

ORIGINAL PAPER

Evaluation of Satisfaction with Nursing Care of Patients Hospitalized in Surgical Clinics of Different Hospitals

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Abstract

Today, two main approaches are prominent in the assessment of care quality. The first is the determination of care standards, and the other approach for quality-guarantee is the method of monitoring the patient satisfaction. The aim of this study is to determine the satisfaction levels of patients, who stayed in surgery clinics in different hospitals, with nursing care.

The sample of the study consisted of 972 patients who accepted to participate in the research, were able to communicate, 18 of age and above and literate. The data were collected through “The Personal Information Form” and “The Newcastle Scale of Satisfaction with Nursing”. The data were assessed through percentage distribution, t-test, One-Way ANOVA test, Man-Whitney U Test and Kruskal Wallis variance analysis.

The satisfaction levels of the patients in the research group have differed according to their age, marital status, educational background, profession, the hospital in which the patients stay, previous hospital experience and whether or not they had companions with them.

It became evident that patients were generally satisfied with nursing services, however the satisfaction levels of patients staying in private hospitals were more than those of patients staying in public hospitals.

Keywords: Nursing services, satisfaction, patient