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A Study to Assess the Satisfaction Level of Clients towards Team of Psychiatric Care Admitted in Selected Psychiatric Hospital, Kolkata

Tulu Sikdar
College of Nursing Medical College & Hospital, Kolkata

Abstract: ***Patient satisfaction has been viewed as valid outcome measure of a health care delivery system. Assessing patient satisfaction with team of psychiatric care is important in evaluating whether patients' needs are fulfilled and subsequently facilitating in the planning as well as implementing appropriate interventions for patients. The investigator has conducted a study to assess the satisfaction level of clients towards team of psychiatric care admitted in selected Psychiatric Hospital, Kolkata. The objective of the study was to find out satisfaction level of clients towards team of psychiatric care. Conceptual framework of the study was based on Fishbone Model created by Kaoru Ishikawa (1968). Non-experimental descriptive survey design was adopted for the study. 112 samples were selected by non- probability purposive sampling technique. Demographic data was collected by interviewing using the semi-structured interview schedule and record analysis. Data related to patients' level of satisfaction regarding psychiatric nursing care, medical care and others' care were collected by interviewing method using rating scale.***

The study results revealed that most (65.18%) of the patients are males. It is found that majority of the patients are partially satisfied with psychiatric nursing care whereas 45.54% of patients are satisfied with psychiatric medical care and half (50.89%) of the patients are partially satisfied with others' care. Most (65.18%) of the patients are partially satisfied with therapeutic care of nurses. Maximum (54.47%) numbers of patients are satisfied with therapeutic relationship maintained by psychiatrist with them. Most (77.68%) of the patients show their dissatisfaction in the area of cleaning patients' utensils which are provided by group D staff.

The obtained x^2 in gender is more than table value at 0.05 level of significance which implies that there is a significant association between gender and level of satisfaction of the patients. The findings of this study have several implications for nursing practice, education, administration and research.

Keywords: Patient, Satisfaction, Team of psychiatric care, Nursing care

I. INTRODUCTION

Patient's satisfaction has become increasingly popular, as a critical component in the measurement of quality of care. Satisfaction is one of the care outcomes for healthcare. Patients' satisfaction is defined as patient's subjective evaluation of their cognitive and emotional reaction as a result of interaction between their expectation regarding ideal medical, nursing, and care provided by other care givers and their perceptions of care. The main indication for measuring patients' satisfaction with psychiatric health care team is to identify area for improvement. Assessing patient satisfaction with care provided by psychiatric health care team is important in evaluating whether patients' needs are filled and subsequently facilitating in the planning as well as implementing appropriate interventions for patients.

A. Problem Statement

A study to assess the satisfaction level of clients towards team of psychiatric care admitted in selected Psychiatric Hospital, Kolkata.

B. Objectives

1) To assess the satisfaction level of clients towards psychiatric nursing care.
2) To assess the satisfaction level of the clients towards psychiatric medical care.
3) To assess the satisfaction level of the clients regarding care provided by other care givers.
4) To find out association between satisfaction level and selected demographic variables.

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II. METHODOLOGY

A. Research Design

Descriptive survey design

B. Population

Psychiatric patients

C. Setting

Calcutta Pavlov Hospital, 18, Gobra Road, Gobindo Khatic Road, Kolkata-46.

D. Inclusion Criteria

1) Patients who are mentally stable and willing to participate
2) Patients who are admitted in Psychiatric Hospitals.
3) Patients who are certified by Psychiatrist to give consent and opinion regarding satisfaction towards team of psychiatric care.

E. Exclusion Criteria

The clients who are admitted for less than 7days are excluded
Sample Size: 112 patients

F. Sampling Technique

Non-probability purposive sampling.

G. Tool

1) Tool-I: Semi-structured questionnaire for demographic data.
2) Tool-II: Rating scale for level of satisfaction regarding psychiatric nursing care, psychiatric medical care and care provided by other's care giver.

