

# Assessment of Patient Satisfaction and Nursing Action in Implementation of Nursing Care in Hemodialysis Room

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## Abstract

This study aims to identify patient satisfaction and nursing action in the implementation of nursing care. Nursing care is a series of nursing activities in providing professional service to patients. Good professional service will increase the sense of satisfaction of patients to nursing actions. Increased sense of satisfaction with the services will have an impact on the improvement of the health condition of the patient. The design of this study is descriptive and selection of patients using a random sampling as many as 69 people and nurses using a total sampling of 16 people. The research instrument used patient satisfaction questionnaire and nursing actions questionnaire. The results of Content Validity Index (CVI) patient satisfaction questionnaires obtained CVI value of 0.95, the nursing actions questionnaires obtained CVI value of 0.98. Results of the study data showed that the majority of hemodialysis patients were less satisfied with nursing care as many as 46 people (66.7%) and were satisfied as many as 23 people (33.3%). The majority of nurses said that the action taken by the hemodialysis nurse was good as many as 16 people (88.0%) with an average value of 73.06. Appropriate and good nursing action will give the satisfaction of patients during treatment.

**Keywords:** patient satisfaction, nursing actions and health condition of the patient.

## INTRODUCTION

Patient satisfaction is defined as the individual reactions on key aspects of hospital care (Dorigan & Guirardello (2010). Patient satisfaction is also an indicator of health care outcomes (Hill and Doddato, 2002). Satisfaction is the main outcome in assessing a health care (Gonzalez, 2005). Terminology of satisfaction refers to a situation that is unique to living organisms, it has received a number of concepts applied in health care. Patient satisfaction on nursing care has meaning as an opinion in receiving care from nurses (Wagner & Bear (2009) and often became patient's expectations where satisfaction was evaluated (Kane, 1997).

Nursing is part of the health care system. Processes and structural factors will affect patient satisfaction in nursing care (Korniewicz and Duffy, 2008). Otani, Kurz, Barney (2004) says that the nursing care showed the largest parameter estimates on patient satisfaction and behavioral models. Han Connolly & Canham (2003) argues is a professional nursing provide a largest proportion of health services and the significant impact on patient satisfaction. Patient satisfaction on nursing care has been identified as an indicator of the quality of nursing and its impact on acute care (Moorhead, Johnson, and Maas, 2013).

Patient satisfaction were assessed by the American Hospital Association in which a number of researchers conducted a survey of 37,000 patients at 120 hospitals. They identified dissatisfaction of patients to health care, for example, the information received by the patient is not optimal (Wagner & Bear (2009). According to Bacon and Mark (2009), one of the outcomes of nursing care that is often identified as a dissatisfaction is the patient's perception about not receiving information from nursing staff. Nurses accounted for their important role in caring for patients, and interaction with patients is perceived as a major determinant in patient satisfaction (Larrabee et al. 2004) Research on satisfaction of cancer patients in nursing care where some of the nurse's role is to provide information about the patient's condition, the relationship between nurses and patients, the support given to the patient, the technical capabilities of nurses, education given to patients who are dealing with health issues, continuity between the hospital and home care, and communication (Dorigan and Guirardello, 2010).

## METHOD

The research design is descriptive to describe the level of satisfaction of patients with chronic renal failure undergoing hemodialysis receiving nursing care. Population in the study were all hemodialysis patients as many as 274 people and hemodialysis nurses as many as 16 people. The sample size for the patient as many as 69 people and nurses using total sampling. The patient's criteria were patients undergoing routine hemodialysis. This study uses a patient satisfaction instrument and nursing actions instrument that are based on literature review. The Content Validity Index (CVI) of patient satisfaction questionnaires obtained CVI value of 0.95, the nurse action questionnaires obtained CVI value of 0.98.

## RESULTS

The research results presented in the form of : characteristics of respondents, hemodialysis patient satisfaction, and implementation of nursing actions in Hemodialysis Room.

