

Quality of Post-Operative Nursing Care among Patients Subjected to Cardiac Surgery

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Abstract: *Open heart surgery is a common interventional procedure for ischemic and valvular heart disease which is accompanied by postoperative care. The major indicator for the assessment of quality of nursing care is patient satisfaction which is perceived by them that have to be fulfilled during hospitalization. Considering this aim of the study was framed to find out the level of satisfaction with quality of care given by the nurses post-operatively. Using Pender's "Health Promotion Model" (1987) conceptual framework a descriptive study was done to analyze the level of satisfaction among patients undergone Cardiac surgery. The overall analysis shows none of the patients are inadequately satisfied in all four areas of domain such as technical competence, information giving, assurance and empathy. 90% patients are moderately satisfied with reference to assurance. There is no significant association between levels of satisfaction of nursing care with the selected demographic variables. Also there is a high positive correlation between the technical competence and empathy ($r=0.72$). Hence the study concluded that assurance in post-operative nursing care is found to be higher and quality of nursing care in post-operative period shows satisfaction thereby inducing patient to develop good attitude towards nurses and nursing care.*

Keywords: *Nursing care satisfaction, Patient satisfaction, Patient satisfaction in cardiac surgery, Quality Nursing care, Quality of Nursing care in post-operative patients.*

I. Introduction

Nursing, a profession blooming in its critical analysis of its role among the health care professions, is recently being considered as something that affects a patient's satisfaction in health care industry. Among health professionals, nurses are the ones spending the most direct patient interaction. As such, they most likely have a greater influence on patient's satisfaction with health care services as compared to other providers. In addition, patient satisfaction with nursing care predicts other aspects of care as well, since the nurse's role is said to affect all aspects of the hospitalization experience. A hospital may be soundly organized, beautifully situated and well equipped, but if the nursing care is not of high quality, the hospital will fail in its responsibility of providing care. People are continuously looking for hospital services that would give them value for money. This means looking for a hospital that gives the quality of service they are looking for in an amount that they find comfortable.

Vahey,et.al., (2004) found in addition to being an important patient outcome, patient satisfaction has been found to be an adequate measure of overall health system performance and a good predictor of patient compliance with treatment. The results are used to determine progress in health care improvement and serve as benchmarks for competitive marketing. Thus, when patient satisfaction results are favorable, this is connected to attracting more patients and greater profitability.

The past few decades have seen the initiative of governments, health institutions, and Health Care Organizations towards cost-effective and high quality health care. Overall, reviews of studies in Western countries have demonstrated patient's perceptions by using different quantitative and qualitative research methods. Since there are cultural, social and economic differences between Western and Eastern countries, perceptions of quality nursing care among patients may also differ. India inherited an imbalanced and weak health system at the time of independence in 1947, with services concentrated in large urban centers and extremely poor access in the rural hinterland. During the first 30 years (1947-1977), expanding access to and coverage of basic health services was at the top of the health sector agenda. India's value proposition goes far beyond cost; quality second to none. Apart from being in step with changing healthcare delivery technology, leading Indian medical care facilities are increasingly complying with stringent quality standards and queuing up for National & International Accreditations. Standards are pre requisite for the promotion of safe, effective, competent and ethical nursing care. Hence the investigator identifies that the quality of nursing care as patient satisfaction which is a significant indicator of quality care. Considering all these aspects and above mentioned factors that stimulated the investigator to select the study.

Objectives

- To assess the level of satisfaction on quality of post operative nursing care among patients subjected to cardiac surgery.
- To associate the level of satisfaction on quality of post operative nursing care among patients subjected to cardiac surgery with their selected demographic variables.
- To correlate the relationship between the selected qualities of post operative nursing care among patients subjected to cardiac surgery.

II. Methods

The conceptual framework used in this study was Pender's health promotion Model (1987). A quantitative approach, non experimental typical descriptive design was selected for this study and conducted in a tertiary care hospital at Chennai using convenient sampling technique. The present study was conducted in Cardiac Thoracic Intensive Care Unit with 60 post operative cardiac surgery patients who fall under inclusion criteria. The standardized NURSQUAL tool used to assess four domains i.e. Technical competence, Information giving, Assurance and Empathy. The collected data was analyzed using descriptive and inferential statistics.

III. Data Collection And Analysis

The research proposal was approved by the Institutional Human Ethical Committee prior to the conduction of pilot study and main study. The purpose of the study was explained to the subjects prior of the conduct of study and a good rapport established with them. The level of satisfaction on quality of post operative nursing care was assessed by using NURSQUAL scale. Descriptive statistical method such as frequencies and percentage was used for describing demographic variable & level of satisfaction among patients. Inferential statistical method was used to find out the association between the satisfaction level & the selected demographic variables. Inferential statistical method was used to find out the correlation between the selected qualities of nursing care.

IV. Results And Discussion

Participants in the study majority 46.7 % were more than 60 years of age, 66.7% were males, 65% were married, 75% were Hindu, 45 % of them had done secondary level of education, 62% of them are unemployed, 40% have less than 10000 income. On assessment none of the patients are inadequately satisfied in all four areas of domains. The majority 90% patients are moderately satisfied with reference to assurance. The findings of study reveal that there is no significant association between the levels of satisfaction of nursing care with the selected demographic variables. In the present study, there was a moderately positive correlation between the technical competence and assurance ($r=0.54$), indicated that when the technical competence increases the assurance in nursing care also increases. Also there was a high positive correlation between the technical competence and empathy ($r=0.72$), indicated that when the technical competence increases the empathy in nursing care also increases.

