

## The Association between Quality Nursing Care and Patient's Satisfaction among the Public Hospitals

SHAISTA SHAFI<sup>1</sup>

Post RN, Nursing College, Independent University Faisalabad

SHAFQUAT INAYET

Principal, Nursing College, Independent University Faisalabad

### Abstract

**Purpose:** *The purpose of the study was to analyze the patient satisfaction related to quality nursing care.*

**Methodology:** *Cross sectional study design was used to analyze the relationship between patient's satisfaction and nursing care. The current study sample size was 128 patients of medical unit of Mayo hospital Lahore, Pakistan. The patients were randomly selected.*

**Results:** *In this study, results showed that areas quality of nursing care has significant association with patient's satisfaction. Patients were contented with nursing care and it needs more focus on the quality nursing aspects so that the concerns of the patients are addressed well. However, current study results show the significant and positive relationship between quality nursing care and patient's satisfaction.*

**Conclusion:** *The current study concluded that the quality of care provided to the patients by the nursing team is satisfactory and patients are very contented with the nursing care they receive at the hospital. There exists significant and positive relationship between quality nursing care and patient's satisfaction. Organization should consistently include the latest guidelines and standard in their rules, procedures and instructions to meet their requirements and demands for the universal evolution in nursing care.*

---

<sup>1</sup> Corresponding author: [kashid1@gmail.com](mailto:kashid1@gmail.com)

**Key words:** Nursing Care, Quality of Health Care, Patient's Satisfaction

## **INTRODUCTION:**

Patient's satisfaction with nursing care has become an important goal of any health care organization. Patient's satisfaction we can defined as the consistency between the expected quality of nursing care and the actual care received (Mrayyan, 2006). Due to the fact that the nursing care plan, nursing services has become the most important and influential factor in overall hospital reputate and patient's satisfaction ratings because the perception and expectation of the patient's has always the important ingredient either satisfying or not pleasing (Net, 2007).

The study have shown that the patient retention in hospital is majorly influenced by nurses (Freda, 2000). Quality nursing practice was found to influence the organizational as well as patient's outcome (Mark, Salyer, & Wan, 2003; Mrayyan, 2006). Another study examined that the patient's satisfaction is dependent on nurses sensitive outcome (Laschinger, Gilbert, & Smith, 2010). The availability of the medical care, building, clean environment, bed and bedding are the major factors that have an impact on patient's satisfaction in the health care setting. Similarly, unavailability of beds, long waiting times during admission into the hospital, unavailability of doctors, shortage of nurses and paramedical staff and lack of basic facilities such as non-availability of safe drinking water, sanitation problem are the major factors of patient's dissatisfaction.

Patient's satisfaction has now become increasingly important in health care sectors. The service quality is responsible for the patient's satisfaction (Uzun, 2001). Patient's satisfaction is an important factor that adds importance to the

system performance and thus contributing to the organizational effort (Dansky & Miles, 1997; Jun, Peterson, & Zsidisin, 1998). Furthermore, for today's competitive environment it is important for any health care sector to remain viable for patient's satisfaction (Peyrot, Cooper, & Schnapf, 1993; Uzun, 2001).

To remain in the industry and for survival hospitals must fulfill the improvement programs to attain the patient's satisfaction. For continuous and successful implementation of quality care it is very important to understand and observe the factors that constitute quality in any health care setting.

However, nursing is a noble profession which is guided by science, theory and code of ethics and the art of providing comfort to the humanity in response to health and illness as Florence Nightingale is a founder of modern nursing her stander of providing of care to the injured soldiers has been one of the documented efforts of quality nursing care and since then the provision of the quality nursing care is one of the top priority for nurses all over the world (Khan, 2007) . So, its patient's right to be provided with good quality of care. Similarly, care provided is analyzed to be high quality in accordance with clinical, economical and other criteria. So, it is need of the time to take steps and find out the factors that are responsible for the bad repute of the organization care delivery and patient's satisfaction. According to (Helena Vinagre & Neves, 2008) today's clients are well aware about the health care services as well as the information related to the practices that is why their expectation have been increased that is one of the reasons behind demanding high quality of nursing care.