### Characteristics of Respondents

Based on characteristics of hemodialysis patients respondents, more than a quarter of respondents (29.0%) were late elderly followed by early elderly (26.1%) with an average age of 49.41 years (SD = 12:22). In terms of sex, more than half of respondents (68.1%) were male. The process of hemodialysis therapy is a process undertaken by survey respondents, where nearly half of the respondents (49.3%) had undergone hemodialysis more than one year with the majority of respondents (98.6%) have a hemodialysis schedule 2 times a week. Frequency distribution of the characteristic of hemodialysis patients respondents can be seen in Table 1.

**Table 1. Frequency distribution of the characteristic of hemodialysis patients respondents (N = 69)**

Characteristics of hemodialysis patients respondents		f	%
<b>Age</b>			
	18-25 = Adolescent	2	2.9
	26-35 = Early Adult	8	11.6
	36-45 = Late Adult	17	24.6
	46-55 = Early Elderly	18	26.1
	56-65 = Late Elderly	20	29.0
	> 65 = Old Age	4	5.8
Mean= 49.41, SD= 12.22,min-max= 22-76			
<b>Sex</b>			
	Male	47	68.1
	Female	22	31.9
<b>Time underwent hemodialysis</b>			
	< 6 months	19	27.5
	6 months - 1 year	16	23.2
	> 1 year	34	49.3
<b>The frequency of hemodialysis</b>			
	2x/week	68	98.6
	3x/week	1	1.4

Source: Data processed (2015).

Based on characteristics of hemodialysis nurses respondent, less than a third of respondents (30%) were late adults with an average age of 38.19 years (SD = 8.60) and more than half (65%) were female. Based on employment status, the majority of respondents (81.3%) are government employees with length of working more than 5 years (81.3%). Frequency distribution of the characteristic of hemodialysis nurses respondents described in Table 2.

**Table 2. Frequency distribution of the characteristic of hemodialysis nurses respondents (N = 16)**

Characteristics		f	%
<b>Age:</b>	18-25 = Adolescent	1	6,2
	26-35 = Early Adult	5	31,3
	36-45 = Late Adult	6	37,5
	46-55 = Early Elderly	4	25,0
Mean= 38.19, SD= 8.60, min-max= 25-50			
<b>Sex</b>	: Female	13	81,3
	Male	3	18,7
<b>Employment status</b>			
	Government employees	13	81,3
	Contract employees	3	18,7
<b>Length of work</b>			
	< 1 year	1	6,2
	1 - 5 years	2	12,5
	> 5 years	13	81,3

Source: Data processed (2015).

This study found that more than half of the hemodialysis patients respondents (66.7%) expressed less satisfied with the implementation of nursing care with an average satisfaction of 74.1 (SD = 8.64) and only one third (33.3%) were satisfied. Distribution of patient satisfaction described in Table 3.

**Table 3. Frequency distribution of hemodialysis patients satisfaction level towards the implementation of nursing care (N = 69)**

Level of Satisfaction	f	%
51-75 = Less satisfied	46	66.7
76-100 = Satisfied	23	33.3
Mean= 74.91, SD= 8.64, min-max= 56-97		

Source: Data processed (2015).

This study found that all nurses (100%) stated that the implementation of nursing care in the hemodialysis room goes well with an average of 73.06 (SD = 2.38). Frequency distribution of nursing care actions shown in Table 4.

**Table 4. Frequency distribution of documentation of nursing care actions by hemodialysis nurses (N = 16)**

Actions	f	%
5-8 = Not good	16	100
Mean=73,06 SD= 2,38 min-max= 69-75		

Source: Data processed (2015).

The research found that the majority of the documentation of nursing actions (81.3%) had a good category with an average of 10:13 (SD = 1.59). Frequency distribution of nurse action described in Table 5.

