



Patient satisfaction with the quality of nursing care in medical and surgical wards at selected tertiary care hospitals

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Abstract

Patient satisfaction is widely recognized as a primary outcome criterion and an essential instrument for evaluating the quality of nursing care within healthcare institutions. In modern healthcare systems, patient-centered care has become a fundamental principle, and satisfaction serves as a measurable indicator of how well healthcare services meet patients' expectations, needs, and preferences. Among all healthcare professionals, nurses constitute the largest group and maintain continuous, direct contact with patients throughout their hospital stay. Consequently, the quality of nursing care plays a pivotal role in shaping patients' overall hospital experiences and influencing clinical outcomes. Nurses are responsible for delivering comprehensive care that includes physical, psychological, emotional, and educational support. Their responsibilities encompass medication administration, monitoring of vital signs, wound care, assistance with daily living activities, health education, coordination with other healthcare professionals, and provision of emotional reassurance. Because of this continuous interaction, patients often evaluate the entire healthcare system based on their experiences with nursing staff. Effective communication, empathy, responsiveness, professional competence, and respectful behavior are critical attributes that significantly enhance patient satisfaction.

Patient satisfaction with nursing care refers to the degree to which patients perceive that the nursing services provided meet or exceed their expectations. It is not limited to technical competence alone but also includes interpersonal relationships, timely assistance, information sharing, involvement in decision-making, maintenance of privacy and dignity, and the overall ward environment. High levels of satisfaction are associated with better treatment adherence, reduced anxiety, shorter hospital stays, improved recovery rates, and a greater likelihood of returning to or recommending the hospital.

Medical and surgical wards present unique care demands and patient expectations. Patients admitted to medical wards often require long-term management of chronic conditions, close monitoring, and continuous therapeutic communication. In contrast, surgical ward patients frequently need intensive postoperative monitoring, pain management, wound care, and immediate responsiveness to complications. These differences may influence satisfaction levels and perceptions of care quality. The present study aimed to assess the levels of patient satisfaction with the quality of nursing care provided in selected medical and surgical wards of tertiary care hospitals. Tertiary care hospitals typically manage complex cases, advanced treatments, and high patient volumes, which can affect nurse workload and service delivery. Therefore, understanding patient perceptions in such settings is crucial. The study also sought to identify factors influencing satisfaction, including demographic characteristics (age, gender, and education), length of hospital stay, nurse-patient ratio, communication quality, responsiveness, and environmental conditions.

Keywords: Patient satisfaction, nursing care quality, patient-centered care, healthcare services, nurse-patient interaction, communication

Introduction

Quality of care refers to the extent to which health services for individuals and populations achieve the desired health outcomes. Healthcare organizations monitor the experiences of their patients to evaluate and improve the quality of care. This initiative aims to improve patient safety, clinical effectiveness, and public accountability [1]. Patient satisfaction is a cornerstone of modern healthcare evaluation and a critical outcome indicator for the quality of care provided by health facilities. In today's consumer driven healthcare landscape, patient perception is an essential measure of a hospital's performance and long-term sustainability. The patient's satisfaction with nursing care quality evaluates the met and unmet needs of patients, enables to identify the gap in nursing interventions and helps to uplift the care quality within the organization. Nurses are the health care providers who monitor and take

care of the patients round the clock in a hospital, and they are the key members of health care team who facilitate the hospitalized patients to adapt [2]. In this study patients generally rate nursing care above the midpoint, but there is room for improvement in responsiveness and creating a peaceful atmosphere.

Material and Method

The study was conducted in Nov – Dec 2025. A quantitative research approach is used to assess patient satisfaction with nursing care in a selected tertiary care hospital. Permission from the Medical Superintendent at Apollo Hospitals Nashik and ethical clearance from the organizational ethical committee were taken before starting the study. A total of 150 samples were taken (hospitalized patients). A convenient sampling technique was used for data collection.