The previous studies provide evidence about the significance relationship among patient's satisfaction and quality nursing care but still there is lacking in public health care sector and issue of ignorance in the quality of patient care that ultimately increase the mortality rate and delay recovery.

Thus, the focus of current study is to analyze the relationship between nursing quality care and patient's satisfaction.

**Study Objective:**

- 1- To analyze the effect of quality nursing care on patient's satisfaction in public hospitals of Lahore, Pakistan.

**Research question:**

- 1- What is the relationship between quality nursing care and patient's satisfaction?

**HYPOTHESIS:**

**H0:** There is no significant relationship between quality nursing care and patient's satisfaction.

**H1:** There exists positive significant relationship between quality nursing care and patient's satisfaction.

**LITRATURE REVIEW:**

In 1990s researchers, health policy-makers and managers gave more awareness to the patient acuity of the quality of health services (Boehm, Madachy, & Steece, 2000). In recent years, concern for patient's satisfaction and quality of care have increased. Patient's satisfaction means fulfillment of patient's need regarding health care services and in other words patient's perception which might be satisfying or not satisfying. According to another study, nurses are trying their best to improve the quality nursing care and follow the evidence based practice (Oliver, 1993). Provisions of healthcare facilities (diagnostic tests, radiology and physiotherapies) are no doubt free of cost and are better in public health care sectors as compared to private sectors. Similarly, dissatisfaction seen in

public health care sectors is more as compared with private health care sectors.

When patients receive good quality of nursing care during their stay in hospital, quality nursing care does not entirely mean its related to nursing care it includes all the facilities that are provided to the patients during their stay at hospital and as they receive these facilities they will be more satisfied. On other hand, the level of satisfaction will be low when the care provided to the patient is opposite to the expected care. Additionally, patients will be contended when the provision of standardized nursing care is made possible or the patient's expectation of care is met (Oliver, 1993). Results from different articles show that many patients are very conscious about their health status. They must want to know what kind of nursing care they are getting along with medical management they might be depressed or confused if they do not get proper information regarding their health problem {Wilson, 2012 #21}. Most results denoted that patients with low satisfaction usually belonged to a low socioeconomic status. In private health sector due to competitive circumstances, administration needs to assess the quality of nursing care and patient's perception about health care services as well as their level of satisfaction. According to study, patient's satisfaction is directly related to the care they are expected with the care they are receiving (Penchansky & Thomas, 1981). The study recommended that satisfaction of patients is a person's feeling that comes from thought process (Swan, Sawyer, Van Matre, & McGee, 1985).

Literature describes the influence on patient's satisfaction with regard to nursing care in the context of health care (Fatima, Malik, & Shabbir, 2018). The result of the study described eight domains that have an influence on patient's satisfaction with nursing care. The socio-demographic background of the patients, patients expectations regarding nursing care, the physical environment, communication and

information, participation and involvement, interpersonal relations between nurse and patient, nurses medical-technical competence and the influence of the health care organization on both patients and nurses (Lurie et al., 2016). The literature from UK, Sweden and USA emphasizes on the service quality and it is applicable to the health care sector of other parts of world (Fatima, et al., 2018).

The negative scores for tangibles, reliability, responsiveness, assurance and empathy indicate areas which need improvement. The result of study support the need for nurses to take steps to improve patient's satisfaction with nursing care (Özge Uzun PhD, 2015). The study's relevance for nurses is the potential feedback for reviewing nursing practice and health care delivery (Patiraki et al., 2014).

Moreover, Khan (2007) conducted a study on patient's satisfaction with nursing care in District Headquarters Hospital Dera Ismail Khan to examine the level of satisfaction with specific dimensions of nursing care to provide quality improvement knowledge that will help in understanding and identifying the principle drivers of patient's satisfaction. The investigators suggest that patient's concerns should be addressed. The nurses need to know what factors influence patient's satisfaction, if we must improve the quality of care (Khan, 2007).

