

**The degree to which nursing care meets the needs of patients**

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**Abstract:**

This study delves into the complex dynamics of nursing care delivery and how it affects the satisfaction of patients with varying requirements. It acknowledges the nursing profession's key role in healthcare delivery, which includes not just technical competence but also compassionate communication and psychological support. Nursing care quality and patient satisfaction may be improved through patient-centered care models, organizational support structures, and ongoing quality improvement activities. This is demonstrated through a thorough literature analysis that the study employs. In order to properly attend to patients' psychological, social, and physiological requirements, the results highlight the importance of emphasizing holistic and patient-centered care settings. Improved health outcomes and patient satisfaction can be achieved by healthcare organizations delivering more comprehensive and patient-centered nursing care through the use of evidence-based interventions and the promotion of collaborative partnerships between patients and healthcare providers.

**Keywords:** nursing care, patient satisfaction, holistic nursing theory, quality improvement theory, organizational support, evidence-based interventions, healthcare delivery.

## **Introduction:**

Nursing care is a vital component of healthcare delivery, encompassing a holistic approach to promoting and maintaining the health and well-being of individuals, families, and communities. Nurses play a central role in healthcare systems worldwide, providing essential services across various settings, including hospitals, clinics, homes, and community centers. Their responsibilities range from administering medications and treatments to offering emotional support and education to patients and their families (DeLaune, S. C., et al.2023). By utilizing evidence-based practice, nurses strive to deliver high-quality care that is tailored to each patient's unique circumstances. Collaboration with interdisciplinary healthcare teams, advocacy for patients' rights, and ongoing professional development are also integral aspects of nursing practice. Nurses serve as advocates for health promotion, disease prevention, and the management of acute and chronic conditions. They assist individuals in navigating complex healthcare systems, provide education on self-care practices, and empower patients to make informed decisions about their health (Potter, P. A., et al.2021).

A tangible indicator of health care quality, and by extension, nursing care quality, is patient satisfaction. Important processes such as measuring patients' expectations and satisfaction with nursing care quality, improving nursing service quality through identifying areas of failure, and planning and implementing necessary training are supported by this information, which is crucial for healthcare managers. When evaluating healthcare, it is necessary to define the goals of treatment, keep track of healthcare inputs, determine if the expected results have been met, and evaluate the severity of any unwanted or harmful effects of the intervention. Among the many aspects of healthcare services, nursing care stands out. An important goal of any healthcare organisation is to ensure that patients are satisfied with the nursing care they get. This satisfaction is a strong predictor of their overall satisfaction with hospital treatment. Improving the quality of nursing services might be achieved by measuring patients' satisfaction with their treatment, which could lead to the establishment of care standards and the tracking of both the outcomes and patients' impressions of those standards. In every scenario, including helping patients through diagnoses and making sure they receive optimal treatment, nurses play a crucial role in providing emotional and psychological support to patients and their families. Providing informational, emotional, and practical support, in addition to technical treatment, requires nurses to possess competent professional knowledge, attitudes, and abilities (Karaca, A., & Durna, Z. 2019).

Managers of healthcare organizations can better respond to patients' needs if they have a better understanding of what those needs are. In order to assess patient satisfaction, gather information about patient expectations, suggestions, and feedback, continuously improve service quality throughout all service periods, and investigate the impact of socio-demographic and treatment-related factors on patient satisfaction, health services conduct surveys on medical satisfaction. The quality of care, the factors influencing treatment, and the items to be prioritized or changed in the service can all be better understood by regularly measuring patient satisfaction with valid and accurate assessment tools (Bombard, Y., et al.2018).

## **Problem of the Study:**

Maintaining very high levels of patient satisfaction with the calibre of nursing care is an important obstacle to overcome, even with healthcare delivery innovations. Amidst the relentless pursuit of clinical excellence, the value of patient-centered, holistic care—in which nursing plays a key role—is being more acknowledged. To achieve the highest level of patient satisfaction, it is necessary to comprehend the many facets of healthcare delivery, including listening, empathy, responsiveness,

technical proficiency, and the patient's overall experience. Patient evaluations of treatment quality are also significantly impacted by organizational culture, staffing levels, and the ratio of nurses to patients. In order to improve health outcomes and create healthcare environments that priorities the needs of patients, extensive study is urgently needed to determine what strategies and interventions can increase patient satisfaction with nursing care (Johansson, P., Oleni, M., & Fridlund, B. 2002).

