

# Perception of the quality of nursing care from the perspective of people hospitalized in a public hospital

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## ABSTRACT

**Introduction:** From the moment a person enters a hospital until his discharge, nursing professionals constantly have a direct contact with the person; thus, evaluating how the patient perceived the quality of care he received allows the professionals to develop and implement strategies for continuous improvement. **Objective:** Identify the perception of the quality of nursing care from the perspective of people hospitalized in a public institution. **Methodology:** This was a cross-sectional descriptive study, using a sample comprised by 90 patients aged 18 and above who were identified through convenience sampling; the SERVQHOS-E instrument was applied with Cronbach's Alpha of .87. **Results:** Regarding the quality of nursing care, an average of 1.97 points ( $SD = .626$ ) of overall satisfaction was found. Most of patients indicated they were satisfied (67.8%) with the nursing care, followed by very satisfied (18.9%). **Conclusions:** More than half of the subjects who participated in this study, in a general manner perceived a good quality in the nursing care received.

**Key words:** Perception; Quality of Healthcare; Nursing (DeCS).

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# Nivel de satisfacción de estudiantes de licenciatura en enfermería ante la simulación clínica

## RESUMEN

**Introducción:** Enfermería como una profesión teórico-práctica puede ser visualizada desde la perspectiva constructivista sociocultural donde el alumno adquiere y genera constantemente nuevos conocimientos, en particular, posterior a intervenciones con simuladores clínicos. **Objetivo:** Identificar el nivel de satisfacción de estudiantes de Licenciatura en Enfermería ante la simulación clínica en los laboratorios de una Universidad Pública del Noroeste de México. **Metodología:** Estudio cuantitativo y correlacional, muestreo aleatorio, muestra probabilística estratificada por semestre de 149 estudiantes. Se utilizó la Cédula de datos sociodemográficos y Cuestionario de Calidad y Satisfacción del Aula de Simulación Clínica de la Universidad de Cantabria, con Alpha de Cronbach de .912 **Resultados:** La media de edad de los participantes fue de 20.66 años, en cuanto a sexo 75.2% ( $f = 112$ ) correspondió a femenino. La media de satisfacción con el uso del laboratorio de simulación clínica fue de 81.52. Las variables semestre que cursa ( $p = .000$ ) y realiza actividad remunerada ( $p = .041$ ) se relacionan de forma estadísticamente significativa con el nivel de satisfacción. **Conclusiones:** Los datos obtenidos demuestran que los estudiantes se encuentran muy satisfechos con la simulación clínica.

**Palabras clave:** Simulación; estudiantes de enfermería; laboratorio; enfermería (DeCS).

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# Nível de satisfação dos estudantes do curso de enfermagem em relação à simulação clínica

## ABSTRATO

**Introdução:** A enfermagem, como profissão teórico-prática, pode ser visualizada na perspectiva construtivista sociocultural, onde o aluno adquire e gera constantemente novos conhecimentos, em especial após intervenções com simuladores clínicos. **Objetivo:** Identificar o nível de satisfação dos alunos do Bacharelado em Enfermagem antes da simulação clínica nos laboratórios de uma universidade pública do noroeste do México. **Metodologia:** Estudo quantitativo e correlacional, por amostragem aleatória, e amostra probabilística estratificada de 149 alunos por semestre. Foram utilizados o cartão de dados sociodemográficos e o Questionário de Qualidade e Satisfação da Sala de Aula de Simulação Clínica da Universidade da Cantábria, usando o alfa de Cronbach de 0,912. **Resultados:** A idade média dos participantes foi de 20,66 anos, em termos de sexo, 75,2% (f =112) corresponderam a alunas. A satisfação média com o uso do laboratório de simulação clínica foi de 81,52. As variáveis do semestre em que o aluno está matriculado ( $p=0,000$ ) e que o aluno está envolto em uma atividade remunerada ( $p = 0,041$ ) têm uma relação estatisticamente significativa com o nível de satisfação. **Conclusões:** Os dados obtidos mostraram que os alunos estão muito satisfeitos com a simulação clínica.

**Palavras chave:** Simulação, estudantes de enfermagem, laboratório, enfermagem (DeCS).

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## INTRODUCTION

Worldwide, health institutions acknowledge the challenges involved in a globalizing world, assuming the responsibility that quality has in the continuous improvement of health-care<sup>(1)</sup>. Quality is defined as the properties that a service has in order to satisfy the client's needs<sup>(2)</sup>; in this sense, the quality of the nursing care could be understood as the form in which nursing professionals implement the interventions on a timely and safe manner to meet the needs of the patients.

