

Analysis of the satisfaction of the patients with the support of the nurse in the foreign booth

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Abstract

We investigated whether the patients felt satisfaction with the support received in the outpatient department, and what kind of support influenced their satisfaction. The subjects were 100 people selected from among those consulting as outpatients, or their families. They indicated their satisfaction regarding 17 items describing aspects of support from nurses by completing a questionnaire survey paper. Furthermore, general satisfaction with the support of the nurses was shown in a similar fashion. Regarding support of nurses towards outpatients, the mean of the satisfaction of each item was 8.4. Also, all 17 items were significantly correlated with general satisfaction. This suggests that various aspects of support from nurses affect the satisfaction of the patients and no item should be neglected. It was thought that this survey to analyze the factors that affect the satisfaction of patients might provide useful information to assist with environmental adjustments and the improvement of service during the patient/nurse encounter.

Keywords: Outpatient, Questionnaire survey, Question paper. Furthermore, General satisfaction, Correlation

Introduction

In the practical function of the hospital, the role that the foreign section plays is very important. However, in the current medical system, the staffing of the outpatient department has the ratio of 30 patients to one nurse. Because the nurse is busy with administrative duties, the quality of nursing and the service provided for the patients tends to be inadequate. The outpatient department section is an entrance of the practice of the hospital, and providing foreign support is said to be an important skill [1]. The satisfaction that the patients feel is one index reflecting the

quality of the support which a nurse offers to the patients. Therefore we investigated whether the patients felt satisfaction with the support of the nurse in the outpatient department, and what kind of support strongly influenced the satisfaction of the patients.

Subjects and methods

The subjects were 100 people selected from among those consulting as outpatients, or their families. The investigation period was from December 7, 2009 to December 14, 2009. A questionnaire survey (which was completed by the subjects individually)

with a question paper was conducted. Specifically, it was explained for subjects in waiting time, and the question paper was handed to the subjects from whom agreement had been obtained, and from whom we had received a mailed response within the past week. The questionnaire contained 17 items associated with the support provided by the nurse. The lowest satisfaction was indicated by zero points, and the highest satisfaction was ten points. The satisfaction became a mark to 11 phases. Furthermore, the general satisfaction for the overall support of the

nurse became a mark similarly. The association between the overall satisfaction and 17 small items was examined. The analysis used a non-paired t-test and the Pearson coefficient of correlation. Approval was received from the Ethical Review Board of Tokushima National Hospital. The purpose of the study was explained to the patients and their families. After explaining that individuals would not be identified and that we might give a presentation of the results as a study in societies, we obtained their consent.

