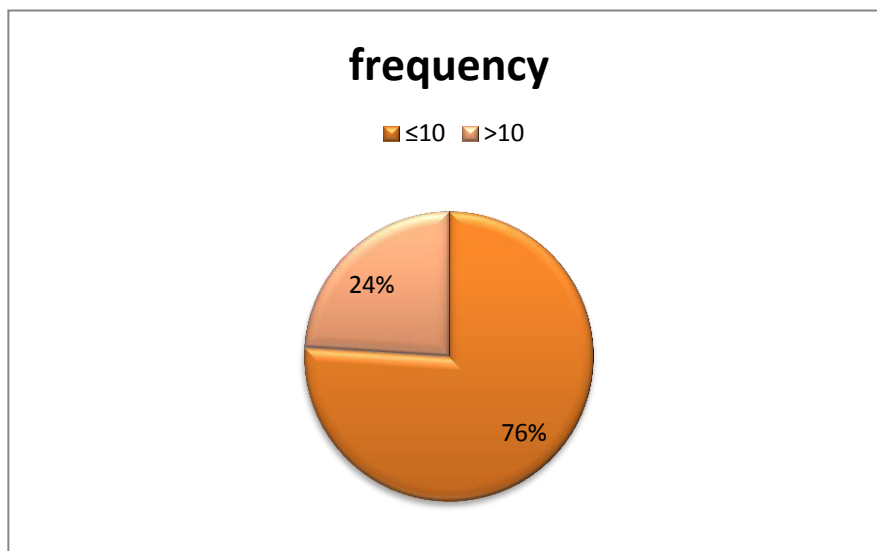
4.2 e Bar diagram of sample according to category

4.2 (f) Distribution of sample according to length of hospital stay

Table 4.2 (f) Distribution of sample according to length of hospital stay

Length of stay in days	Frequency	Percentage
≤10 days	38	76
>10 days	12	24
Total	50	100

Table 4.2 (f) shows that majority of sample 41(82%) stay <=10 day, only 9(18%) were more than 10 days.

LENGTH OF HOSPITAL STAY

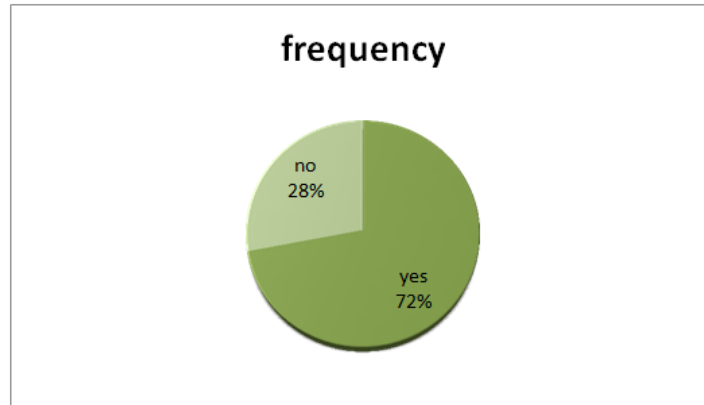**4.2(f) Pie diagram of sample according to length of hospital stay**

4.2(g) Distribution of sample according to previous admission

Table 4.2(g) Distribution of sample according to previous admission

Previous admission	Frequency	Percentage
Yes	36	72
No	14	28
Total	50	100

4.2(g) Distribution of sample according to previous admission.36 (72%) patients were previously admitted and 14(28%) patients not previously admitted. The same data shown in Fig 4.2(g)
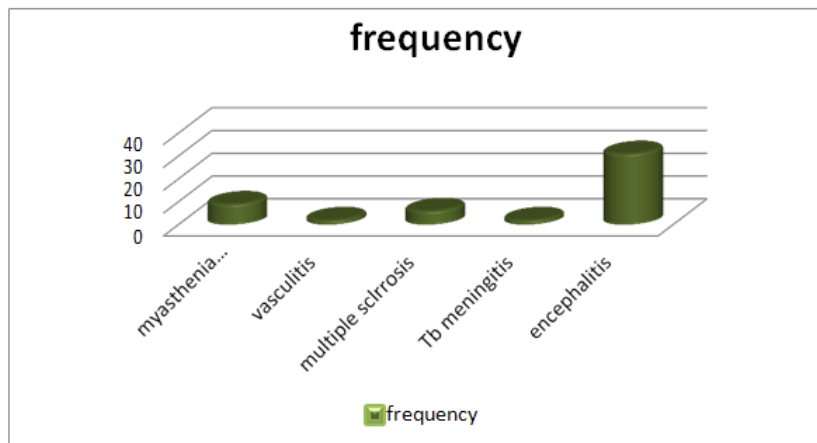
PREVIOUS ADMISSION

4.2(g) Pie diagram of sample according to previous admission

4.2   h Distribution of sample according to diagnosis

Table 4.2h Distribution of sample according to diagnosis

Diagnosis	Frequency	Percentage
Myasthenia gravis	9	18
Vasculitis	2	4
Multiple sclerosis	6	12
Tb meningitis	2	4
Encephalitis	31	62
Total	50	100

The diagnosis of sample made by 5 types. There were 31(62%) patients with encephalitis. The same data shown in Fig 4.2 h.

**4.2(h) Bar diagram of sample according to diagnosis**

4.3   a Distribution of sample based on patients' satisfaction about criteria information given by nurses.
In the questionnaire, criteria information given by nurses includes question no.1, 2, 3,4,5,10,18 and they are clubbed together.

Table 4.3a shows patient's satisfaction about information given by nurses.