H. Findings

1) Section-I

Sample Characteristics

Table 1: Sample Characteristics

		n = 112	
Age	18 - 30 years	38	33.93%
	31 - 40 years	31	27.68%
	41 - 50 years	27	24.11%
	51 & > years	16	14.55%
Gender	Male	73	65.18%
	Female	39	34.82%
Educational Status	Illiterate	11	9.82%
	Primary	47	41.97%
	Secondary	28	25.45%
	Higher Secondary	12	10.91%
	Graduate &>	14	12.73%
Marital Status	Single	73	65.18%
	Married	32	28.57%
	Divorce	6	5.36%
	Widow/Widower	1	1%

Monthly Family Income	<10,000	74	66.07%
	10,001-20,000	27	24.11%
	20,001-30,000	3	2.68%
	>30,000	8	7.27%
No of previous hospitalization	Only once	72	64.29%
	Twice	33	29.47%
	Thrice	2	1.82%
	4times & >	5	4.55%
Type of Family	Nuclear	81	72.32%
	Joint family	31	27.68%
Place of Living	Rural	28	25.00%
	Urban	54	48.22%
	Semiurban	30	27.27%
Duration of hospitalization	>7days & < 1 month	3	2.68%
	1 Month-6 Month	18	16.07%
	7 Month- 1 Year	8	7.27%
	> 1 year	83	74.11%
Diagnosis	Schizophrenia	48	42.86%
	Depression	31	14.29%
	Mania	12	10.91%
	Psychosis	16	27.68%
	Others	5	4.55%

2) *Section-II:* Findings related to patient satisfaction with nursing care.
3) *Section-III:* Findings related to patient satisfaction towards psychiatric medical care.
4) *Section-IV:* Findings related to patient satisfaction regarding care provided by other care givers.
5) *Section V:* Finding association between patients' level of satisfaction regarding psychiatric medical care, nursing care & care provided by other care givers with selected demographic variable.

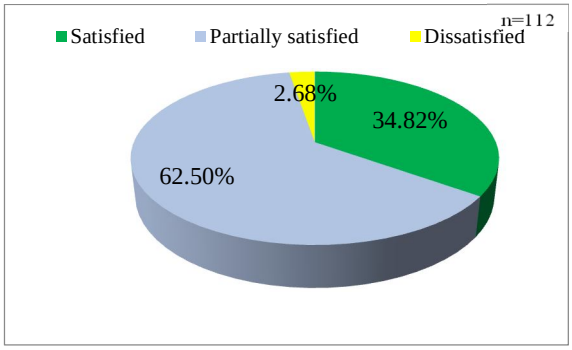

Figure1: Pie diagram shows the percentage distribution of the patients according to their level of satisfaction with psychiatric nursing care.

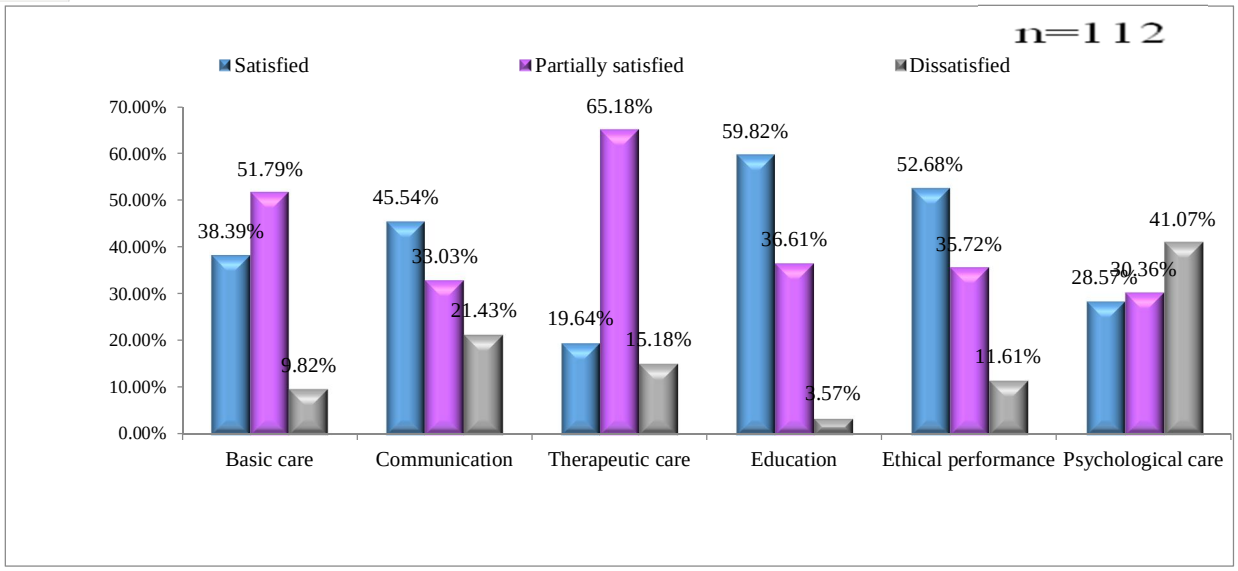

Figure 2: Bar diagram shows percentage distribution of patients according to their level of satisfaction with different areas of psychiatric nursing care.

