ABSTRACT

The aim of this cross-sectional descriptive study was to assess the quality of the nursing care services through the level of patient satisfaction and determine the factors including patient and nursing care factors related to the quality of nursing care services.

From 21 March to 20 April of 2001, 175 discharged adult surgical patients were recruited and interviewed with a structured questionnaire in Banpong Hospital, Ratchaburi Province, Thailand. The data gathered included patients’ characteristics, patient perception of nursing care characteristics and patient satisfaction of nursing care services. Data was analyzed using SPSS: descriptive statistics and Chi-square.

The study results showed that most patients were satisfied with the nursing care services. Those patients who had a high perception of nursing care characteristics (59.4%) also had a high satisfaction with nursing care services (53.1%). The quality of nursing care services in Banpong Hospital was excellence. Moreover, overall the patients had a different proportion of satisfaction depending on patient socio-economic demographics and patient perception of nursing care characteristics. However, the statistical test results found that there were some significant relationships between patient satisfaction and patient and nursing care characteristics, such as: age group, length of hospitalization, the conditions of nursing care resources, the nurse’s skill and competency, the nurse’s interpersonal manner, the nurse’s medical information and patient education, and overall patient perception of nursing care characteristics.

The researcher concluded that socio-economic and demographic characteristics of the patients and the characteristics of nursing care were the factors related to quality of nursing care services. Therefore, the nursing department of the hospital should consider these study results in order to maintain good nursing care activities and improve some nursing care activities.