The perspective from which the maximum wellbeing and safety of the patient can be assessed is the appreciation that the patient has towards the care he received during his hospital stay, and this care results in satisfaction or dissatisfaction of the client/patient<sup>(3)</sup>. In recent years, the institutions have used satisfaction continuous evaluation as strategy, in order to improve the perception that patients have about the healthcare provided by the nursing professional, which results as a benefit for the organization and functionality of the services<sup>(4)</sup>.

In addition to the interaction of the nurse-patient pair, it is considered that healthcare quality must be the reflection of the improvement in the implementation of care, a situation that in several occasions does not occur, despite the existence and availability of technological advancements and easy access to information, this as a result of the current globalization phenomenon, which should allow the acquisition and strengthening of knowledge, and the development of skills of the nursing professional<sup>(5)</sup>; so despite all those substantial changes, adverse events continue to occur, sometimes helping to increase morbidity rate, costs, hospital stay, and pathological complications, significantly affecting patients, family, and society.

To be able to timely identify and meet the health needs of the patients, the nursing professional requires technical and interpersonal knowledge and skills to be able to offer qualified care during their hospitalization<sup>(6)</sup>. Therefore, this is considered of great importance in the patient care since it is the health professional the one who is in constant communication with him and his family since his admission, during his hospital stay, and up to his discharge; during this time, the care that is provided by nursing professionals involve kindness, empathy, and personalized care, which have a direct impact in the patient's health and wellbeing<sup>(7)</sup>.

Quality is a set of actions that are addressed towards excellence in the services provided and therefore achieve the satisfaction of the users<sup>(8)</sup>. The nursing sector is responsible for the quality of care it provides in an institution, in addition to ethics, laws, and regulations of the profession<sup>(9)</sup>. Currently, hospitals are incessantly searching for higher levels of quality and services, for which it is necessary to develop quality controls due to social demands. It has been

found that in hospitals, patients consider the performance of the nurses as the main indicator of excellence, more than the performance of any other participant<sup>(10)</sup>.

In a study by Silva-Fhon et al.<sup>(11)</sup> a moderately favorable perception of care was found with greater alteration in the technical, interpersonal, and comfort components. While in another study carried out by Campiño-Valderrama et al.<sup>(12)</sup> the participants indicated that they perceived a more humane care.

Evaluating how the patient perceives the quality of the nursing care allows us to realize how the care is provided, in addition to the fact that various strategies can be implemented to improve said care. Nowadays, society demands a qualified care; thus, for the nursing professional it is necessary to master the procedures he performs, but also he has to see the patient in a holistic way in order to meet the needs of the patient in a timely manner. Therefore, the following objective of this research arose: Identify the perception that hospitalized patients have about the quality of the nursing care provided in a public institution in Matamoros, Tamaulipas, Mexico.

## METHODOLOGY

This research had a descriptive and cross-sectional design. The population was comprised by patients hospitalized in a public institution in Matamoros, Tamaulipas, located in northeast Mexico. Sampling was for convenience since all patients hospitalized in the aforementioned institution were included in the study at the time of data collection. The sample consisted of 90 patients of legal age. The inclusion criterion that was considered was that the patients had the ability to understand and answer the questions.

The SERVQHOS-E instrument was used to measure the quality of care. This instrument is comprised by 25 items, 12 assess the subjective quality and 4 assess the objective quality, rated through a Likert-type scale from 1 to 5, that is, it ranges from 1 "Much worse than I expected" to 5 "much better than I expected". In the second section of the instrument there is a question that indicates overall satisfaction; subsequently, it has 8 questions related to the perception of the care. This instrument has been used and validated in Mexican patients with chronic renal failure and has a Cronbach's Alpha reliability of 0.91<sup>(13)</sup>; in this study a Cronbach's Alpha of 0.87 was found. It adhered to the ethical principles established in the Helsinki's Declaration of the World Medical Association<sup>(14)</sup>.