Patient's satisfaction about information given by nurses.	Frequency	Percentage
Poor	1	2
Good	38	76
Excellent	11	22
Total	50	100

Table 4.3a shows that patient's satisfaction about information given by nurses. Only 2% samples rated poor. 38(76%) samples rated good and 11(22%) rated excellent.
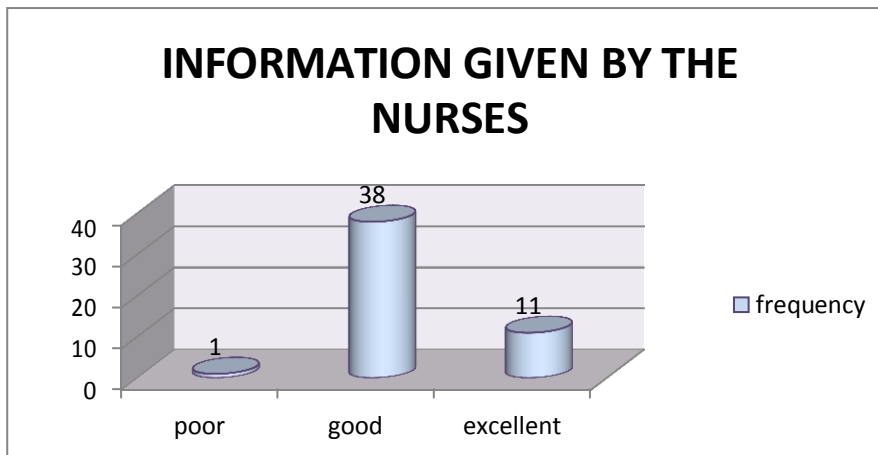
4.3a Bar diagram showing distribution of sample based on information given by nurses.
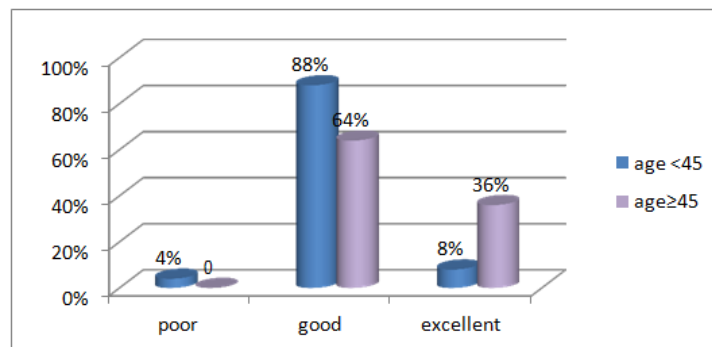
4.3b Distribution of sample based on patients' satisfaction about information given by nurses and age group.

Table 4.3b Distribution of sample based on patients'' satisfaction about information given by nurses and age group.

The age of sample ranges from18-78 with a mean age of 44.7, standard deviation 16.88.

Satisfaction of patient by information given by nurses	Age <45 Frequency (%)	Age ≥45 Frequency (%)	Total Frequency (%)
Poor	1 (4%)	0	1 (2%)
Good	22 (88%)	16 (64%)	38 (76%)
Excellent	2 (8%)	9 (36%)	11 (22%)
Total	25 (50%)	25 (50%)	50 (100%)

Table 4.3b shows that patients with ≥45 years 64% rated good. Among that 36% rated excellent and no one reported poor. Among <45 yrs 88% were rated good, 2(8%) were rated excellent and only 4% were rated poor.

4.3b Bar diagram showing distribution of sample based on patients' satisfaction about information given
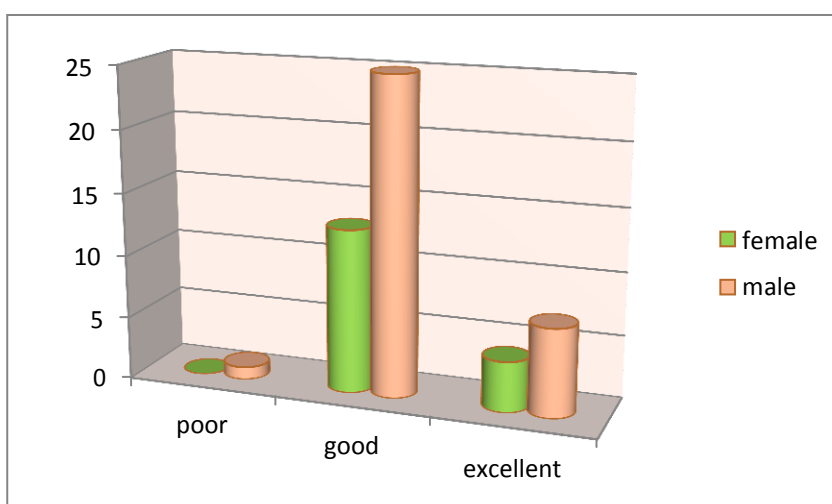
by nurses and age group

4.3c Distribution of sample based patients' satisfaction about information given by nurses according to sex.