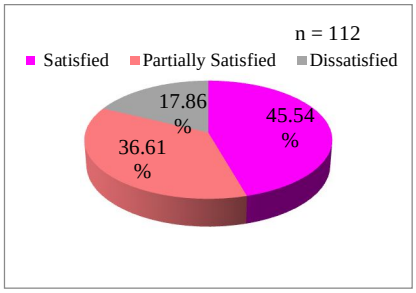

Figure 3: Pie diagram shows percentage distribution of patients according to their level of satisfaction towards psychiatric medical care.

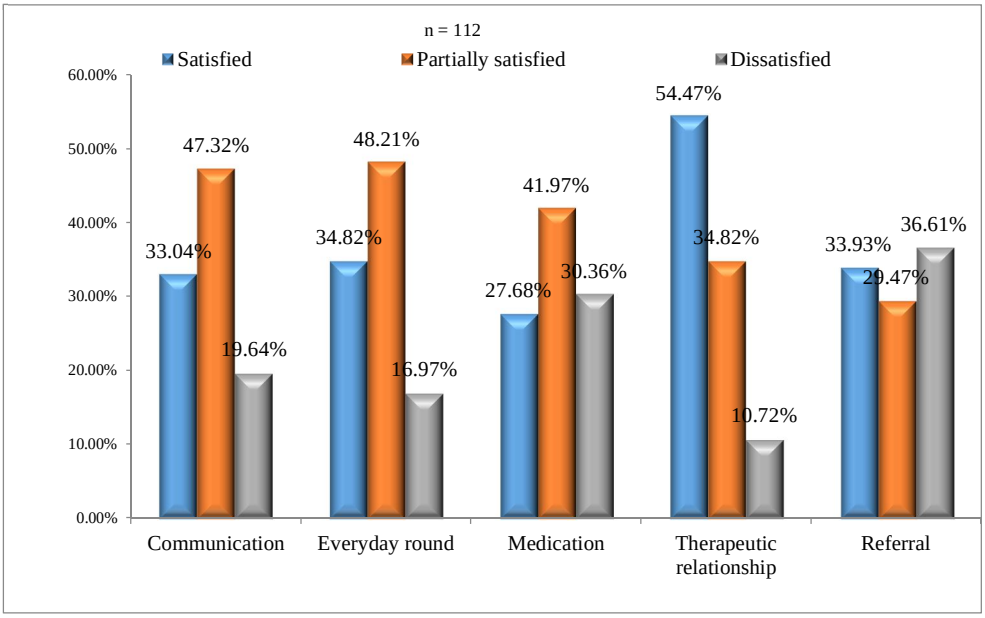

Figure 4: Bar diagram shows percentage distribution of patients according to their level of satisfaction with different areas of psychiatric medical care.

Table 1: Association between patients' level of satisfaction regarding psychiatric medical care, nursing care & care provided by other care givers with gender.

Demographic Variables	Satisfaction Score: Medical Care				Nursing care				Other's Care			
	Satisfied	Partially Satisfied	Dissatisfied	Chi-Square	Satisfied	Partially Satisfied	Dissatisfied	Chi-Square	Satisfied	Partially Satisfied	Dissatisfied	Chi-Square
Gender												
Male	48	29	4	39.51*	32	40	1	8.22*	29	34	10	7.24*
Female	3	12	16		7	30	2		6	24	9	

Table Value = 5.99 (df2) 0.05 level of significance

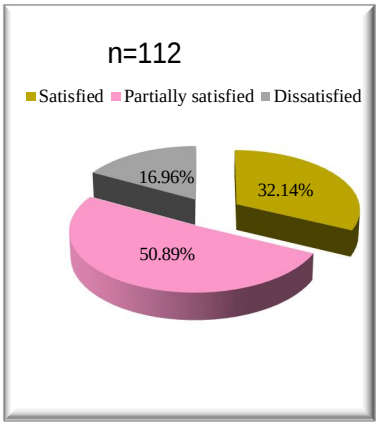

Fig. 5: Pie diagram shows the percentage distribution of patients according to their level of satisfaction with the care provided by other care givers.