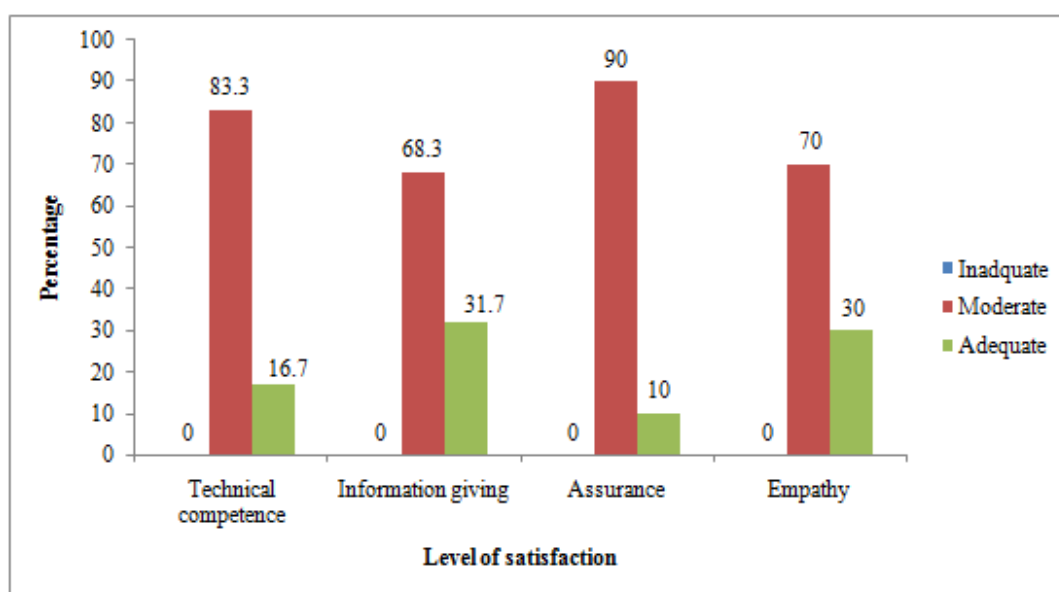


Fig 1: Percentage distribution of the level of satisfaction on quality of post operative nursing care with reference to technical competence, information giving, assurance & empathy: N = 60

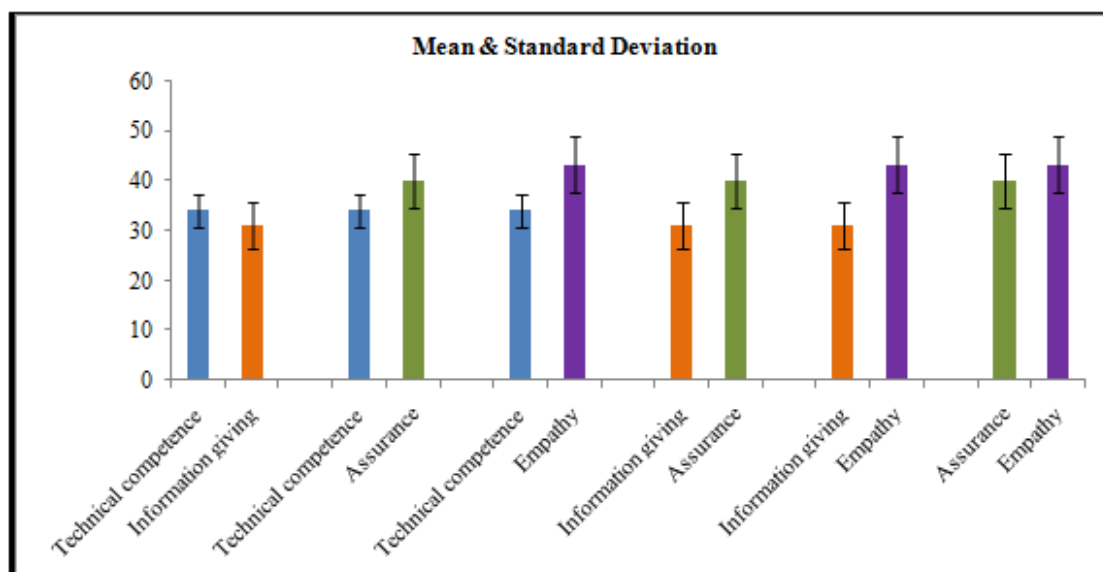


Fig 2: Correlation between the level of satisfaction on quality of post operative nursing care with reference to technical competence, information giving, assurance and empathy: N=60

Implications For Nursing Practice & Research

The present study will enable Nurses, Nurse Managers & Nurse Administrators to improve communication and rapport, to follow evidence based practice, create a policy in excelling nursing care. Nurses can conduct more research studies with the larger groups and extended area of research.

V. Conclusion

Based on the findings, the study had demonstrated the overall level of patients' satisfaction as relatively moderate. Satisfaction towards the four domains of nursing care showed moderate level and satisfaction about information giving and empathy being lower compared to the other domains. The results of this study highlighted the importance of technical competence, information giving, assurance and empathy in the holistic management of the post cardiac surgery patient during hospitalization. The results of this study showed that there is no significant correlation between demographic variables and the four domains. The study also found a significant association between Technical competence and assurance, technical competence and empathy, assurance and empathy. Indeed the most valuable element in our study was assurance provided by the nurses. "Assurance" made the strongest statistically significant unique contribution to the prediction of patient satisfaction. From an organization structure perspective, nurses who use rules, procedures and instructions positively would influence patient satisfaction. The organization has experts in every sector of their management, including nursing. Post cardiac surgery patients are more satisfied with nurses who incorporate organizational and professional guidelines as their tool for implementing quality nursing care. Therefore, organization must consistently include the latest guidelines and standards in their rules, procedures and instructions to meet the demands of globalization and evolution in nursing care.

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