Table 4.3c shows distribution of sample based on patients'' satisfaction about information given by nurses and sex

Satisfaction of the patient	Female Frequency (%)	Male Frequency (%)	Total Frequency (%)
Poor	0	1 (3.03%)	1 (2%)
Good	13 (76.47%)	25 (75.76%)	38 (76%)
Excellent	4 (23.53%)	7 (21.21 %)	11 (22%)
Total	17 (100%)	33 (100%)	50 (100%)

Table 4.3c shows that majority of sample 38(76%) rated good, 22% rated excellent and only 2% were rated poor. Among females 13(76.47%) rated good, 23.53%rated excellent and no one reported poor. Among males and 25(75.76%) rated good, 21.21% were rated excellent and 3.03% rated poor.
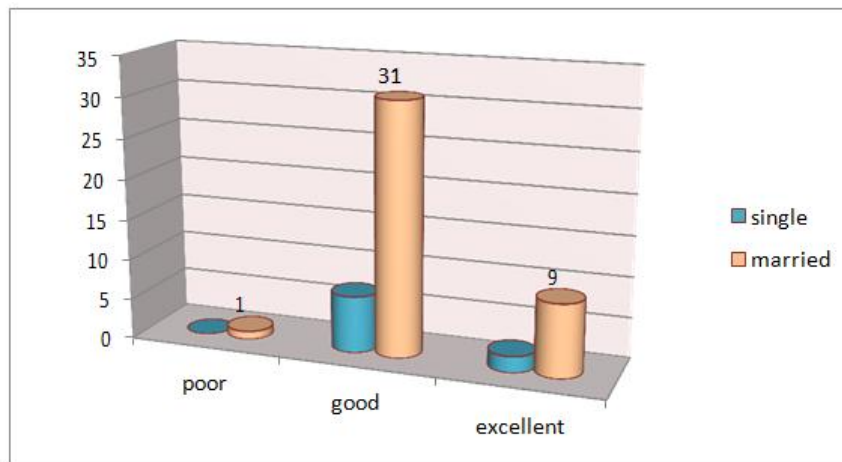

Fig 4.3c Bar diagram shows distribution of sample based on patients' satisfaction about information given by nurses and sex.

4.3d Distribution of sample based on patients' satisfaction about information given by nurses and marital status

Table 4.3d shows distribution of sample based on patients'' satisfaction about information given by nurses and marital status.

Satisfaction of patient	Single Frequency (%)	Married Frequency (%)	Total Frequency (%)
Poor	0	1 (2.44 %)	1 (2%)
Good	7 (77.78 %)	31 (75.61%)	38 (76%)
Excellent	2 (22.22%)	9 (21.95%)	11(22%)
Total	9 (100 %)	41 (100 %)	50(100%)

Table 4.3d shows that 22.22% rated excellent, 76% were rated good and 2% rated poor. Among single 77.78%rated good, 22.22% were rated excellent. Among married 21.95% rated excellent, 75.61% were rated good and only 2.44% rated poor. There is no relationship between marital status and information given by nurses.
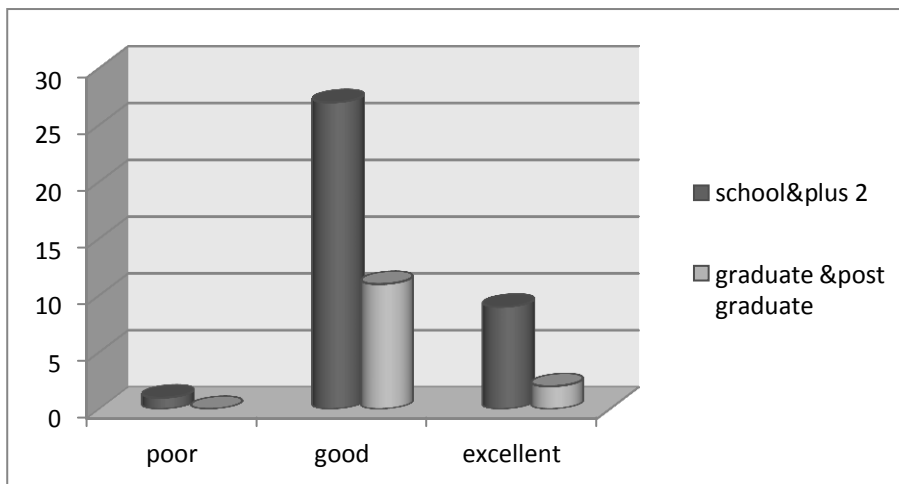
Fig 4.3d Bar diagram shows distribution of sample based on patients' satisfaction about information given by nurses and marital status

4.3e Distribution of sample based on patients' satisfaction about information given by nurses and educational status.
Table 4.3e shows distribution of sample based on patients" satisfaction about information given by nurses and educational status.

Satisfaction of patient	School & plus2 Frequency (%)	Graduate & post graduate Frequency (%)	Total Frequency (%)
Poor	1 (2.70%)	0	1 (2%)
Good	27 (72.97%)	11 (84.62%)	38 (76%)
Excellent	9 (24.32%)	2 (15.38%)	11(22%)
Total	37 (100%)	13 (100%)	50 (100%)

Table4.3e shows that 22% were rated excellent.76% rated good and 2% rated poor. Among school &plus2 24.32% rated excellent, 72.97% rated good and 2.70% were rated poor. Among graduate &post graduate 22% excellent, 76% rated good and 2% poor. It means there is only a slight variation between educational status and information given by nurses.
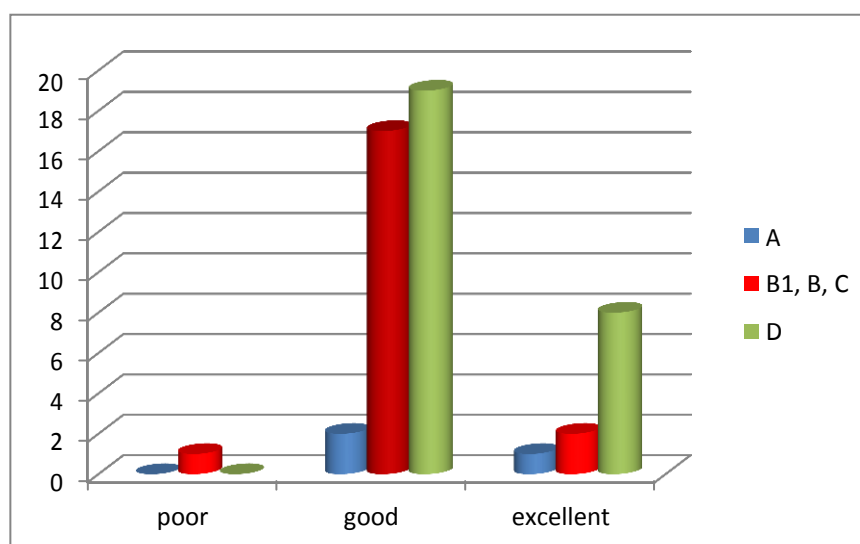

