Assessment of Patients Satisfaction towards Nursing Care in Mosul City Hospitals

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ABSTRACT
Background and aim: Patients' satisfaction has been used as a significant indicator of quality services provided by health care personnel. Consequently, the most important predictor of patients, overall satisfaction with hospital care is particularly related to their satisfaction with nursing care. Because nurses comprise the majority of health care providers. The aim of the current study is to assess the patients’ satisfaction toward nursing care provided in medical and surgical units in Mosul city hospitals.

Materials and method: A descriptive study represented in a purposive sample consisted of 1000 patients, the study was carried out at three different hospitals include Ibn Sina, Al Jumhory and Al Salam teaching hospitals. The study was conducted at medical and surgical Units; the data were collected through the use of constructing a questionnaire which consists of two parts, demographic characteristics and patients’ satisfaction toward nursing care. Content validity was determined by presenting the questionnaire to a panel of 17 experts. The data were analyzed through the application of descriptive statistics and inferential statistical analysis.

Results: Results of the current study revealed that more than half of patients were male 569(56.9%). The most of patients was married 785(78.5%). The majority of patients were from rural 562(56.2%), additionally, the male more satisfied than female and surgical patients’ satisfaction more than medical patients. The old age satisfaction more than another age groups, such as the lower level education high satisfied, the married patients more satisfied from other, the unemployed patients more satisfaction, the patients had not previous hospitalization more satisfaction. The patients are more satisfaction toward nursing skills from other domains. While there were a statistical significant difference between patient satisfaction toward nursing care provided and patients characteristics.

Conclusion: The current study concluded that patients were satisfied to nursing care

Recommendation: the study recommended that further studies should be conducted concerning patients satisfaction with nursing care provided in all hospitals.

Keywords: Patients satisfaction, Assessment, Nursing care.