Initially, the authorization was obtained from the Ethics and Research Committee of the Matamoros Multidisciplinary Academic Unit of the Universidad Autónoma de Tamaulipas (Record 051), in addition to that of the directors of the public health institution where the research was conducted. The patients were approached in their hospital bed. Initially, the researcher introduced himself to each patient, and later on they gave their informed consent, doubts were clarified, their signature

**Table 1.** Classification of the occupation of the patients

Occupation	<i>f</i>	%
Unemployed	11	12.2
Employee	30	33.3
Household activities	23	25.6
Self-employed	12	13.3
Retired	9	10.0
Student	5	5.6

**Source:** Sociodemographic data

**n=** 90

*f*= frequency, %= percentage

was requested, and it was explained to them that if they did not participate there would be no repercussion in the care that was provided, and the instruments were finally applied. Once the questions were answered, the information was captured in the Statistical Package for the Social Science (SPSS) version 22 for Windows, where descriptive statistics, measures of variability (mean and standard deviation), and positioning measures (minimum value, maximum value) were performed in order to answer to the stated objective.

## RESULTS

The sample of the present study was comprised by 90 hospitalized patients between 18 and 75 years of age, of whom 53.3% (*f* = 48) corresponded to women, and the average age was 43.07 years (*SD* = 14.85). The average schooling was 8.61 years (*SD* = 4.15); only 3.3% (*f* = 3) reported not having any schooling. 54.4% indicated that they do not have a marital partner. Table 1 shows the distribution of the current occupation of the participants.

The 67.8% of the participants were hospitalized in the surgery service area, 14.4% in internal medicine, 7.8% in traumatology, and 10.0% in gynecology and obstetrics. Regarding overall satisfaction with the quality of nursing care, on a scale of 1 to 4 points, an average of 1.97 points was found (*SD* = 0.626). Most of the patients said they were satisfied with the nursing care, followed by very satisfied (Table 2).

Regarding the objective quality, in equipment technology the majority indicated that the quality was as expected. Regarding the appearance of the nursing staff, hospital signs and room conditions, most of them indicated that it was better than expected (Table 3). In all the variables, the subjective quality had the highest percentage since most of the patients indicated that it was better than expected (Table 4).

Finally, most of the patients indicated that without hesitation they would recommend the hospital. The majority said that they were asked for their consent to perform tests or

procedures, and that the time of hospitalization was necessary; only a little more than half of the patients knew the name of his nurse. Most of them indicated that the information they have received is sufficient, and all reported knowing the service area in which they were hospitalized. The majority was admitted because of an emergency and had been hospitalized two or more times (Table 5).

## DISCUSSION

In this study it was empirically demonstrated that in the perception of the quality of nursing care, approximately two thirds of the participants were satisfied and one fifth said they were very satisfied with the general care and attention they received from nursing professionals. These findings are similar to those reported by other authors<sup>(5)</sup>, which results in an important action carried out by the nursing professionals which has an impact on the performance and achievement of institutional goals, since it reflects the quality of care. Additionally, it contributes to the improvement of the patient, directly and indirectly through interventions and continuous motivation for self-care.

With regards to objective quality, regarding the variable of equipment technology, the majority said that the quality was the one they expected, and with respect to the variables of appearance of the nursing staff, hospital signs, and the condition of the rooms, most of the participants indicated that it was better than expected, similar to that reported by Barragán and Moreno<sup>(15)</sup>. Regarding the subjective quality of the nursing service, in all the variables a higher percentage of patients indicated that the quality of care was better than expected; this data is consistent with what was found by other authors<sup>(15,16)</sup>. This means that currently both the members of institutional administrative systems and the care managers are aware of the importance of having areas focused on the needs of the users, especially in the provision of a more humane care.

**Table 2.** Classification of the perception of overall satisfaction with nursing care

Satisfaction	<i>f</i>	%
Very satisfied	17	18.9
Satisfied	61	67.8
Slightly satisfied	10	11.1
Not satisfied	2	2.2

Source: SERVQHOS-E  
*f*= frequency, %= percentage

*n*= 90

**Table 3.** Patient perception of the objective quality of nursing care

Variable	Scale % ( <i>f</i> )					Mean	SD
	1	2	3	4	5		
Equipment technology	0(0)	7.8(7)	63.3(57)	24.4(22)	4.4(4)	3.26	.663
Nursing personal appearance	1.1(1)	7.8(7)	25.6(23)	53.3(48)	12.2(11)	3.68	.832
Hospital signage	1.1(1)	5.6(5)	33.3(30)	50(45)	10(9)	3.62	.787
Room condition	0(0)	4.4(4)	37.8(34)	40(36)	17.8(16)	3.71	.811

Source: SERVQHOS-E

*n*= 90

1 = Much worse than I expected, 2 = Worse than I expected, 3 = As expected, 4 = Better than I expected, 5 = Much better than I expected

Most of the users indicated that without hesitation they would recommend the hospital, the majority reported that they were asked for their consent to perform procedures, the period of hospitalization was considered necessary, the communication was adequate, the majority was admitted by the emergency department and had been hospitalized for two or more times; these results match the results found by other authors <sup>(15,17)</sup>.