4.3e Bar diagram showing distribution of sample based on information given by nurses and education

4.3   f Distribution of sample based on patients' satisfaction about information given by nurses and Income category.

Table 4.3f Distribution of sample based on patients" satisfaction about information given by nurses and income category

Satisfaction of patient	A Frequency (%)	B1,B & C Frequency (%)	D Frequency (%)	Total Frequency (%)
Poor	0	1(5%)	0	1
Good	2(66.67%)	17(85%)	19(70.37%)	38(76%)
Excellent	1(33.33%)	2(10%)	8(29.63%)	11(22%)
Total	3(100%)	20(100%)	27(100%)	50(100%)

Table 4.3f shows that among A category 33.33% rated excellent, among B1,B &C category 10 rated excellent and among D category 29.63% rated excellent. Among income category only 1% rated poor. There is no marked variation between income category and information given by nurses.
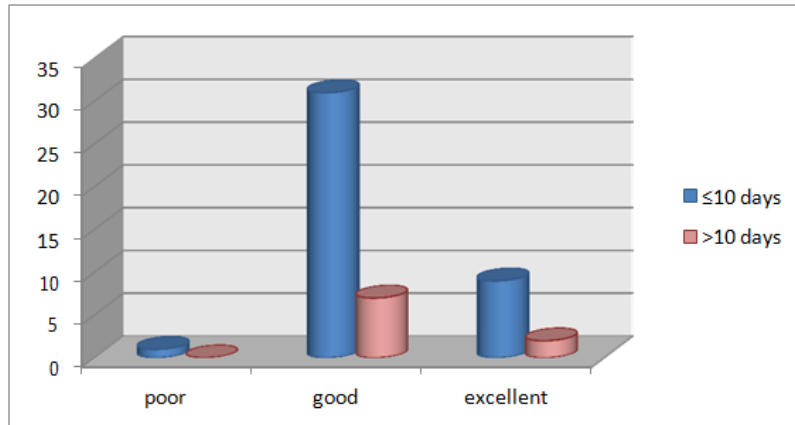

Fig 4.3f Distribution of sample by patients' satisfaction about information given by nurses according to category

Table 4.3g Distribution of sample based on patients' satisfaction about information given by nurses and to length of stay.
Table 4.3g Distribution of sample based on patients" satisfaction about information given by nurses and length of stay.

Satisfaction of patient	≤10 days Frequency(%)	>10 days Frequency(%)	Total Frequency(%)
Poor	1 (2.64%)	0	1(2%)
Good	31(73.68%)	7(83.33%)	38(76%)
Excellent	9(23.68%)	2(16.67%)	11(22%)
Total	41(100%)	9(100%)	50(100%)

Table 4.3g shows that majority of sample ≤10days (73.68%) & among
>10days (83.33%) were rated good. Among ≤ days 32.68% rated good and 2.64% rated poor. Among 10 days 16.67% rated excellent and no one rated poor.
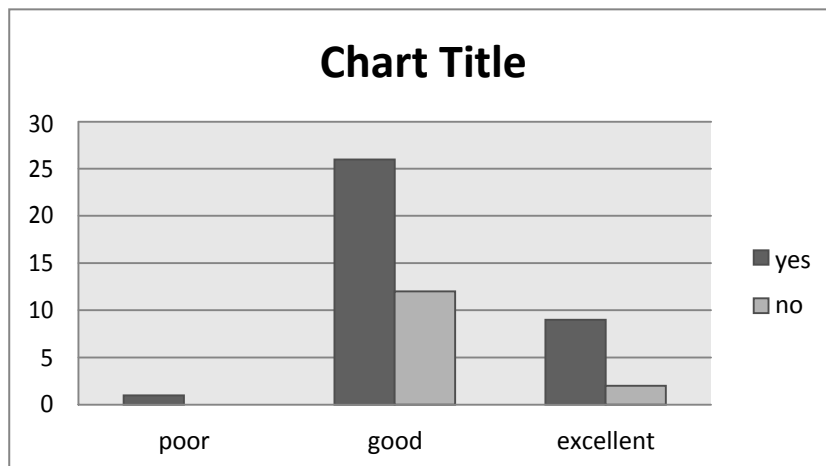
Fig 4.3g Bar diagram shows distribution of sample based on patients' satisfaction about information given by nurses and length of stay

Table 4.3h Distribution of sample based on patients' satisfaction about information given by nurses and previous admission.

Table 4.3h Distribution of sample based on patients" satisfaction about information given by nurses and previous admission.

