

**Nursing care satisfaction from a multi-national perspective: Quantitative Literature
Review**

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Review

The quality of nursing care determines patient satisfaction. Since patients are the focus of medical practice, this review will explore feedback on nursing care from different ethnic groups/nationalities. Patients from select groups answered questions about the respect they received from nurses and the communication and participation. Without patient satisfaction, nurses could not feel a job well done at the end of their challenging workdays. This review examines three articles discussing patient satisfaction through surveys and a "Revised Humane Caring Scale" questionnaire (Goh et al., 2016). These questionnaire tools allow nurses to examine improvements in their care to those they serve daily. The purpose of this quantitative literature review is to gain insight from those we serve. "This study aimed to determine hospitalized patients' satisfaction with nursing care in general inpatient wards using the Revised Humane Caring Scale (RHCS) and identify clinical practice areas that require improvement" (Goh et al., 2016, p. 4). This literature review is of quantitative data. Quantitative research gives visual data to interpret meaningful results than a qualitative study that provides more abstract information than concrete data. Quantitative data provides concrete evidence for a research study.

A descriptive quantitative study on multi-ethnic patient satisfaction with nursing care measured by the Revised Humane Caring Scale

This article is a quantitative study that examines patient satisfaction through the "Humane Caring Scale (Goh et al., 2016)." The "Humane Caring Scale" comprises several questions about the care of the client. Two questions to 270 adults from 22 inpatient general wards in the acute

tertiary hospital in Singapore included "What are patients' levels of satisfaction with nursing care quality when they are hospitalized in general inpatient wards? What differences emerge in patients' satisfaction as measured by the RHCS between/among socio-demographic subgroups?" (Goh et al., 2016, p. 4). Many ethnic groups participated in the study, including 270 adults (Goh et al., 2016). Approximately 82% of the 270 adults were satisfied with the respect they received from the nurses on their case (Goh et al., 2016). Approximately 62% of the 270 adults were satisfied with the communication and preparation received by the nurse on their case (Goh et al., 2016). In this study, researchers discovered that the Chinese population was the least satisfied ethnic group regarding their nurses' respect, communication, and preparation (Goh et al., 2016). Nurses need to provide patients with as much information about their care and health as accurately as possible. This article concluded that patients valued having nurses provide them with more information about their care (Goh et al., 2016).

Key Points

According to the article, "patient satisfaction is one of the sensitive indicators for the quality of nursing care" (Goh et al., 2016, p. 2). Effective care delivery, staff members' and patients' perceptions of knowledgeable healthcare, and including the patient in making decisions in their care contribute to the highest degree of patient satisfaction (Goh et al., 2016). However, the article addresses the need for interpersonal relationships between the nurse and the client because technology has taken its place and may contribute to the nurse-client disconnect, thus, contributing to patient dissatisfaction (Goh et al., 2016). The research method used was design, sample, instrumentation, content validity index and reliability of the RHCS, procedure, ethical considerations, data analysis, and results (Goh et al., 2016). The variables included in the study were gender, ethnicity, age, length of hospital stay, social status (alone or married with or without

children), and education (Goh et al., 2016). Other variables included in the study were employment status, hospital admission (whether elective or emergency), and the patients' reason for their admission (Goh et al., 2016). There were significant distinguishes in patients' satisfaction among socio-demographic groups (Goh et al., 2016). "The patient satisfaction level with nursing care was associated with the timing of patients' response to the survey" (Goh et al., 2016, p. 13). Most patients were satisfied with the respect they received (Goh et al., 2016). "To analyze the positive directional relationship between patient satisfaction and nursing care, the original RHCS scores (including total score and five subscale scores) were re-categorized (strongly agree = 2, agree = one, and the remaining responses = 0). The p-value <0.05 was considered statistically significant" (Goh et al., 2016, p. 6).

Assumptions

To complete a research study, researchers must recruit applicants to participate. The article addresses that there were approximately 294 adult clients recruited. However, only 270 participated in the study (Goh et al., 2016). Researchers assumed that the remaining recruited participants that did not participate in the study were dissatisfied with their care and did not want to respond to the questions (Goh et al., 2016). The researchers also assumed that these same non-participating participants were tired and did not want to participate for that reason. Finally, researchers assumed that patient satisfaction was not a priority to some nurses at some points because the nurses prioritized being tired (Goh et al., 2016).

Deficit/Conclusion

Patient satisfaction is the most imperative aspect of nursing care. Patient quality care outcomes are unachievable without patient satisfaction. Therefore, the researcher's line of reasoning is accepted. Researchers believe that nurses must increase nurse-patient interpersonal

relationships to contribute to patient satisfaction, improve communication, prepare in advance, and improve timing (Goh et al., 2016). If nurses fail to adhere to or accept this reasoning, quality patient care will suffer. The implications would be that nurses do not care more about their patient's satisfaction. However, this implication is untrue. Since the research and data show that more than 82% of participants were satisfied with their nurse's care (Goh et al., 2016).

References

Goh, M., Ang, E., Chan, Y., He, H., Vehviläinen-Julkunen, K. (2016, February 16). A descriptive quantitative study on multi-ethnic patient satisfaction with nursing care measured by the revised humane caring scale. *Elsevier*, 31, 126-131.

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