The inclusion criteria for sample collection were patients aged 18 years or older who had been hospitalized in medical and surgical wards for at least 24 hours. They needed to be conscious, oriented, able to communicate their experiences, and willing to participate. The subjects were given a structured questionnaire form to fill out and give responses. Before the questionnaire was given to the participants, consent was taken, and aims and objectives were explained to them. The structured questionnaire to assess the level of patient satisfaction with the quality of nursing care. Section 1 consists of demography and Section 2 questionnaire to

assess level of patient satisfaction with the quality of nursing care.

Result

There were 150 people who responded, during the study period, and the overall response rate was 100%. Descriptive (Frequency & percentage) was used to assess the sociodemographic characteristics of samples

Distribution of Patients According to Background Variables (n=150)

Table 1: Study sample distribution by sociodemographic characteristics

Variable	Option	Frequency	Percentage
Gender	Male	60	40
	Female	90	60
Age group	18–29 years	40	26.6
	30–44 years	60	40
	45–59 years	10	6.6
	60–74 years	30	20
	75 years and above	10	6.6
Marital status	Married	100	66.6
	Single	30	20
	Widow	20	13.3
	Separation/divorce	0	0
Which area your admitted?	Admitted through the Emergency Department	80	53.3
	Admitted through patient registration/to the unit directly	50	33.3
	Admitted after day procedure or test	10	6.6
	Transferred from another facility	6	4
	Other	4	2.6
Including this most recent hospital stay, how many times were you (the patient) hospitalized in the past 2 years?	Only once	90	60
	Twice	29	19.3
	3 Times	15	10
	4 Times	8	5.3
	Over 4 Times	8	5.3
Overall, how would you rate your (the patient's) health before this most recent hospital stay?	Excellent	24	16
	Good	75	50
	Fair	33	22
	Poor	11	7.3
	Very Poor	2	1.3
The patient completed this survey?	Unsure	5	3.3
	Yes	131	87.3
	No	19	12.66

Table 1 depicts subject distribution by socio-demographic characteristics

The sample comprised 150 participants whose sociodemographic and hospitalization characteristics are summarized below. The data represents, the sample consisted of 60 males (40%) and 90 females (60%). Participants were distributed across five age categories: 40 (26.6%) were 18–29 years, 60 (40%) were 30–44 years, 10 (6.6%) were 45–59 years, 30 (20%) were 60–74 years, and 10 (6.6%) were ≥75 years. Most respondents were married (100, 66.6%), followed by single (30, 20%) and widowed (20, 13.3%); no participants reported separation/divorce. Patients were admitted via the Emergency Department (80, 53.3%), direct patient registration (50, 33.3%), post-day procedure/test (10, 6.6%), transfer from another facility (6, 4%), or other means (4, 2.6%). 90 (60%) were hospitalized once, 29 (19.3%) twice, 15 (10%) three times, 8 (5.3%) four times, and 8 (5.3%) over four times. Participants rated their health before the

recent stay as excellent (24, 16%), good (75, 50%), fair (33, 22%), poor (11, 7.3%), very poor (2, 1.3%), or unsure (5, 3.3%). 131 (87.3%) completed the survey, while 19 (12.66%) did not by patient, it's by attender's.

PSNCQQ scores

The descriptive analysis of the Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) data reveals, the overall satisfaction level average PSNCQQ score is 3.05 (SD = 0.23), indicating a generally positive perception of nursing care on a 1–5 scale. The highest mean score (3.11, SD = 0.31) is for information given by nurses, showing strong communication with patients and families. The lowest mean (3.02, SD = 0.16) is for restful atmosphere, suggesting room for improvement in environmental comfort.

