



CODEN [USA]: IAJPBB

ISSN : 2349-7750

**INDO AMERICAN JOURNAL OF
PHARMACEUTICAL SCIENCES**Available online at: <http://www.iajps.com>**Research Article****THE ROLE OF NURSES IN IMPROVING PATIENT
SATISFACTION****Khadija Ali Alkhamis¹, Zahraa Abdulkarim Alnass¹, Dalal Abdullah Alfandi²**¹ King Abdulaziz Medical City - National Guard - Riyadh - Saudi Arabia² Imam Abdulrahman Bin Faisal Hospital - National Guard - Dammam - Saudi Arabia**Abstract:**

Nurses are pivotal in enhancing patient satisfaction, a critical indicator of healthcare quality. Effective communication, personalized care, and interdisciplinary collaboration are key factors that contribute to patient satisfaction. Studies have shown that patients report higher satisfaction levels when nurses engage in clear and empathetic communication. Personalized nursing interventions and collaborative practices with other healthcare professionals, such as pharmacists, improve patient experiences and outcomes. In this review will discuss the key aspects of how nurses contribute to patient satisfaction:

Keywords: Nurses, role, Patient Satisfaction

Corresponding Author:*Khadija Ali Alkhamis,**

King Abdulaziz Medical City

- National Guard - Riyadh - Saudi Arabia

QR code



Please cite this article in press as Khadija Ali Alkhamis et al., **The Role Of Nurses In Improving Patient Satisfaction**, Indo Am. J. Pharm. Sci, 2016; 3(5).

INTRODUCTION:

Understanding patient satisfaction is crucial for evaluating the quality of healthcare services. Patient satisfaction is defined as a key component of quality health care, indicating that patients can assess the quality of care they receive. It serves as a valid indicator of service quality, reflecting patients' expectations and experiences during their healthcare journey. The measurement of patient satisfaction is often overlooked in routine quality assurance (QA) programs, despite its importance. Practical challenges, such as patients' mental and physical states, their lack of scientific knowledge, and methodological issues, contribute to this omission. However, there is a strong argument for including patient satisfaction in QA frameworks, supported by ethical considerations and a shift towards patient-centered care in healthcare philosophy. (1, 2) Key factors influencing patient satisfaction include the efficiency of care, the empathy of healthcare providers, and the quality of the doctor-patient relationship. For instance, long waiting times and the physical layout of clinics can deter satisfaction, while positive interactions with healthcare staff can enhance it. (3) The willingness to recommend healthcare services is also closely tied to patient satisfaction, suggesting that improving nursing and staff care can lead to better overall patient experiences [4] [8]. To effectively measure patient satisfaction, structured survey methodologies are employed, utilizing questionnaires that capture both objective ratings and subjective evaluations of care. These surveys are essential for continuous quality improvement in healthcare institutions, allowing for the assessment of patient satisfaction levels and the identification of areas needing enhancement. (4) Moreover, patient feedback mechanisms, such as surveys and comment boxes, play a vital role in collecting insights from patients, which can be used to improve healthcare services. By systematically analyzing this feedback, healthcare providers can better understand patient needs and expectations, ultimately leading to improved care quality and patient satisfaction.

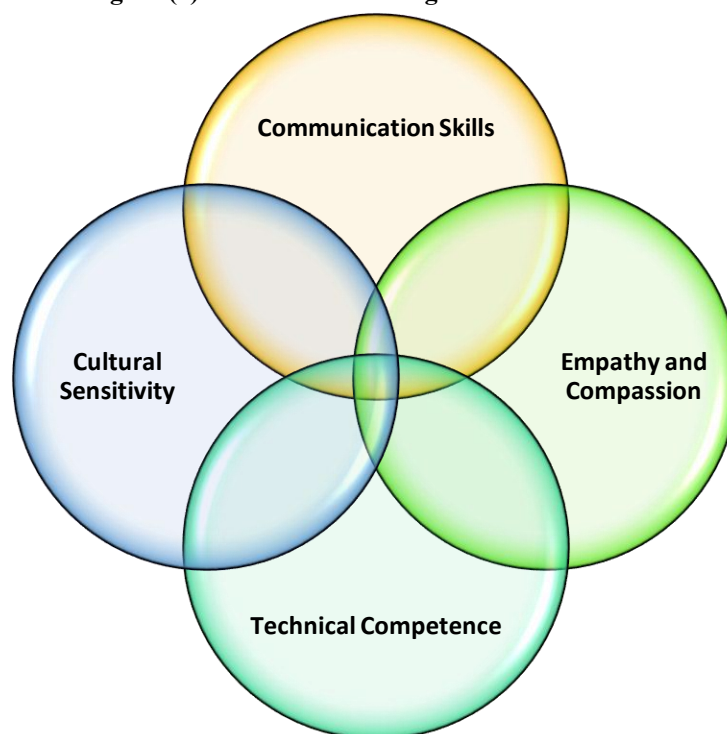
Factors Influencing Patient Satisfaction:

Patient satisfaction is a multifaceted construct influenced by various factors within the healthcare environment. Key determinants include the quality of care, physician competency, and the nature of interactions between patients and medical personnel. Quality of care is paramount, accounting for a significant portion of patient satisfaction. In a study, it was found that 46.2% of patient satisfaction could be attributed to the perceived quality of care received,

highlighting its critical role in shaping patient experiences. (2, 4, 5) This encompasses not only the clinical outcomes but also the overall service operations within healthcare facilities. Physician care is another vital factor, especially for seriously ill patients who prioritize the quality of care provided by their doctors. The study indicates that physician care significantly influences satisfaction levels, with a notable emphasis on the perceived skill and knowledge of the physician. (2, 6) This is complemented by the importance of nursing care, which consistently impacts patient satisfaction across various health conditions. Enhancing nursing care is essential for healthcare managers aiming to improve overall patient satisfaction. (6) The amount of time spent with doctors during consultations also emerges as a powerful determinant; longer consultations correlate with higher satisfaction levels, suggesting that patients value thorough communication and attention from their healthcare providers. (7) Interactions with medical personnel, including staff care, are also significant. While staff care is important, its influence diminishes for seriously ill patients compared to physician care. (6) Nonetheless, effective communication and quality interactions with all healthcare staff remain essential for fostering a positive patient experience. (8) Other factors, such as hospital quality and the provision of information, contribute to patient satisfaction as well. The overall environment and services offered by the hospital can significantly impact how patients perceive their care experience. (2) Additionally, aspects like food quality, although less emphasized, still play a role in the overall satisfaction landscape. (6, 8) Beside that, Culturally competent care is essential, as it directly addresses the social, cultural, and linguistic needs of patients, thereby enhancing their overall satisfaction with healthcare services. (9) A culturally sensitive physician plays a crucial role in this process by recognizing their own identity and values while also acknowledging the cultural similarities and differences among patients. This awareness facilitates effective communication, which is vital for building trust and rapport. (10) Moreover, knowledge of cultural characteristics is critical for improving healthcare effectiveness. By understanding how ethnicity and culture shape patients' attitudes, values, and practices, healthcare providers can tailor their approaches to meet individual needs. (11) This tailored approach not only enhances patient adherence to treatment but also fosters a more inclusive healthcare environment, which is increasingly necessary in a multiethnic society. To further enhance cultural sensitivity, healthcare professionals can utilize

frameworks such as ASKED and LEARN, which guide them in assessing their cultural competency and improving patient-provider relationships. (12)

Figure (1): Factors Influencing Patient Satisfaction



Nursing Interventions to Enhance Patient Satisfaction:

Enhancing patient satisfaction through nursing interventions is a multifaceted approach that involves various strategies aimed at improving the overall patient experience. One of the most significant attributes influencing patient satisfaction is nursing care itself, which has been identified as having the largest parameter estimate in studies on patient satisfaction and behavioral intentions. This indicates that focusing on improving nursing care is crucial for enhancing patient satisfaction. (13) Affective support, which encompasses elements such as respect, smiles, and caring attitudes from nurses, plays a vital role in patient satisfaction. Patients report high levels of satisfaction when they perceive that their nurses provide emotional and psychological support. Conversely, areas such as decisional control—where patients feel involved in their care decisions—are noted as lower satisfaction points, suggesting that enhancing patient involvement in decision-making could be a key intervention area. (14) Effective communication is another critical intervention. Clear and empathetic communication between nurses and