Satisfaction of patient	Yes Frequency(%)	No Frequency(%)	Total Frequency(%)
Poor	1(2.78%)	0	1(2%)
Good	26(72.22%)	12(85.71%)	38(76%)
Excellent	9(14.29%)	2(14.29%)	11(22%)
Total	36(100%)	14(100%)	50(100%)

Table 4.3h shows that majority of samples 76% were rated good. Among previously admitted 14.29% & among previously not admitted 14.29% were rated excellent. It may be noted that there is no difference between information given by nurses and previous admission.

Fig 4.3h Distribution of sample based on patients' satisfaction about information given by nurses and previous admission.

4.4   a Distribution of sample based on criteria quality of nursing care
In the questionnaire , criteria quality of nursing care includes question no.7,8,9,11,12,13,14,15,16,17,19,20 and they are clubbed together

Table4.4a Distribution of sample based on quality of nursing care

Quality of nursing care	Frequency	Percentage
Good	34	68
Excellent	16	32
Total	50	100

Table 4.4a shows that 34(68%) samples were rated good.16 (32%) were reported excellent and no one rated poor.
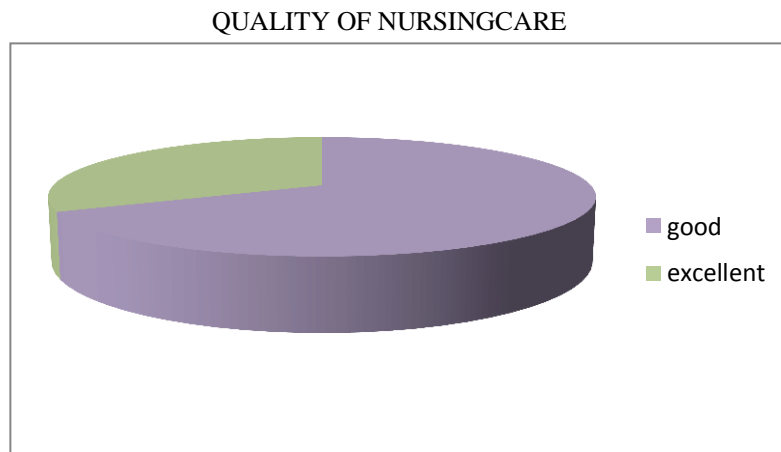
QUALITY OF NURSINGCARE

Fig4.4a shows distribution of sample according to quality of nursing care

4.4b Distribution of sample based on quality of nursing care and age.
Table 4.4b Distribution of sample based on quality of nursing care and age.

Quality of nursing care	<45 Frequency (%)	≥45 Frequency (%)	Total Frequency (%)
Good	17 (68%)	17(68%)	34(68%)
Excellent	8 (32%)	8(32%)	16 (32%)
Total	25 (100%)	25 (100%)	50 (100%)

Table 4.4b shows that there is no relationship between age group and quality of nursing care.
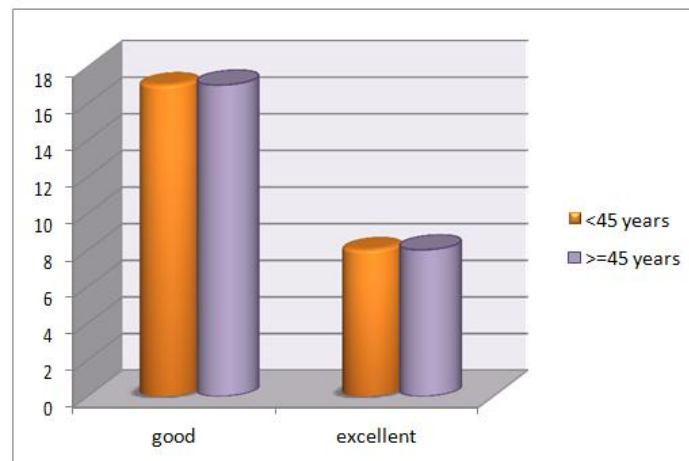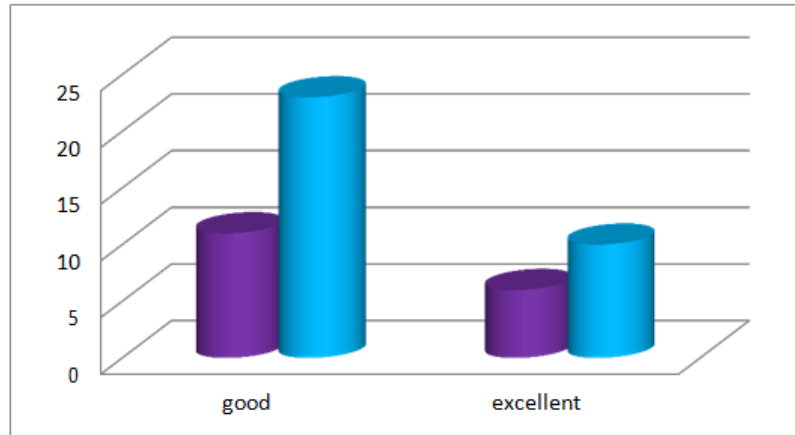

Fig 4.4b Distribution of sample based on quality of nursing care and age.

4.4c Distribution of sample based on quality of nursing care and sex.
Table 4.4c Distribution of sample based on quality of nursing care and sex.