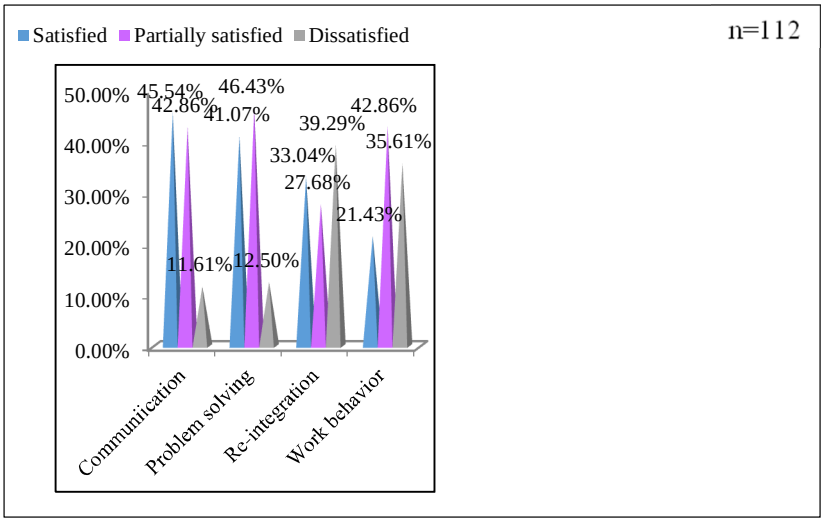

Figure 6: Pyramid diagram showing percentage distribution of patients according to their level of satisfaction with different areas of care provided by other care givers.

Table 2: Association between patients' level of satisfaction regarding psychiatric medical care, nursing care & care provided by other care givers with place of living

Demographic Variables	Satisfaction Score											
	Medical Care				Nursing care				Other's Care [Clinical psychologists Psychiatric Social Worker Group D Staff]			
	Satisfied	Partially Satisfied	Dissatisfied	Chi-Square	Satisfied	Partially Satisfied	Dissatisfied	Chi-Square	Satisfied	Partially Satisfied	Dissatisfied	Chi-Square
Place of living												
Rural	7	14	7		7	20	1		7	15	6	
Urban	23	19	11	13.62*	21	33	1	1.85	17	28	10	2.89
Semi urban	21	9	1		11	17	1		12	14	3	

Table Value = 5.99 (df 2) **0.05 level of significance**

I. Hypothesis

1) H_1: There is a significant association between patients' level of satisfaction regarding psychiatric medical care, nursing care and care provided by other care givers with gender.
2) H_2: There is a significant association between patients' level of satisfaction regarding psychiatric medical care and place of living of the patient.

III. DISCUSSION

In a descriptive study conducted by Rajeswari T [6] among 50 patients, the result indicated that there was statistical significance about patient satisfaction with nursing care with regard to age and no statistical significance in patient satisfaction with sex, marital status, education, income category, length of stay and previous admission. In the present study there is significant association with regard to satisfaction level of the patients with gender regarding psychiatric nursing, medical care and others' care

Atallah M A, -Mansour A M, -Sayed M M and Aboshaiqah A [7], conducted a study on patients' satisfaction with quality of nursing care provided. The study results showed 20% disagreement rate in the area of availability of nurses.

In the present study it is also found that only 8.93% patients were dissatisfied with the availability of the nurses. The result of the study supports the present study.

Wai Mun Tang, Chi-Yang Soong and Wen Chieh Lim[8] conducted a study on patient Satisfaction with Nursing Care. The findings of the study revealed that patients rated their satisfaction of nursing care as being at moderate level of satisfaction.

In the present study majority [62.50%] of the patients have showed partial satisfaction with psychiatric nursing care.

IV. CONCLUSION

From the present study it has been observed that patients are satisfied with psychiatric medical care whereas they are partially satisfied with the care provided by nurses and other care givers. Unfortunately, patients are not satisfied with psychiatric nursing care and it is probably due to some constraints from the part of the nurses. Thus, there is a need for improvement of nursing care in all areas so as to achieve the highest level of satisfaction among patients and to provide quality of care.

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V. LIMITATIONS

The study was carried out to a small number of samples that limits the generalization of the findings.