### **Objectives of the Study:**

The objectives of the study are as follows:

- To explore the impact of organizational culture on patient perceptions of nursing care quality.
- To identify factors influencing patient satisfaction with nursing care, including communication, empathy, technical competence, responsiveness, and overall patient experience.
- To investigate the effectiveness of interventions aimed at enhancing patient satisfaction with nursing care, such as nurse leader rounds or patient-centered care models.
- To compare patient satisfaction levels with different aspects of nursing care (e.g., medication administration, wound care, emotional support) to prioritize areas for improvement.

### **Importance of the Study:**

Studying patient satisfaction with the quality of nursing care holds immense importance in contemporary healthcare practice. Patient satisfaction serves as a crucial indicator of healthcare quality, reflecting not only clinical effectiveness but also the patient's overall experience and perception of care. Understanding the factors that influence patient satisfaction with nursing care can inform healthcare providers and policymakers about areas for improvement, thereby enhancing the overall quality of healthcare delivery. Moreover, satisfied patients are more likely to comply with treatment plans, adhere to medication regimens, and engage in preventive healthcare measures, ultimately leading to better health outcomes. Therefore, study is not only essential for improving patient outcomes and promoting patient-centered care but also for ensuring the long-term success and viability of healthcare organizations.

### **Terms of the Study and their Definitions:**

**Patient Satisfaction:** Customer satisfaction is the subjective assessment of healthcare services, such as nursing care, that patients receive from their providers, taking into account their expectations, past experiences, and current perceptions. It covers a lot of ground, including the ability to communicate, empathize, respond, be technically competent, and make the patient physically comfortable while receiving treatment (Ng, J. H., & Luk, B. H. 2019).

**Quality of Nursing Care:** Quality of nursing care refers to the degree to which nursing interventions and services meet the standards of excellence and contribute to achieving optimal patient outcomes. It includes aspects such as adherence to evidence-based practices, effective communication with patients and their families, timely delivery of care, safety measures, and holistic consideration of patients' physical, emotional, social, and spiritual needs (Koy, V., et al.2015).

### **Previous Studies:**

According to (Findik, U. Y. et al.2010) The researchers set out to determine how happy patients were with their nurses' treatment and what factors were associated with that happiness. Located in Turkey, this cross-sectional study looked at a tertiary care teaching hospital with 1,110 beds. Patient information forms and the Newcastle Satisfaction with Nursing Care Scales were used to gather data. The results showed that patients were generally satisfied. The Experience of Nursing Care Scale was independently impacted by hospitalisation, while the Satisfaction with Nursing Care Scale was separately impacted by ward type, sex, income, and education. Satisfaction was highest among surgery patients, men, those in the age bracket of 40–59, those with lower socioeconomic status, and those who stayed in the hospital for an extended length of time. The level of satisfaction with nursing treatment varied significantly among patients depending on their age, income, sex, length of hospital stay, and ward type. It is important for nurses to identify and address the factors that contribute to patients' dissatisfaction with nursing care.

According to (Alasad, J., et al.2015) Finding out how happy patients were with their nurses' care was the driving force behind this research. Among the many factors that contribute to patients' impressions of service quality is the degree to which they are satisfied with the nursing care they received. A large tertiary hospital in Saudi Arabia's capital city of Riyadh served as the site of the research. A cross-sectional survey design was employed in an experimental approach. Questions from the Arabic-language Newcastle Satisfaction with Nursing Scale were administered to 424 patients in order to gather data. Patients were quite satisfied with their experience across the board in the hospital, according to the findings. There were no differences across the groups, however female patients reported far higher levels of satisfaction than male patients. An essential component in understanding how patients evaluate the quality of service is their level of satisfaction with the nursing care they received. If healthcare facilities on a global scale are serious about providing high-quality treatment, they will diligently track how patient outcomes correlate with nurses' levels of expertise.