According to Han & Hyun (2015) today's health care clients are well aware of health care services as well as its related information and practice, their expectations have increased, that is why they are demanding high quality of nursing care without negotiation. In the same way, a working atmosphere with the purpose to facilitate patient-focused care that is measured to boost patient's wellbeing and staff nurse contentment. Furthermore, the studies observed that care provided by nurses who were working in specific wards, was more patient focused and there were no medication errors seen as compared to other wards. Moreover, the focus of the studies

in not sufficient to resolve the issue of patient's satisfaction in public hospitals of Lahore and has been increasing in the mortality rate and delay recovery that ultimately need focus. Hence the focus of the study is to analyze the patient's satisfaction related to quality nursing care.

**Problem statement:**

Nurses play a key role to ensure the efficient care to the health care setting. Similarly, doctors are also dependent on the nurses to provide the care to the patients and assist them in providing treatment. Patient's and health care services are reliant on the efficient nursing care services at the health care sectors. Nurses as the back bone of the hospital faces various issues of patient satisfaction due to the lack of focus of the administration. On the other hand, demanding job creates the conflict between the health care services and patient's satisfaction that is the reason for negative outcome that influence their involvement and focus. Moreover, the focus of the study in not sufficient to resolve the issue of patient's satisfaction in public hospitals of Lahore and has been increasing in the mortality rate and delay in recovery that ultimately need focus.

**Significance of the study:**

The current study will be helpful to understand the issues of patient's dissatisfaction and the cause behind it. This research will provide the insight regarding role of quality nursing care in terms of patient's satisfaction. Likewise, administration of the hospitals can get the benefit from this research to understand the issues regarding quality nursing care provided to the clients and its relationship with patient's satisfaction. It will also helpful for the policy maker and the administration of the public hospitals while assigning the job of the nurses and making the policy regarding organizational better outcome and the patient's satisfaction.

## **METHODOLOGY:**

### **Setting:**

The setting of this study was Mayo Hospital Lahore, Pakistan.

### **Target population**

Target population was the patients of medical unit of the Mayo hospital Lahore.

### **Study Design:**

Cross sectional research design used in this study.

### **Study Duration:**

Current study was completed within a period of 3-4 months.

### **Research Tool:**

A self-administered questionnaire was floated to collect the data from the respondents.

### **Sample Technique:**

Simple random technique was used to collect the data from the target population

### **Sample Size:**

Confidence level: 95%

Confidence Interval: 5%

Formula:  $N / 1 + N (0.05)^2$

$n = 128$

### **Inclusion Criteria:**

All patients of medical unit of Mayo Hospital Lahore

### **Exclusion Criteria:**

Patients of other departments than medical unit of Mayo Hospital Lahore

### **Data Collection**

The primary data was taken from the patients of medial unit of Mayo Hospital Lahore from May-July 2018 to assess the patient's satisfaction and quality of nursing care. A simple random sampling technique was used to collect the data from 194 patients. The questionnaire of study includes two variables (Quality nursing care and Patient's satisfaction) and it includes



14 questions (based on 5-point Likert scale) which were developed and tested for validity.

**RESULTS:**

Statistical methods and techniques are applied in many fields of study, Special techniques are derived for specific problems, but the basic strategies and principles are common in most applications. The appropriate statistical techniques, to achieve the objective of the study, include frequency distribution, percentages among the important variables and regression test for association between independent and dependent variable was applied through SPSS version 21.

**Age**

**Table 1: Distribution of age**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18-25	51	26.3	26.3	26.3
25-35	58	29.9	29.9	56.2
35-50	41	21.1	21.1	77.3
50-ABOVE 50	44	22.7	22.7	100.0
Total	194	100.0	100.0	

**Table 1 shows the results that 26.3%** of respondents belong to 18-25 years of age group, 29.9% of the respondents belong to 26-35 age group, 21.1% of respondents were belong to 36-50 age group, 22.7% of respondents belongs to above 50 years.

**Gender**

**Table 2: Distribution of gender**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	156	80.4	80.4	80.4
Female	38	19.6	19.6	100.0
Total	194	100.0	100.0	

Table 2 shows the result that 80.41% responses were taken from the male patients and 19.59 % of respondents were female. Distribution can be seen in given table and bar graph.