In the present study, it was found that only a little more than half knew the name of the nurse, similar to that reported in another study <sup>(17)</sup> and all reported knowing the service in which they were hospitalized, different from that reported by Borré and Vega <sup>(17)</sup>. This indicates that nursing professionals are constantly modifying their intervention styles and strategies for the wellbeing of the patient and there are focused on the individual needs.

With the findings of this study, it is evident that nursing professionals are an element of great importance in the quality of the care of hospitalized patients, which goes beyond the proper provision of the care but rather it reaches a comprehensive care.

## CONCLUSIONS

Pursuant to the objective set for the present study, which was to identify the perception from hospitalized patients about the quality of nursing care in a public institution, it was found that approximately two thirds of the participants indicated that they were satisfied and one fifth reported that they were very satisfied.

Regarding questioning about the appearance or image of the nurse, only half of them reported being satisfied and less than half were satisfied with the confidence projected by the professional. Due to the results found, it is recommended to continue conducting research that addresses the causes, since this allows us to justify the design of actions aimed at redirecting the quality of care, through intervention strategies such as training, exercise, and professional association, thus allowing a raise in awareness in the nursing personnel with respect to the need to offer an excellent care to contribute to the improvement of the nursing practice and nurse image.

Non-probabilistic sampling and sample size were considered some limitations in this study; so, it is necessary to consider

**Table 4.** Patient perception of subjective quality of nursing care

Variable	Scale % (f)					Mean	SD
	1	2	3	4	5		
Interest in fulfilling promises	0(0)	1.1(1)	36.7(33)	43.3(39)	18.9(17)	3.80	.753
Information	0(0)	5.6(5)	28.9(26)	50(45)	15.6(14)	3.76	.78
Waiting time	0(0)	6.7(6)	32.2(29)	47.8(43)	13.3(12)	3.68	.791
Interest in solving problems	0(0)	6.7(6)	25.6(23)	51.1(46)	16.7(15)	3.78	.804
Punctuality	0(0)	1.1(1)	31.1(28)	44.4(40)	23.3(21)	3.90	.765
Quickness	0(0)	1.1(1)	32.2(29)	44.4(40)	22.2(20)	3.88	.762
Willingness	0(0)	1.1(1)	18.9(17)	53.3(48)	26.7(24)	4.06	.709
Confidence	0(0)	2.2(2)	26.7(24)	41.1(37)	30(27)	3.99	.814
Kindness	0(0)	6.7(6)	21.1(19)	48.9(44)	23.3(21)	3.89	.841
Training	0(0)	7.8(7)	22.2(20)	42.2(38)	27.8(25)	3.90	.900
Personalized treatment	0(0)	5.6(5)	22.2(20)	37.8(34)	34.4(31)	4.01	.893
Understanding of needs	1.1(1)	5.6(5)	16.7(15)	38.9(35)	37.8(34)	4.07	.934

Source: SERVQHOS-E

n= 90

1 = Much worse than I expected, 2 = Worse than I expected, 3 = As expected, 4 = Better than I expected, 5 = Much better than I expected

these results with caution. Nevertheless, this study is considered an important advance in understanding the quality of nursing care.

## CONFLICTS OF INTERESTS

The authors state they have no conflicts of interest.

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**Table 5.** Patient perception of quality satisfaction of nursing care

Variable	Scale	f	%
Would recommend the hospital	Without hesitation	62	68.9
	I have doubts	21	23.3
	Never	7	7.8
Consent to test or procedures	Yes	50	55.6
	No	24	26.6
	Sometimes	16	17.8
Hospitalization time	Less than necessary	7	7.8
	The time needed	69	76.7
	More time than necessary	14	15.6
Aware of the nurse's name	Yes	55	61.1
	No	35	38.9
Enough information	Yes	62	68.9
	No	28	31.1
Aware of the service are where he is hospitalized	Reports	90	100
	Does not report	0	0
Hospital admission	Scheduled	30	33.3
	Through emergency	55	61.1
	Referral	5	5.6
Number of hospitalizations	1	40	44.4
	2	30	33.3
	3	15	16.7
	4	2	2.2
	5	2	2.2
	6	1	1.1

Source: SERVQHOS-E  
f= frequency, %= porcentaje

n= 90

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