Distribution of Patient Satisfaction with Nursing Care Quality Questionnaire (PSNCQQ) Scores (N = 150)

Items	M	SD	Min	Max
1. Information You Were Given: How clear and complete the nurses' explanations were about tests, treatments, and what to expect.	3.05	0.25	1	5
2. Instructions: How well nurses explained how to prepare for tests and operations.	3.05	0.27	1	5
3. Ease Of Getting Information: Willingness of nurses to answer your questions.	3.04	0.19	1	5
4. Information Given By Nurses: How well nurses communicated with patients, families, and doctors.	3.11	0.31	1	5
5. Informing Family Or Friends: How well the nurses kept them informed about your condition and needs.	3.06	0.23	1	5
6. Involving Family Or Friends In Your Care: How much they were allowed to help in your care.	3.05	0.22	1	5
7. Concern And Caring By Nurses: Courtesy and respect you were given; friendliness and kindness.	3.05	0.22	1	5
8. Attention Of Nurses To Your Condition: How often nurses checked on you and how well they kept track of how you were doing.	3.08	0.28	1	5
9. Recognition Of Your Opinions: How much nurses ask you what you think is important and give you choices.	3.06	0.25	1	5
10. Consideration Of Your Needs: Willingness of the nurses to be flexible in meeting your needs.	3.06	0.23	1	5
11. The Daily Routine Of The Nurses: How well they adjusted their schedules to your needs.	3.08	0.27	1	5
12. Helpfulness: Ability of the nurses to make you comfortable and reassure you.	3.06	0.25	1	5
13. Nursing Staff Response To Your Calls: How quick they were to help.	3.02	0.14	1	5
14. Skill And Competence Of Nurses: How well things were done, like giving medicine and handling IVs.	3.04	0.21	1	5
15. Coordination of Care: The teamwork between nurses and other hospital staff who took care of you.	3.06	0.23	1	5
16. Restful Atmosphere Provided By Nurses: Amount of peace and quiet.	3.02	0.16	1	5
17. Privacy: Provisions for your privacy by nurses.	3.04	0.22	1	5
18. Discharge Instructions: how clearly and completely the nurses told you what to do and what to expect when you left the hospital.	3.07	0.28	1	5
19. Coordination of care after discharge: nurses' efforts to provide for your needs after you left the hospital.	3.03	0.21	1	5
20. Overall quality of care and services you received during your hospital stay	3.04	0.25	1	5
21. Overall quality of nursing care you received during your hospital stay.	3.06	0.25	1	5
22. In general, would you say your health is:	3.06	0.23	1	5
23. Based on the nursing care I received, I would recommend this hospital to my family and friends	3.06	0.31	1	5
Average PSNCQQ Score	3.05	0.23	1	5

Discussion and Conclusion

High-quality nursing care is crucial in healthcare settings as it significantly influences patient satisfaction, which in turn can lead to increased recommendations and patient retention. Hospitals must prioritize quality care to attract and retain patients. Research has explored the relationship between patient satisfaction and various background factors. The findings of the present study are supported by similar research conducted by Alsaqri in Hail, Saudi Arabia. That study, carried out in three tertiary care settings with 87 patients and 90 head nurses selected through convenience sampling, reported no significant correlation between nurses' caring behaviors and patients' satisfaction, and found no association with demographic variables [3]. Comparable to a study conducted in North India among 140 patients, the findings indicated that patient satisfaction was not significantly associated with demographic variables such as age, gender, mode of admission, length of hospital stay, prior admission history, or pre-admission health status, with the exception of age [4].

Recommendations

Based on the conclusions, the study recommended the following:-

1. Compare Different Units or Departments

Comparative studies between ICU, medical, surgical, maternity, and specialty units can help identify unit-specific strengths and gaps.

2. Examine Additional Influencing Factors

Future research should explore other potential predictors such as nurse-patient ratio, workload, organizational climate, communication skills, and leadership style.

3. Interventional Studies

Experimental or quasi-experimental studies should be conducted to evaluate the effectiveness of training programs

aimed at improving nurses' communication, empathy, and caring behaviors.

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