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The Relationship between Quality of Nursing Care and Patients' Satisfaction in DHQ Teaching Hospital Gujranwala

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ABSTRACT

Background: Quality nursing care is a fundamental determinant of patient satisfaction, influencing healthcare outcomes and hospital reputation. This study aimed to assess patient satisfaction with nursing care at DHQ Teaching Hospital Gujranwala, Pakistan, and identify critical factors affecting it. **Methodology:** A cross-sectional descriptive study was conducted among 150 hospitalized patients from intensive care, gynecology, medical, and surgical wards between September 2024 and November 2024. The Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) was used for data collection. The questionnaire, translated into Urdu, followed a 5-point Likert scale, with total scores categorized as low, moderate, or high satisfaction. Data analysis was performed using SPSS version 25, with results presented in frequencies and percentages. **Results:** The majority of participants were between 36-45 years old (33.3%), with more females (54.7%) than males (45.3%). Most patients (46.6%) had a hospital stay of 3-5 days. The findings revealed that 56.6% of patients reported low satisfaction with nursing care, 30.0% had moderate satisfaction, and only 13.4% expressed high satisfaction. **Conclusion:** The study highlights significant gaps in patient satisfaction with nursing care, emphasizing the need for improvements in nurse-patient communication, staffing levels, and patient-centered care practices. Strengthening supervision and structured patient feedback mechanisms could enhance satisfaction levels and overall healthcare quality. **Recommendations:** Hospitals should focus on improving nursing communication, optimizing staffing, and conducting regular training on patient-centered care. Implementing structured feedback systems and ensuring adherence to evidence-based nursing guidelines can enhance patient satisfaction and healthcare outcomes.

INTRODUCTION

Quality nursing care is a fundamental determinant of patient satisfaction, which serves as a key measure of healthcare service effectiveness (1, 2). Nursing care includes various aspects such as timely interventions, effective communication, compassionate behavior, and adherence to clinical standards (2, 3). Patient satisfaction, in turn, reflects individuals' perceptions of the care received, influencing healthcare outcomes, hospital reputation, and overall patient experience (4). In recent years, the evolving expectations of patients and their families, coupled with advancements in healthcare technology and access to online health information, have reshaped the landscape of patient-centered care. These factors have intensified the demand for high-quality

nursing care, making it imperative to understand its impact on patient satisfaction (5, 6).

Patient satisfaction is a multifaceted concept shaped by various demographic, social, and institutional factors, including age, socioeconomic status, gender, marital status, communication, nursing care, and hospital environment (7, 8). The nurse-to-patient ratio also plays a crucial role, as it directly affects the quality of interactions and the ability of nurses to provide timely and individualized care (9). Studies suggest that when patients feel heard, respected, and cared for, their satisfaction levels increase, leading to better adherence to treatment plans and improved recovery rates (10, 11, 12). Conversely, inadequate nursing care, such as delays in response, lack of empathy, or insufficient patient



education, can lead to dissatisfaction, decreased trust in healthcare services, and poor health outcomes.

DHQ Teaching Hospital Gujranwala, being a major public healthcare facility, serves a diverse patient population with varying healthcare needs. The hospital's nursing staff plays a critical role in delivering care and ensuring that patients receive proper treatment and support. However, assessing whether the quality of nursing care meets patient expectations remains an area of significant concern. Therefore, this study aims to explore the relationship between the quality of nursing care and patient satisfaction in DHQ Teaching Hospital Gujranwala.

METHODOLOGY

We conducted a cross-sectional, descriptive study to assess patient satisfaction with the quality of nursing care in DHQ Teaching Hospital Gujranwala, Pakistan. The study took place in the Intensive care units, gynecology, medical and surgical inpatient wards, after receiving ethical approval from the Ethical Review Committee. Data was collected between September 2024 and November 2024. A total of 150 patients participated, meeting the inclusion criteria of being 20 years or older, conscious, hospitalized for at least 2 to 5 days, and willing to participate. Written consent was obtained from each participant. Laschinger Research Tool for Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) was used to collect data from patients. The questionnaire was translated into Urdu to enhance patient understanding. The questionnaire followed a 5-point Likert scale, where 1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, and 5 = Excellent. Total score ranged from 19 to 95. For data analysis, we categorized patient satisfaction based on the PSNCQQ scores. Scores below 44.5 indicated low satisfaction, scores between 44.5 and 71.25 reflected moderate satisfaction, and scores above 71.25 represented high satisfaction. Statistical analysis was performed using SPSS version 25. Quantitative variables were presented as frequencies and percentages. This approach provided a clear and structured evaluation of patient satisfaction with nursing care at the hospital.