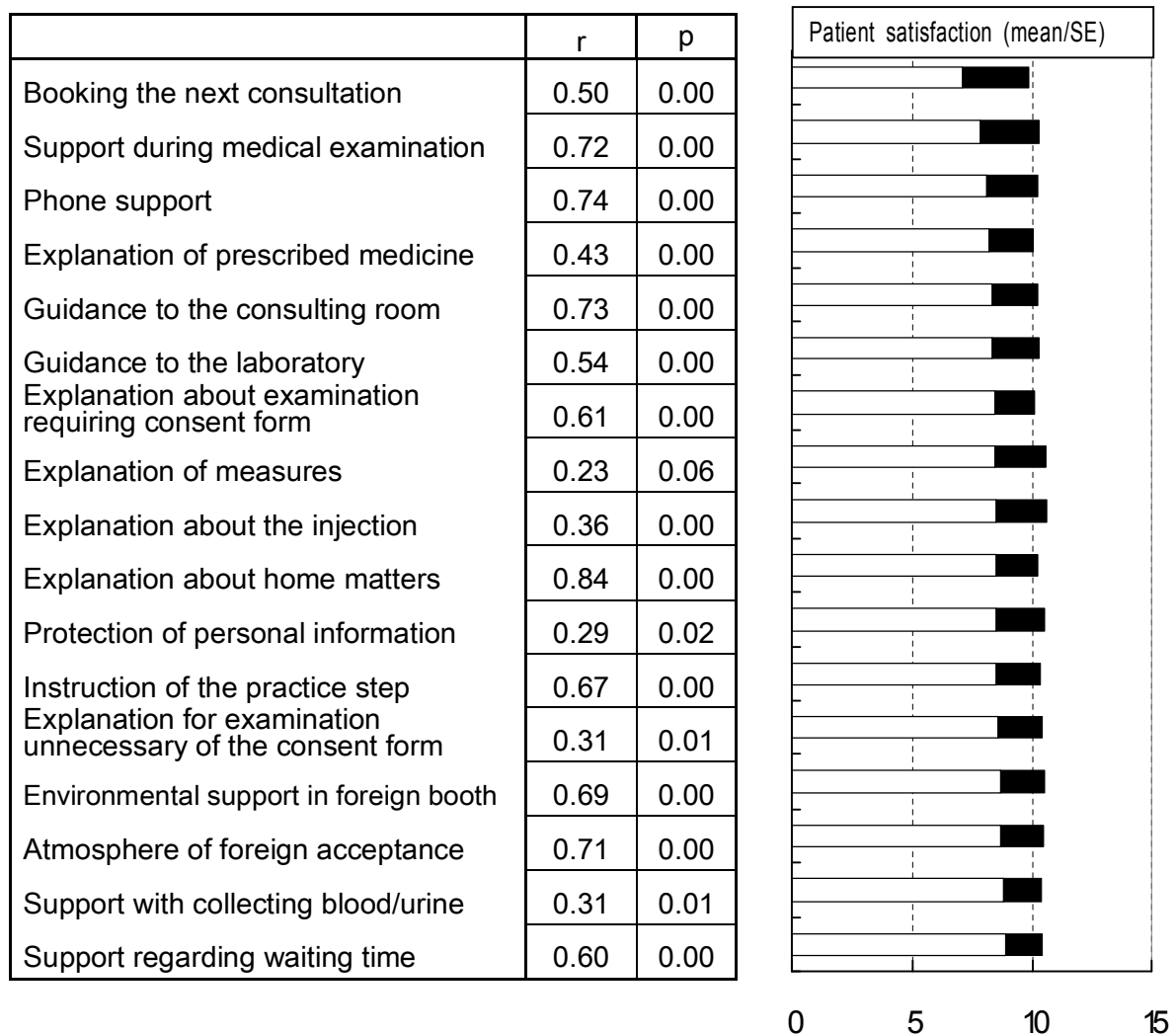


Figure 1. Satisfaction of the patients with the support of the nurse. The left panel shows the general satisfaction with the 17 small items. The right panel shows the individual satisfaction with the small items. Open column, mean. Closed column, SD.

Results

It was 64 number of the collection, collect rate 64%. The average age of the subjects was 66.1 years old. The subject of the questionnaire mention was the person himself in 83% of cases, and a family member for the remaining 17%. The sex was 52% men, female 48%. Regarding consultation history, initial diagnosis cases represented 14% of the subjects; 17% had been diagnosed within a year; 17%, within five years; 24%, within ten years; 8%, more than ten years previously. Regarding consultation frequency, for 16% it was the first time; 58%, once a month; 13%, twice a month; 7%, once a week; 5%, two times a week; 1%, three times a week. The consultation department was internal medicine 64%, neurology 30%, and orthopedics 23%. The consultation purpose was medical examinations 92%, testing 55%, injection 20%, measures 3%, others 6%.

Regarding support of the outpatient nurse, the mean of the satisfaction was 8.4. As shown in Figure 1, the items with high satisfaction were, "The explanation for the next time reservation", 8.9 and "The manner of the nurse during the medical examination", 8.8. The item with the lowest satisfaction was "Support regarding the waiting time", 7.1. Minimum of the satisfaction had 0 in support for the "injection" "drawing blood/urine collection" "waiting time". The satisfaction according to the consultation history was 9.5 in the first consultation case; cases lasting up to one year, 7.9; cases within five years, 8.1; cases within ten years, 9.0; cases more than ten years, 8.4.

General satisfaction with the support of the nurse during a foreign consultation was significantly correlated to all small items ($p < 0.05$) except for "Explanation of measures". The items where strong correlations were seen were: "Explanation for the matter at home", 0.843; "Telephone support", 0.742; "Support of the nurse during the medical examination", 0.721; "atmosphere of foreign acceptance", 0.715. On the other hand, a clear significant difference was not detected at these 17 items interval.

Discussion

Regarding support from the outpatient nurse, the mean of satisfaction was 8.4, which was higher than expected. The consultation history did not affect the satisfaction level. The item "Support during the waiting time" showed the lowest satisfaction, 7.1, indicating that many patients are unhappy with the long waiting time in Tokushima National Hospital. However, there was the opinion that "I was thankful for consideration for a voice to time when waiting for time was long because I was old". For the waiting patients, it is important to talk about a turn and the waiting time. Minimum of the satisfaction had 0 in support for the "injection" "drawing blood / urine collection" "waiting time". It is necessary to examine these items individually. As for the general satisfaction, a significant correlation was thought to be all 17 small items regarding the support of the nurse during a foreign consultation. This suggests that various aspects of the support provided by the nurse affect the satisfaction of the patients, and that no item should be neglected. It was notable that "the explanation for the matter at home" had the highest association. This suggests that support for nursing in being at home, the purchase of the care article was important. However, there are some problems with objectivity because a third person did not conduct this study. However, this study to analyze factors that affect the satisfaction of patients might provide useful information to assist with environmental adjustments and the improvement of service during the patient/nurse encounter. The 21st century is a time when the patients "choose" the medical institution they will attend. The nurse must work hard to be chosen [2].

The improvement of the hardware surface is necessary and improvement on the software side including physicians, nurses, other medical staff, and office workers is necessary. It is important to cope while sensing the needs of the patients and their families.

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