### Education level

**Table 3: Distribution of education level**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary	63	32.5	32.5
	Middle	35	18.0	50.5
	Secondary	41	21.1	71.6
	Graduation	41	21.1	92.8
	Masters	14	7.2	100.0
	Total	194	100.0	100.0

Table 3 shows the result that qualification of the respondents was recorded as 32.5% of respondents have done primary only, 18.0% of respondents were under graduates and 21.9% respondents were graduate. However, 21.1% were post graduate and 7.2% were masters.

### Marital Status

**Table 4: Distribution of marital status**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	126	64.9	64.9
	Unmarried	68	35.1	100.0
	Total	194	100.0	100.0

Table 4 shows the result that 64.95% were married and 35.1% were unmarried.

## DESCRIPTIVE ANALYSIS

### Question no.1: Are nursing receiving patients quickly in the ward?

**Table 5: Are nursing receiving patients quickly in the ward?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	10	5.2	5.2	5.2
disagree	34	17.5	17.5	22.7
neutral	32	16.5	16.5	39.2
agree	94	48.5	48.5	87.6
strongly Agree	24	12.4	12.4	100.0
Total	194	100.0	100.0	

Table 5 shows the result regarding the question that nurses receive the patients quickly in wards. The results show that 5.2% of respondents were strongly disagree, 17.5% of respondents were disagree, 16.5% were neutral, 48.5% were agree and 12.4% were strongly agree.

### Question no.2: Are you satisfied with the care provided by nurses?

**Table 6: Are you satisfied with the care provided by nurses?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	14	7.2	7.2	7.2
disagree	70	36.1	36.1	43.3
neutral	39	20.1	20.1	63.4
agree	53	27.3	27.3	90.7
strongly Agree	18	9.3	9.3	100.0
Total	194	100.0	100.0	

Table 6 shows the result regarding the question that the satisfaction from the care provided by the nurses. The results show that 7.2% of respondents were strongly disagree, 36.1% of respondents were disagree, 20.1% were neutral, 27.3% were agree and 9.3% were strongly agree.

**Question no.3: Are you satisfied with the behavior of nurses towards patients and their attendants?**

**Table 7: Are you satisfied with the behavior of nurses towards patients and their attendants?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	21	10.8	10.8
	disagree	59	30.4	41.2
	neutral	52	26.8	68.0
	agree	44	22.7	90.7
	strongly Agree	18	9.3	100.0
	Total	194	100.0	100.0

Table 7 shows the result regarding the question that the satisfaction from the nursing behavior. The results show that 10.8% of respondents were strongly disagree, 30.4% of respondents were disagree, 26.8% were neutral, 22.7% were agree and 9.3% were strongly agree.

**Question no.4: Do nurses explain severity of illness?**

**Table 8: Do nurses explain severity of illness?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	strongly disagree	11	5.7	5.7
	disagree	70	36.1	41.8
	neutral	16	8.2	50.0
	agree	77	39.7	89.7
	strongly Agree	20	10.3	100.0
	Total	194	100.0	100.0

Table 8 shows the result regarding the question that the nurses explain the severity of illness. The results show that 5.7% of respondents were strongly disagree, 36.1% of respondents were disagree, 8.2% were neutral, 39.7% were agree and 10.3% were strongly agree.

**Question no. 5: Are nurses maintaining your privacy?**

**Table 9: Are nurses maintaining your privacy?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	15	7.7	7.7	7.7
disagree	26	13.4	13.4	21.1
neutral	4	2.1	2.1	23.2
agree	93	47.9	47.9	71.1
strongly Agree	56	28.9	28.9	100.0
Total	194	100.0	100.0	

Table 9 shows the result regarding the question that the nurses maintain the privacy. The results show that 7.7% of respondents were strongly disagree, 13.4% of respondents were disagree, 2.1% were neutral, 47.9% were agree and 28.9% were strongly agree.

**Question no.6: Do nurses quickly respond when you call them?**

**Table 10: Do nurses quickly respond when you call them?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	20	10.3	10.3	10.3
disagree	56	28.9	28.9	39.2
neutral	14	7.2	7.2	46.4
agree	75	38.7	38.7	85.1
strongly Agree	29	14.9	14.9	100.0
Total	194	100.0	100.0	

Table 10 shows the result regarding the question that the nurses quickly respond tour call. The results show that 10.3% of respondents were strongly disagree, 28.9% of respondents were disagree, 7.2% were neutral, 38.7% were agree and 14.9% were strongly agree.