VI. RECOMMENDATIONS

A. A similar study can be conducted on a large sample in a different setting to make the findings generalized.
B. A comparative study can be conducted regarding patients' satisfaction in private and Govt. hospitals.
C. A similar study can be done with other factors excluding the factors used in the present study.
D. A survey can be conducted to explore the factors for patient's dissatisfaction.

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Guided By:

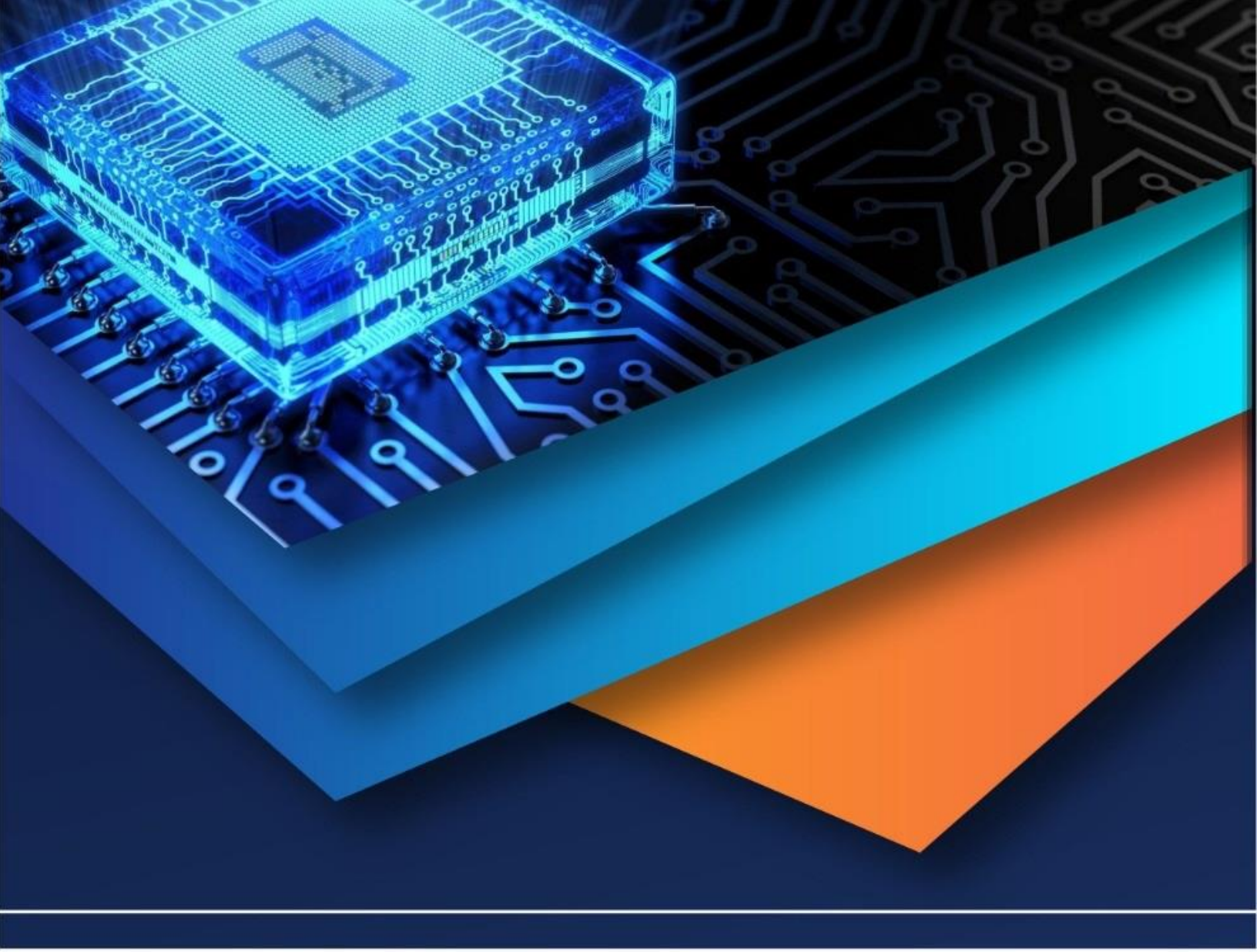
Ms. Kalyani Saha

Senior Lecturer

College Of Nursing

Medical College and Hospital

Kolkata - 700073



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