Quality of nursing care	Female Frequency (%)	Male Frequency (%)	Total
Good	11(64.71%)	23 (69.70%)	34 (68%)
Excellent	6 (35.29%)	10(30.30%)	16(32%)
Total	17(100%)	33(100%)	50 (100%)

Table 4.4c shows that among females and males majority rated good. 35.29% females and 30.30% males rated excellent. There is no marked relation between quality of nursing care and sex.
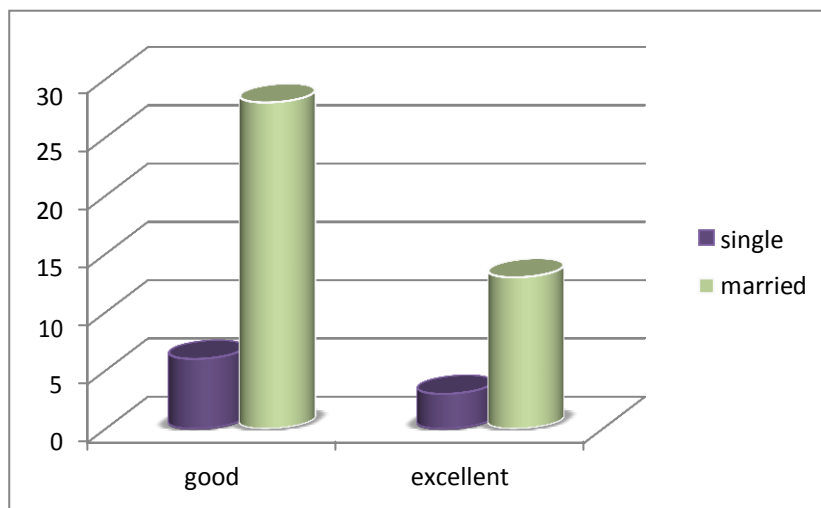

Fig 4.4c Distribution of sample based on quality of nursing care and sex.

4.4d Distribution of sample based on quality of nursing care and marital status.
Table 4.4d Distribution of sample based on quality of nursing care and marital status.

Quality of nursing care	Single Frequency(%)	Married Frequency (%)	Total Frequency (%)
Good	6 (66.67%)	28 (68.29%)	34(68%)
Excellent	3 (33.33%)	13 (31.71%)	16(32%)
Total	9(100%)	41 (100%)	50(100%)

Table 4.4d shows that there is no marked variation between marital status and quality of nursing care. Among that 34(68%) were rated good and 16(32%) were excellent.
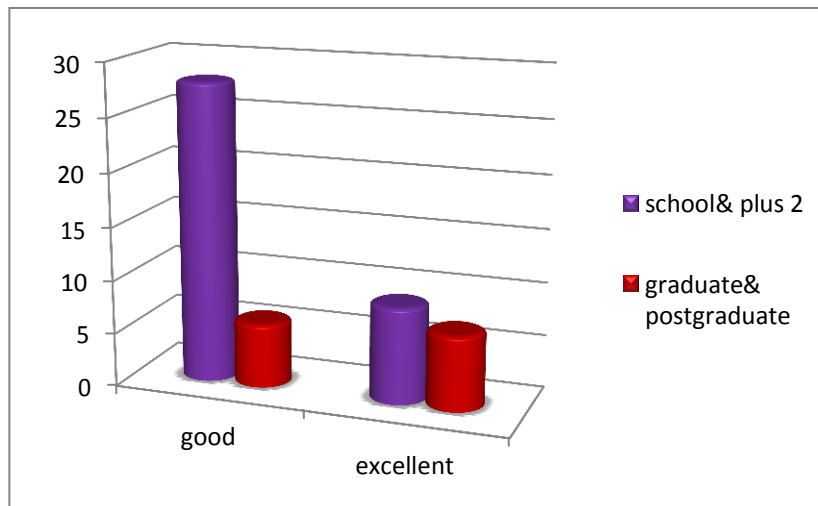

Fig4.4d Distribution of sample based on quality of nursing care and marital status.

4.4e Distribution of sample based on quality of nursing care and education.
Table 4.4e Distribution of sample based on quality of nursing care and education

Quality of nursing care	School& plus 2 Frequency (%)	Graduate &post graduate	Total
Good	28(75.68%)	6 (46.15%)	34(68%)
Excellent	9 (24.32%)	7 (53.85%)	16 (32%)
Total	37(100%)	13 (100%)	50 (100%)

Table 4.4e shows that majority of the sample from school and plus2 were rated good 28(75.68%) and majority of the sample from graduate and post graduate rated excellent 7(53.85%).
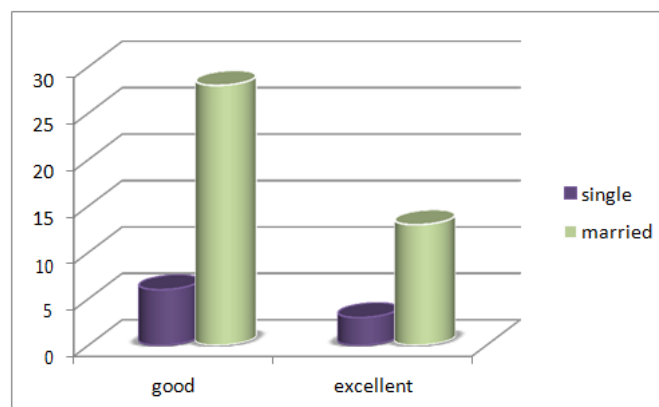

Fig 4.4e Distribution of sample based on quality of nursing care and education

4.4f Distribution of sample based on quality of nursing care and income category

Table 4.4f Distribution of sample based on quality of nursing care and category

Quality of nursing care	A Frequency (%)	B1, B & C Frequency(%)	D Frequency (%)	Total Frequency (%)
Good	1 (33.33%)	14(70%)	19(70.37%)	34(68%)
Excellent	2(66.67%)	6(30%)	8(29.63%)	16(32%)
Total	3(100%)	20(100%)	27(100%)	50(100%)