**Question no.7: Are you satisfied with existing services environment (cleanliness)?**

**Table 11: Are you satisfied with existing services environment (cleanliness)?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	20	10.3	10.3	10.3
disagree	29	14.9	14.9	25.3
neutral	23	11.9	11.9	37.1
agree	101	52.1	52.1	89.2
strongly Agree	21	10.8	10.8	100.0
Total	194	100.0	100.0	

Table 11 shows the result regarding the question that satisfaction from the existing services environment. The results show that 10.3% of respondents were strongly disagree, 14.9% of respondents were disagree, 11.9% were neutral, 52.1% were agree and 10.8% were strongly agree.

**Question no.8: Are you satisfied with existing services environment (public toilet)?**

**Table 12: Are you satisfied with existing services environment (public toilet)?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	15	7.7	7.7	7.7
disagree	38	19.6	19.6	27.3
neutral	25	12.9	12.9	40.2
agree	92	47.4	47.4	87.6
strongly Agree	24	12.4	12.4	100.0
Total	194	100.0	100.0	

Table 12 shows the result regarding the question that satisfaction from the existing services. The results show that 7.7% of respondents were strongly disagree, 19.6% of respondents were disagree, 12.9% were neutral, 47.4% were agree and 12.4% were strongly agree.

**Question no.9: Are you satisfied with the emergency services?**

**Table 13: Are you satisfied with the emergency services?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	22	11.3	11.3	11.3
disagree	65	33.5	33.5	44.8
neutral	25	12.9	12.9	57.7
agree	68	35.1	35.1	92.8
strongly Agree	14	7.2	7.2	100.0
Total	194	100.0	100.0	

Table 13 shows the result regarding the question that satisfaction from the emergency services. The results show that 11.3% of respondents were strongly disagree, 33.5% of respondents were disagree, 12.9% were neutral, 35.1% were agree and 7.2% were strongly agree.

**Question no.10: Availability of safe drinking water.**

**Table 14: Availability of safe drinking water.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	25	12.9	12.9	12.9
disagree	72	37.1	37.1	50.0
neutral	24	12.4	12.4	62.4
agree	51	26.3	26.3	88.7
strongly Agree	22	11.3	11.3	100.0
Total	194	100.0	100.0	

Table 14 shows the result regarding the question that availability of safe drinking water. The results show that 12.9% of respondents were strongly disagree, 37.1% of respondents were disagree, 12.4% were neutral, 26.3% were agree and 11.3% were strongly agree.

**Question no.10: Are you satisfied with the indoor services?**

**Table 15: Are you satisfied with the indoor services?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	27	13.9	13.9	13.9
disagree	58	29.9	29.9	43.8
neutral	24	12.4	12.4	56.2
agree	66	34.0	34.0	90.2
strongly Agree	19	9.8	9.8	100.0
Total	194	100.0	100.0	

Table 15 shows the result regarding the question that satisfaction from the indoor services. The results show that 13.9% of respondents were strongly disagree, 29.9% of respondents were disagree, 12.4% were neutral, 34% were agree and 9.8% were strongly agree.

**Question no.11: Are you satisfied with the availability of medicine?**

**Table 16: Are you satisfied with the availability of medicine?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	8	4.1	4.1	4.1
disagree	36	18.6	18.6	22.7
neutral	29	14.9	14.9	37.6
agree	87	44.8	44.8	82.5
strongly Agree	34	17.5	17.5	100.0
Total	194	100.0	100.0	

Table 16 shows the result regarding the question that satisfaction from the availability of medicines. The results show that 4.1% of respondents were strongly disagree, 18.6% of respondents were disagree, 14.9% were neutral, 44.8% were agree and 17.5% were strongly agree.



**Question no.11: Do nurses listen to your problem carefully?**

**Table 17: Do nurses listen to your problem carefully?**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	7	3.6	3.6	3.6
disagree	45	23.2	23.2	26.8
neutral	30	15.5	15.5	42.3
agree	80	41.2	41.2	83.5
strongly Agree	32	16.5	16.5	100.0
Total	194	100.0	100.0	

Table 17 shows the result regarding the question that nurses listen your problems carefully. The results show that 3.6% of respondents were strongly disagree, 23.2% of respondents were disagree, 15.5% were neutral, 41.2% were agree and 16.5% were strongly agree.