patients not only improves understanding but also fosters a trusting nurse-patient relationship, which is essential for patient satisfaction. (15) The implementation of tools such as a 2-page communication guide has shown to significantly improve interdisciplinary communication among healthcare providers, thereby enhancing patient-centered care and reducing missed therapy sessions. (16) Moreover, patient education is fundamental in empowering patients to make informed decisions about their health. By providing comprehensive education about health conditions and treatment options, nurses can enhance patient engagement and satisfaction. (17) This educational aspect is particularly important during hospitalization, where patients and their families have unique learning needs that must be addressed promptly. Pain management is also a crucial nursing intervention that directly impacts patient satisfaction. Effective pain management strategies, including both pharmacologic and non-pharmacologic approaches, are essential for ensuring patient comfort and satisfaction. (18) Lastly, emotional support provided by nurses can alleviate anxiety and insecurity among patients and their

families, particularly in high-stress situations such as traumatic brain injuries.(19) By recognizing the importance of emotional and psychological support, nursing staff can significantly enhance the overall patient experience.

CONCLUSION:

understanding patient satisfaction is crucial for assessing healthcare quality and implementing effective feedback, which can lead to a more patient-centered approach. Key factors influencing satisfaction include care quality, communication, and the healthcare environment, highlighting the need for cultural competence and essential nursing interventions to improve patient experiences and outcomes.

REFERENCES:

1. Vuori H. Patient Satisfaction—An Attribute or Indicator of the Quality of Care? QRB - Quality Review Bulletin. 1987;13(3):106-8.
2. Sahin B, Tatar M. Analysis of Factors Affecting Patient Satisfaction. Disease Management & Health Outcomes. 2006;14(3):171-83.
3. Ronshausen CA. An analysis of factors influencing patient satisfaction with health care received in an outpatient clinic. 1975.
4. Rao D, Thota D, Srinivas D. A Study of Patient Satisfaction in a Tertiary care Teaching Hospital. IOSR Journal of Dental and Medical Sciences. 2014;13:04-13.
5. Nasir F, Herani GM, Ahmad N. Identifying factors affecting patients' satisfaction against quality of health care services: an investigation from Aga Khan Hospital Karachi. KASBIT Business Journal. 2012;5:62-8.
6. Otani K, Waterman B, Dunagan WC. Patient Satisfaction: How Patient Health Conditions Influence Their Satisfaction. Journal of Healthcare Management. 2012;57(4).
7. Onwujekwe A, Etiaba E, Oche A. Patient satisfaction with health care services: a case study of the federal medical centre, Makurdi, north central Nigeria. International journal of medicine and health development. 2013;18(1):39-55.
8. Arasu M. Key Influences of Patient Satisfaction Measurement as a Quality Indicator in Inpatient Facilities. 2014.
9. Taylor RA, Alfred MV. Cultural Competence in Health Care: Implications for Human Resource Development. 2013.
10. Vidaeff AC, Kerrigan AJ, Monga M. Cross-cultural barriers to health care. Southern medical journal. 2015;108(1):1-4.
11. Rooda L, Gay G. Staff development for culturally sensitive nursing care. Journal for Nurses in Professional Development. 1993;9(6):262-5.
12. Barksdale DJ. Provider Factors Affecting Adherence. Ethnicity & disease. 2009;19:3-7.
13. Otani K, Kurz RS. The Impact of Nursing Care and Other Healthcare Attributes on Hospitalized Patient Satisfaction and Behavioral Intentions. Journal of Healthcare Management. 2004;49(3).
14. Tang WM, Soong C-Y, Lim WC. Patient satisfaction with nursing care: a descriptive study using interaction model of client health behavior. International Journal of Nursing Science. 2013;3(2):51-6.
15. Ahmad MN. Efficacy of communication among nurses and elderly patients suffering from the dementia of Alzheimer type. 2014.
16. Barnes JJ. Improving Interdisciplinary Communication to Improve Patient Satisfaction. 2014.
17. Naldi L, Sassi F. Evaluation of Patient Education. In: Stockfleth E, Ulrich C, editors. Skin Cancer after Organ Transplantation. Boston, MA: Springer US; 2009. p. 417-23.
18. Madenski AD. Improving Nurses' Pain Management in the Post Anesthesia Care Unit (PACU). 2014.
19. Coco K, Tossavainen K, Jääskeläinen JE, Turunen H. The provision of emotional support to the families of traumatic brain injury patients: perspectives of Finnish nurses. Journal of Clinical Nursing. 2013;22(9-10):1467-76.