**Table 5. Frequency distribution of nursing care actions by hemodialysis nurses (N = 16)**

Action	f	%
5-8 = Not Good	3	18,8
9-12 = Good	13	81,25
Mean=10,13 SD= 1,59 min-max= 7-12		

Source: Data processed (2015).

## DISCUSSION

Results of this study illustrate the 46 patients (66.7%) of respondents said that they less satisfied with the implementation of nursing care, as many as 16 nurses (100%) are not satisfied with the documentation of nursing care actions and as many as 13 nurses (81.25) suggests good nursing actions. This situation illustrates the patient has not felt the nursing care services fulfilled their expectations in improving their health. Satisfaction is an assessment of a person against an act his/her received. Someone's satisfaction in receiving services can be achieved if the individual is already feeling the fulfillment of their expectations, desires and needs (Awinda, 2004). As the recipient of nursing care patients want the service, and evaluation of health information for treatment. Dzomeku, Atinga Ba-Etilayoo, Tulukuu Perekku & Mantey (2012) said the dissatisfaction of patients to nursing care due to some communication gap between nurses and patients. This condition is a common problem in the health care system. The level of patient satisfaction with nursing care is also influenced by the support, facilities and infrastructure in the hospital. Nurses can perform duties as a nursing care provider if supported by existing facilities and not become an additional duty nurse. The fulfillment of these needs will increase the sense of satisfaction of patients and will improve the quality of nursing care (Hill & Doddato (2002).

Kamaruzaman (2008) believes the level of patient satisfaction in receiving health care is affected by the age, the higher the person's age has a higher power of analysis so that the perception result is also different. Results of the research data showed most respondents aged over 46 years, so that the respondent has a high analysis of the fulfillment of desires and hopes. This is suitable to research conducted by Jackson, Chamberlin, and Kroenke (2001) that age is a factor that can affect a person's level of satisfaction. Respondents who have the older age have a higher level of satisfaction from a young age.

The results were obtained data in providing nursing care nurses are already doing well as many as 16 people (80%). The high figures in doing nursing care is not suitable with the level of satisfaction felt by the patient in obtaining nursing care. Johansson et al. (2002) quoted by Dzomeku et al. (2012) said patient satisfaction with nursing care is affected by the patient's socio-economic background, expectations of nursing care, physical environment, communication and information, the contribution and participation, interpersonal

relationships, technical competence, and structural dimensions of health organizations. According to Sumarto (2004) patient's high satisfaction on nursing care is affected by the high professionalism of nurses, increase the therapeutic relationship communication, good care will improve patient satisfaction in receiving nursing care. Increased patient satisfaction will speed the healing process and improve the quality of nursing services. Nurses are expected to be responsive to the patient's complaints and needs to improve the quality of nursing care to patients. Bacon and Mark (2009) described optimal service affects patient satisfaction due to the availability of more time for nurses to perform nursing care.

Results of the research data showed nurses were dissatisfied with the existing documentation. Nursing documentation is an activity of nurses in recording plans and actions of nursing care performed to the patient (Urquhart., Currell., Grant & Hardiker (2009). Wang, Hailey & Ping Yu (2011) argues documentation of nursing care requires a methodology that provided simplicity to nurses in recording the planning and actions. Simplicity of recording nursing care documentation requires further research in order to produce a form that can monitor the patient's medical condition. The condition of monitored health services is an indicator to the success of nursing care and can be basis for service quality improvement. Increased quality of service will increase the income of nurses and become a nurse as an independent profession.

## CONCLUSION

Nurses are health workers who have the most contact time with the patient during treatment. Nursing care is a way of nurses working in performing their duties. Nursing care have contributed in the process of healing and improved patient's health. Documentation of nursing care is a system of communication among nurses and to other health professionals. Continuous and good quality of documentation of nursing care can monitor the patient's condition. Observed conditions will improve patient health and increase the patient's satisfaction to nursing care. Nursing care can be a good assessment of the quality of service to the community.

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