**Question no.12: Level of satisfaction for existing services.**

**Table 18: Level of satisfaction for existing services.**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	11	5.7	5.7	5.7
disagree	34	17.5	17.5	23.2
neutral	38	19.6	19.6	42.8
agree	74	38.1	38.1	80.9
strongly Agree	37	19.1	19.1	100.0
Total	194	100.0	100.0	

Table 18 shows the result regarding the question that level of satisfaction from the existing services. The results show that 5.7% of respondents were strongly disagree, 17.5% of respondents were disagree, 19.6% were neutral, 38.1% were agree and 19.1% were strongly agree.

**Question no.13: Level of satisfaction for existing services.**

**Table 19: Attitude of health care provider towards patients and their attendants.**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	6	3.1	3.1	3.1
disagree	25	12.9	12.9	16.0
neutral	31	16.0	16.0	32.0
agree	94	48.5	48.5	80.4
strongly Agree	38	19.6	19.6	100.0
Total	194	100.0	100.0	

Table 19 shows the result regarding the question regarding the attitude of health care providers towards the patients and attendants. The results show that 3.1% of respondents were strongly disagree, 12.9% of respondents were disagree, 16% were neutral, 48.5% were agree and 19.6% were strongly agree.

**Question no.15: Overall, the nursing care I received met my expectations Overall, I am satisfied with the nursing care I received.**

**Table 20: Overall, the nursing care I received met my expectations Overall, I am satisfied with the nursing care I received.**

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	19	9.8	9.8	9.8
disagree	17	8.8	8.8	18.6
neutral	23	11.9	11.9	30.4
agree	77	39.7	39.7	70.1
strongly Agree	58	29.9	29.9	100.0
Total	194	100.0	100.0	

Table 20 shows the result regarding the question regarding the overall expectations meet with the care services or not. The results show that 9.8% of respondents were strongly disagree, 8.8% of respondents were disagree, 11.9% were neutral, 39.7% were agree and 29.9% were strongly agree.

**Regression:**

**Table no: 21**

**Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.557 <sup>a</sup>	.310	.305	.56386	.310	66.455	1	148	.000

Table no. 21 shows that R square is the total variation in dependent variable patient's satisfaction caused by independent variable that is quality nursing care as R square is .310 that means 31.0% variation in dependent variable caused by independent variable.

**Table no: 22**

**ANOVA<sup>a</sup>**

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	21.129	1	21.129	66.455	.000 <sup>b</sup>
	Residual	47.055	148	.318		
	Total	68.184	149			

Table no. 22 shows that ANOVA is significance as p value is .00 which is less than .05 and meet the standard criteria.

**Table no: 23**

**Coefficients**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.220	.349		3.496	.001
	QC	.677	.083	.557	8.152	.000

Table no. 23 shows that the relationship between quality care and patient's satisfaction is significant as p value is .00 which is less than .05 and t value is also positive 8. 152. Beta value is 0.677 which means that with the increase on one unit of quality nursing care the value of patient's satisfaction will increase with the value of .677.

## **DISCUSSION:**

The purpose of the study was to assess the patient's satisfaction towards the quality nursing care in the public hospitals. Results of the current study support the need for the nurses to take steps to improve patient's satisfaction. Moreover, the current study results support the hypothesis that patient's satisfaction has association with nursing care. In this study, survey of patient's satisfaction & quality showed that areas of professionalism, knowledge and confidence that is provided by health care gained the patient's satisfaction most. Overall, 53% were very satisfied, 51% were moderately satisfied, 7% were moderately dissatisfied, 17% were very dissatisfied with existing service. Current study results show the significant and positive relationship between quality nursing care and patient's satisfaction. Patients were maximum satisfied with nurse's behavior and patients commented that services are better now.