RESULTS

Table 1

Socio-demographic characteristics

Variable	Category	Frequency	Percentage
Age	20-35 years	37	24.7%
	36-45 years	50	33.3%
	46-55 years	23	15.0%
	More than 55 years	40	26.7%
Gender	Male	68	45.3%
	Female	82	54.7%
Marital status	Married	95	63.3%
	Unmarried	55	36.7 %
Length of Hospital stay	1-2 days	37	24.7%
	3-5 days	70	46.6%

6-10 days	23	15.0%
>10 days	20	13.3%

Out of 150, most participants (33.3%) were between 36-45 years old, followed by those over 55 years (26.7%). The study included more females (54.7%) than males (45.3%). Regarding marital status, the majority (63.3%) were married, while 36.7% were unmarried. In terms of hospital stay, nearly half of the participants (46.6%) stayed for 3-5 days, while 24.7% had a shorter stay of 1-2 days. A smaller percentage stayed for 6-10 days (15.0%) or more than 10 days (13.3%).

Table 2

Patient satisfaction with quality of nursing care

Patient satisfaction Level	Frequency	Percentage
Low	85	56.6
Moderate	45	30.0
High	20	13.4

The table presents the distribution of patient satisfaction levels. The majority of patients (56.6%) reported low satisfaction with nursing care. Around 30.0% of patients had a moderate level of satisfaction, while only 13.4% expressed high satisfaction. These findings indicate that a significant proportion of patients were not fully satisfied with the quality of nursing care provided.

DISCUSSION

The current study assessed patient satisfaction with nursing care in a tertiary care hospital in Gujranwala, Pakistan. The survey included hospitalized patients from different departments to identify their satisfaction level with care provided by nurses. Using the PSNCQQ, the study aimed to evaluate patients' perceptions of nursing care quality. The study primarily focused on understanding their overall satisfaction levels of patients admitted in hospital.

The study reported that majority of the patients were not satisfied with the nursing care provided to them in the hospital. Majority of patients had low level of satisfaction. These findings are aligned with a study conducted Bhatti et al (2024) in a private hospital of Gujranwala and reported that majority of patients had low level of satisfaction with nursing care (1). Lotif et al (2019) also supported these findings and reported very low level of patient satisfaction with nursing care provided to them in hospital (13). A study conducted by Alhussin et al (2024) in King Fahad Hospital Jeddah General Hospital also reported that majority of the patients were not satisfied with nursing care (14). Similarly, some more reaches also agreed with these findings (15, 16, 17, 18).

In contrast, a study conducted by Alasad et al (2015) showed a high level of patient satisfaction with the nursing care in hospital (19). Similarly, Sikander et al (2024) also reported that majority of patients participated

in study were satisfied from nurses and also from care provided to them (7).

CONCLUSION

This study highlights significant gaps in patient satisfaction with nursing care in a private teaching hospital in Gujranwala, Pakistan. The majority of participants reported low satisfaction (56.6%), while only a small proportion (13.4%) expressed high satisfaction. Factors such as age, gender, marital status, and length of hospital stay may have influenced these perceptions. The findings emphasize the need for improvements in nursing care quality to enhance patient

experiences and overall satisfaction. Strengthening communication, patient-centered care, and nursing practices could help address these concerns and improve healthcare outcomes.

Recommendations of Study

Based on the study findings, the study recommended that to improve patient satisfaction with nursing care, hospitals should enhance nurse-patient communication, optimize staffing levels, and provide regular training on patient-centered care. Implementing structured patient feedback systems and strengthening supervision can help identify and address concerns effectively.

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