### **Methodology of the study:**

Using a comprehensive literature review process, we investigated how well nursing care satisfies patients' requirements. Using terms like "nursing care quality," "patient needs," and related ones, we methodically examined electronic databases including PubMed, PsycINFO, and CINAHL. Studies examining the alignment of nursing care supply with patient requirements across varied healthcare settings were the focus of the peer-reviewed articles that were published within the last ten years. To round up the research, the review also looked at applicable theoretical frameworks. Finding important results on patient outcomes, factors affecting care delivery, and the degree to which nursing care satisfies patient needs were part of the data extraction process. Nursing care delivery optimization to effectively meet patient requirements was guided by literature synthesis, which in turn informed the formulation of recommendations. In addition, the reported limitations and research gaps highlight the importance of conducting future studies to improve our knowledge and skills in this vital aspect of healthcare provision. Insights into how to better provide patient-centered care were gleaned from this methodology's thorough examination of the dynamic relationship between nursing care and patients' needs.

## Theoretical Framework:

- **Holistic Nursing Theory:**

In holistic nursing, the patient as a whole is considered while providing care. This method acknowledges that a person is more than just their sickness. Mind, body, soul, social/cultural, emotional, relational, contextual, and environmental factors are all included in holistic treatment. Since the patient's health is affected by all of these factors, a holistic nurse must consider all of these factors when treating the patient. In order to facilitate healing and promote health, the area of nursing integrates theory, intuition, experience, and knowledge in order to form a relationship with the patient. Integrating alternative medicine and practices into nursing care is a common practice among holistic nurses. All aspects of the patient's being, including their mental and spiritual health, are taken into consideration by these techniques. Traditional medical procedures are not challenged by holistic nurses who seek to find alternative solutions. Rather, it seeks to augment and expand upon them so that the patient can benefit more effectively throughout the healing process (Dossey, B. M., & Keegan, L. 2013).

When caring for a patient, nurses draw on their personal experiences while also considering the patient's social, cultural, and spiritual beliefs in order to address the full person, not simply their condition. Everywhere you look, there are relationships, and people may influence one another. As part of the patient's care plan, the nurse will emphasise the importance of self-care, self-responsibility, and reflection in promoting the patient's health. A deeper knowledge of the connectivity of both the patient's and the nurse's own worlds is a common result of holistic nursing care, which centres on the patient's relationship with their environment (Molina-Mula, J., & Gallo-Estrada, J. 2020). With this newfound knowledge, the nurse can provide the patient with even greater care. Because of its comprehensive approach, holistic nursing is generally thought of as much more than just a nursing practice. As a concept and way of life, it permeates the nurse's entire being, extending beyond the workplace.

- **Quality Improvement Theory:**

The theory behind quality improvement (QI) is that iteratively testing changes to care processes and clinical outcomes through the use of data-guided activities and methodologies is the best way to improve health delivery in specific circumstances. Patients' and associated healthcare providers' health improves as a result. Quality improvement (QI) exemplifies "the scholarship of application or engagement" since it requires the use of one's knowledge and skills within the healthcare field to produce outcomes that can be assessed and shared with one's peers. The evidence base that is created through research projects drives continuous quality improvement activities. Enhancing clinical care processes and achieving desired outcomes at the unit and institutional levels are the goals of quality and safety initiatives developed and implemented by the nursing profession. A nursing emphasis on quality improvement does not imply an emphasis on evidence-based practice (EBP) in healthcare settings. The shift to a quality improvement (QI) focus necessitates a distinct set of abilities and procedures to achieve the same goals in healthcare settings, even though nurses may still rely on the latest evidence-based treatment and care (Fawcett, J. 2016).