## **CONCLUSIONS:**

This study aims to investigate the relationship between quality of care and patient's satisfaction among the public hospitals of Lahore, Pakistan. The results show that patients were contented with the nursing care they receive. Therefore, there is sound reason for the administration and policy maker for making an organization and the provision of health care delivery system more responsive to the client's needs and opinion. Organization should consistently include the latest guidelines and standard in their rules, procedures and instructions to meet their requirements and demands for the universal evolution in nursing care.

## REFERENCES

1. Boehm, B. W., Madachy, R., & Steece, B. (2000). *Software cost estimation with Cocomo II with Cdrom*: Prentice Hall PTR.
2. Dansky, K. H., & Miles, J. (1997). Patient satisfaction with ambulatory healthcare services: waiting time and filling time. *Journal of Healthcare Management, 42*(2), 165.
3. Fatima, T., Malik, S. A., & Shabbir, A. (2018). Hospital healthcare service quality, patient satisfaction and loyalty: An investigation in context of private healthcare systems. *International Journal of Quality & Reliability Management, 35*(6), 1195-1214.
4. Freda, M. (2000). The impact of staff nurses on the recruitment of patients. *Am J Nurs, 10*(2), 26-32.
5. Han, H., & Hyun, S. S. (2015). Customer retention in the medical tourism industry: Impact of quality, satisfaction, trust, and price reasonableness. *Tourism Management, 46*, 20-29.
6. Helena Vinagre, M., & Neves, J. (2008). The influence of service quality and patients' emotions on satisfaction. *International journal of health care quality assurance, 21*(1), 87-103.
7. Jun, M., Peterson, R. T., & Zsidisin, G. A. (1998). The identification and measurement of quality dimensions in health care: focus group interview results. *Health Care Management Review, 23*(4), 81-96.
8. Laschinger, H., Gilbert, S., & Smith, L. (2010). Patient satisfaction as a nurse-sensitive outcome. *Nursing Outcomes. The State of the Science. Toronto, ON, Canada*, 359-408.
9. Lurie, J. D., Henderson, E. R., McDonough, C. M., Berven, S. H., Scherer, E. A., Tosteson, T. D., . . . Weinstein, J. N. (2016). The effect of expectations on

- treatment outcome for lumbar intervertebral disc herniation. *Spine*, 41(9), 803.
10. Mark, B. A., Salyer, J., & Wan, T. T. (2003). Professional nursing practice. *J Nurs Adm*, 33(4), 224-234.
  11. Mrayyan, M. (2006). Jordanian nurses' job satisfaction, patients' satisfaction and quality of nursing care. *International nursing review*, 53(3), 224-230.
  12. Net, N. (2007). Patient Satisfaction towards Health Services at the Out-Patient Department Clinic of Wangnumyen Community Hospital, Sakaeo Province, Thailand. Mahidol University.
  13. Oliver, R. L. (1993). A Conceptual Model of Service Quality and Service Satisfaction: Comparative Goals, Different Concepts. *Advances in service marketing and management*, 2, 65-85.
  14. Özge Uzun PhD, R. (2015). Evaluation of satisfaction with nursing care of patients hospitalized in surgical clinics of different hospitals. *International Journal of Caring Sciences*, 8(1), 19.
  15. Patiraki, E., Karlou, C., Efstathiou, G., Tsangari, H., Merkouris, A., Jarosova, D., Palese, A. (2014). The relationship between surgical patients and nurses characteristics with their perceptions of caring behaviors: a European survey. *Clinical nursing research*, 23(2), 132-152.
  16. Penchansky, R., & Thomas, J. W. (1981). The concept of access: definition and relationship to consumer satisfaction. *Medical care*, 127-140.
  17. Peyrot, M., Cooper, P. D., & Schnapf, D. (1993). Consumer satisfaction and perceived quality of outpatient health services. *Marketing Health Services*, 13(1), 24.
  18. Swan, J. E., Sawyer, J. C., Van Matre, J. G., & McGee, G. W. (1985). Deepening the understanding of hospital

patient satisfaction: fulfillment and equity effects. *Journal of health care marketing*, 5(3).

19. Uzun, Ö. (2001). Patient satisfaction with nursing care at a university hospital in Turkey. *Journal of nursing care quality*, 16(1), 24-33.