Table4.4f shows that majority of sample from B1,B & C 70%, from D category 19(70.37%) rated good and majority of sample from A category 2(66.67%) were rated excellent.
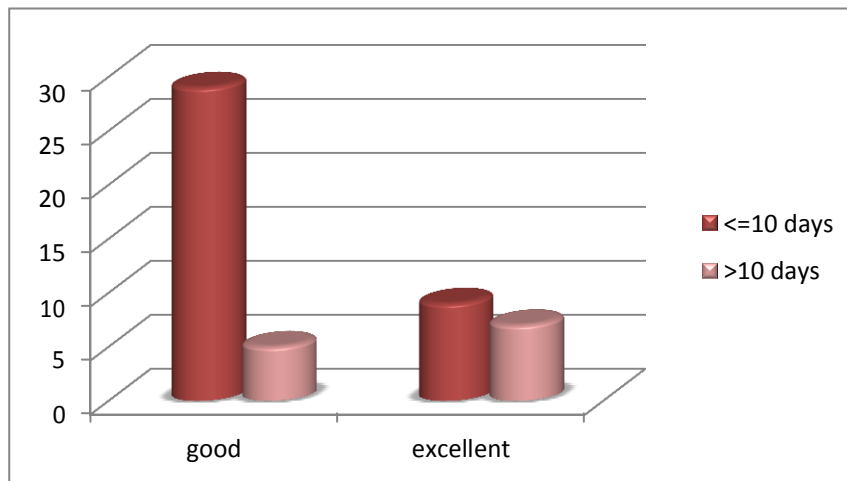

Table 4.4f Distribution of sample based on quality of nursing care and category.

4.4g Distribution of sample based on quality of nursing care and length of stay

Table 4.4g Distribution of sample based on quality of nursing care and length of stay

Quality of nursing care	≤10 days Frequency(%)	>10 days Frequency(%)	Total Frequency(%)
Good	29(76.39%)	5(41.67%)	34(68%)
Excellent	9(23.68%)	7(58.33%)	16(32%)
Total	38(100%)	12(100%)	50(100%)

Table 4.4g shows that among ≤10 days 29(76.39%) were rated good, 23.68% rated excellent and among >10 days 58.33% rated excellent 7(58.33%), 41.67% rated good.
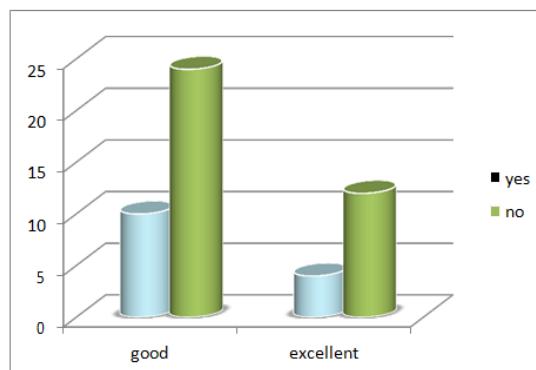

Fig 4.4g Distribution of sample based on quality of nursing care and length of stay.

4.4   h Distribution of sample based on quality of nursing care and previous admission

Table 4.4h Distribution of sample based on quality of nursing care and previous admission

Quality of nursing care	Yes Frequency (%)	No Frequency(%)	Total Frequency(%)
Good	10(71.43%)	24(66.67%)	34(68%)
Excellent	4(28.57%)	12(33.33%)	16(32%)
total	14(100%)	36(100%)	50(100%)

Table 4.4h shows that 10(71.43%) previously admitted samples and 24(66.67%) previously not admitted samples were rated good. 4 (28.57%) previously admitted and 12(33.33%) previously not admitted were rated excellent. There is only a slight variation between quality of nursing care and previous admission.

Fig 4.4h Distribution of sample based on quality of nursing care and previous admission.
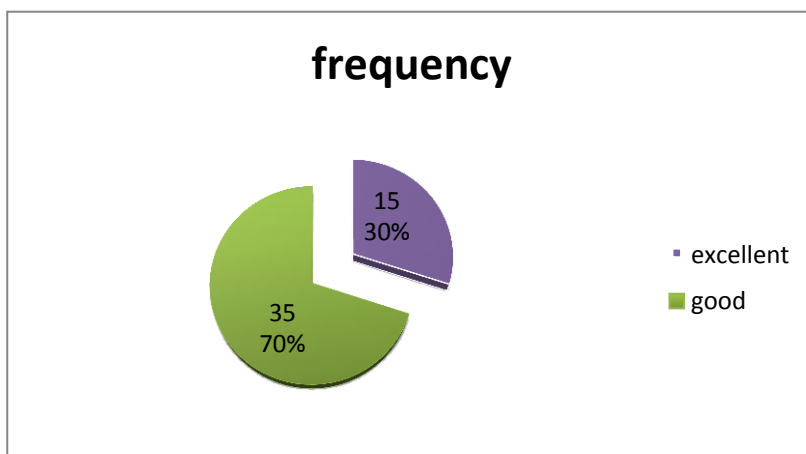
4.5   a Distribution of sample according to overall patient satisfaction with quality of nursing care.

Table 4.5a Distribution of sample according to overall patient satisfaction with quality of nursing care.

Overall patient satisfaction with quality of nursing care	Frequency	Percentage (%)
Excellent	15	30
Good	35	70
Total	50	100

Table 4.5a shows that distribution of sample according to overall patient satisfaction with nursing quality of care. 15 (30% were rated excellent, 35(70%) were rated good and no one rated poor.

4.5a Pie diagram shows distribution of sample by overall patient satisfaction with nursing care.