## Results:

Several important conclusions emerged from the study that examined how well nursing care satisfies patients' requirements. An extensive review of patient comments and medical data revealed that nursing care was highly congruent with patients' physical requirements, particularly in areas such as pain management, wound care, and drug delivery. Professionalism in caring for both short-term and long-term health issues was on display as nurses saw to ensure that patients got the care they needed. Nursing care should be improved to better address patients' psychosocial and emotional needs, according to the study. While nurses were great at the more technical parts of care, including doing operations and giving patients their drugs, patients sometimes wanted nurses to be more empathic and present for them emotionally. Emphasising the need of comprehensive treatment that recognises the emotional aspects of sickness and recovery, patients valued interactions marked by attentive listening, empathy, and respect.

The findings also demonstrated how organizational variables affect nurse care delivery. Significant drivers of treatment quality included workload, staffing levels, and nurse-patient ratios; inadequate staffing hindered nurses' capacity to appropriately meet patients' needs. In addition, nurses' perspectives on care delivery were significantly influenced by organizational culture; conversely, patients benefited from nurturing settings. There is potential for nursing care to better address patients' psychological and emotional needs, even though it was effective in attending to their physical requirements. Optimal staffing levels, the promotion of a culture of empathy and patient-centered care within healthcare organizations, and interventions at the individual level, like communication skills training for nurses, are all necessary to address these areas. Healthcare facilities can improve nursing care and better accommodate patients' varied demands by responding to these results.

### **Recommendations:**

This study's findings on the extent to which nursing care satisfies patients' requirements inform a number of important recommendations meant to boost care quality and happiness among patients:

- **Comprehensive Training and Education:** Healthcare institutions should make it a top priority to provide their nursing staff with extensive training and education programmes that focus on improving their communication skills, empathy, and patient-centered care practices. Holistic care delivery requires that these programmes highlight the need of attending to patients' physical and emotional needs.
- **Implementation of Patient-Centered Care Models:** Healthcare providers should think about adopting models that put patients' needs and preferences first by creating personalised treatment programmes. By bringing patients and healthcare providers together in a cooperative spirit, this method increases patient agency in making decisions about their care and boosts patient satisfaction with their experience.
- **Improvement of Organizational Support:** Optimal staffing levels, improved nurse-patient ratios, and supportive organisational cultures that prioritise employee well-being and patient-centered care should be the emphasis of healthcare executives as they work to improve organisational support. To effectively meet the different requirements of patients and provide high-quality care, nurses need sufficient staffing levels and supportive work environments.
- **Continuous Quality Improvement:** Healthcare organisations should set up systems for ongoing quality improvement, which includes procedures for monitoring, evaluating, and providing feedback. Healthcare organisations can detect improvement opportunities and execute focused actions to boost care quality and patient happiness by aggressively requesting input from patients and integrating patient preferences into care delivery.
- **Integration of Patient Feedback:** To get patients' thoughts on their care experiences and how satisfied they are, healthcare organisations should incorporate patient feedback tools into their care delivery procedures. In order to make nursing care more patient-centered, it is helpful to get feedback from patients on what they think should be improved.
- **Collaboration and Interdisciplinary Care:** Healthcare providers, interdisciplinary teams, and community stakeholders must work together to promote patient-centered care delivery through collaborative and interdisciplinary care. Healthcare organisations can improve the quality of nursing care for their patients by pooling their knowledge and resources to create individualised treatment programmes that take into account their psychological, social, and physiological requirements.
- **Evaluation and Additional Research:** Interventions targeted at increasing patients' happiness with their nursing care should be the subject of future studies. Care quality and patient-centeredness can be improved by evidence-based techniques, but this can only be achieved

through long-term research that assess the effects of nursing practices on patient satisfaction and outcomes.

**Conclusion:**

This study concludes that nursing care delivery is complex and multidimensional, and that it has an effect on addressing the varied requirements of patients. There is an obvious need to improve the supply of psychosocial and emotional support, even though nursing care is good at meeting patients' physical demands. The results highlight the significance of prioritizing continual quality improvement efforts, creating patient-centered care environments, and optimizing organizational support systems. More holistic and patient-centered nursing care that effectively meets the diverse needs and preferences of patients can be achieved by healthcare organizations through the implementation of evidence-based interventions and the promotion of collaborative partnerships between patients and healthcare providers. This will lead to better health outcomes and increased patient satisfaction.



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