4.5b Association of overall patient satisfaction with quality of nursing care and selected variables.

Table 4.5 b shows that association of overall Patient satisfaction with quality of nursing care and variables.

Different Variables	Patient Satisfaction		Total	P-value
	Excellent (%)	Good (%)		
Age				
<45	4(16%)	21(84%)	25(100%)	0.031
≥45	11(44%)	14(56%)	25(100%)	
Sex				
Male	12(36.36%)	21(63.64%)	33(100%)	0.148
Female	3 (17.65%)	14(82.35%)	17(100%)	
Marital status				
Single	4(44.44%)	5(55.6%)	9(100%)	0.25
Married	11(26.8%)	30(73.2%)	41(100%)	
Education				
School &plus2	11(29.7%)	26(70.3%)	37(100%)	0.602
Graduate& postgraduate	4(30.7%)	9(69.3%)	13(100%)	
Income category				
A	1(33.3%)	2(66.7%)	3(100%)	0.88
B1,B &C	5(25%)	15(75%)	20(100%)	
D	9(33.3%)	18(66.7%)	27(100%)	
Length of stay				
≤10 days	13(30%)	28(70%)	41(100%)	0.493

>10 days	2(23.2%)	7(77.8%)	9(100%)	
Previous admission				
Yes	10(27.8%)	26(72.2%)	36(100%)	
No	5(35.7%)	9(64.3%)	14(100%)	0.40

Table 4.5 b shows overall patient satisfaction with quality of nursing care.

Table 4.5 b shows that age<45 excellent (16%), good (84%) and age ≥45 excellent (44%), good (56%) (P-value 0.031) it shows statistically significant relation between age group and patient satisfaction with quality of nursing care. Male36.6% were excellent, 63.64%were good and female 17.65% were excellent, 82.35%were good (p-value 0.05) shows statistically no significant relation between sex and patient satisfaction. Married 26.8%were excellent, 73.2% were good and single 44.4% were excellent, 55.6% were good (p-value 0.25) shows statistically no significant relation between marital status and patient satisfaction. In School &plus2 29.7% were excellent, 70.3% were good and graduate and post graduate 30.7% were excellent ,69.35% were good(p-value 0.602) shows statistically no significant relation between education and patient satisfaction. Income category A category33.3%were excellent, 66.7% were good, category B1 B C 25% were excellent 75% were good, D 33.3% were excellent, 66.7% were good(p-value0.88) there is no significant relation between income category and patient satisfaction. According to length of hospital stay ≤10 days 30% were excellent, 70% were good and>10 days 23.2% were excellent, 77.8% were good (p-value0.493) there is no significant relation with length of stay and patient satisfaction. According to previous admission 27.8% were excellent, 72.22% were good and previously not admitted 35.7% were reported excellent , 64.3% were good (p- value 0.4) there is no significant relation between patient satisfaction and previous admission.

IV. Discussion

There are many studies related to Patient's Satisfaction with Nursing Care. Patient satisfaction is the popular way of evaluation nursing practice in most countries. The aim of the study was to assess the patient satisfaction with quality of nursing care and to identify relationship between satisfactions of patient with selected variables. The present study emphasized to assess patient satisfaction with quality of nursing care using Dr. Laschingers PSNCQQ by using excellent, good, and poor. In this study questionnaire include specific issue that affect satisfaction patient including comfortable feeling to talk to nurse. Foss[2002] conducted a study on Gender-related differences in experience with nursing care. The patient satisfaction questionnaire consisted of 39 questions (24). Thirty-four of the 39 questions had five response options, where the two extremes were specified (completely content – complete discontent). Six of the questions related to patient's experiences with nursing care. The overall response rate was 59%. Mean score of satisfaction with the different areas of quality of nursing care (all ages) the following levels of significance; personal commitment = 0.003, caring behavior = 0.001, time to talk = 0.004, time to help = 0.000, nursing skills = 0.006. The patients' experiences with the continuity of care did not show significant gender difference (p = 0.117). No significant differences were found between the sexes in mean age in any of the three groups. Milutinović D et al., (2012) The patient satisfaction with nursing care quality: the psychometric study of the Serbian version of PSNCQ questionnaire This cross-sectional study included a sample population of 240 patients. The PSNCQQ was translated into Serbian according to standard procedures for forward and backward translation Cronbach"s α coefficient and item analysis was conducted to evaluate reliability of the scale. Results of the study was the Serbian version Patient Satisfaction Nursing Care Quality Questionnaire (PSNCQQ) showed a one-factor structure, Cronbach"s α reliability coefficient was excellent 0.94 and was similar across hospital categories. The correlation coefficient between 19 items and the total scale was high, and ranged from 0.56 to 0.76. Patients" age, educational level and previous hospitalization period were important factors that affected their satisfaction with nursing care.

This study showed 76%patients reported information given by nurses was good and 68 %patients reported quality of nursing care was good. 70% patients reported overall nursing care was good and 30% were reported excellent. And there is no significant relation between satisfactions of patient with selected variables except age group, there is statistical difference in patient satisfaction and quality of nursing care (p-value0.031). To validate finding more samples are needed.

V. Conclusion

A descriptive study was undertaken to assess the Patient Satisfaction with Quality of Nursing care in neuromedical department in MCH Kottayam, . The study was conducted in sample of 50 patients. Based on the finding of the study the following conclusion was drawn. Study shows that 70% patients" rated overall patient satisfaction with quality nursing care was good and 30% were rated excellent and no one rated poor. There was statistically significant relation between age and satisfaction of patient (p-0.031) and no relation between other variables.

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