

Quality of Nurse Patient Therapeutic Communication and Overall Patient Satisfaction during their Hospitalization Stay

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INTRODUCTION

Effective and meaningful communication is the most significant element when aim to provide the quality of care to patient in health care sitting (Amoah *et al*, 2019). In nursing carrier, effective communication is most important because it effect on patient satisfaction level. Effective communication developed when patients admitted in hospital and it is very important for patient and client to communicate well, to give information and decision making process regarding patient health (Kaur, Singh, & Pugazhendi, 2017)

Good quality of care is measured by patient satisfaction level. Patient satisfaction levels depend on good communication level, wound healing and emotional wellbeing. Secondly, good patient experience show attitude toward health care provider (Mehta, 2015). Interpersonal skill, communication skill, clear delivery of information, surrounding environment and staff competency influenced on patient satisfaction Mona, Abu-Shaheen, Kobrosly, and Altannir,2014).

Effective and meaningful communication is the most significant element when aim to provide the quality of care to patient in health care sitting. Nurses present a character as a patient advocate and therefore, they maintain the effective, professional and therapeutic relationship to patient with specific role and boundaries. It is compulsory for a nurse to build a capability to interact with patient within a workplace, which is vital role of their work in the delivering of quality of care (Amoah *et al*, 2019).

Effective therapeutic communication involves a direct and face to face communication to respond with patients. The most important ways to obtain the patients gratification is necessary for clients in healthcare sitting is through exploring the effective and proper communication. Moreover, effective communication skills have the positive outcomes in patient recover positive team work and improve the physiological status of patient to improving the health which, lead to patient satisfaction level. (Maryam Aghabarari, 2016).

Be strong during training and improve the communication skill of your own. Therefore, there is clear shortage and effective communication is ignored. Effective therapeutic communication creates a good environment for delivering of care. As a result, ineffective nurse and patient communication leading to disappointment, frustration dissatisfaction with client, family and medical team. Patient involvement in delivery of health care and effective therapeutic communication gains the positive outcomes for adherence of treatment (Kullberg, Sharp, Johansson, & Bergen mar, 2015). The excellence therapeutic communication is thought to calculate patient's general gratification (Osei-Ntansah, 2014).

To improve the quality, communication level and patient satisfaction level should be primary goal. Communication is vital to palliative maintenance. It combines all nursing training, and plays a vital role in the operationalization of palliative maintenance. To provide excellence palliative maintenance, it is supreme that nurses have satisfactory communication services. Positive patient consequences are resulting when communication among the nurse and patient is active. Ineffective communication may affect in wrong information on treatment/medication rise patient hazards and may cause patient disappointment with care. It is consequently essential to

be familiar with the organizers and barriers that effect communication (Kalunga, 2016).

For nurses to achieve symptom management, impeccable assessment is required to gain a clear understanding into the patient's condition. Under such circumstances, effective communication is key (Kourkouta & Papathanasiou, 2014).

LITERATURE REVIEW

Patient satisfaction can change due to nurse interpersonal effective communication skill. The patient satisfaction level has greater from 25.1% to 82.5%. In addition, patient's age, nurses' age, ward and communication was analyst of patient satisfaction. So, hospitals and other participants arrange in facility training on interpersonal effective communication should be set for nurses to develop communication services with patients. And patients can accelerate the problem to the nurse, this lead to improved patient satisfaction (Alemu, Jira, Asseffa, & Desa, 2014).

The patients' observations of the worth of nurses' verbal and non-verbal communication talents, the patient level of satisfaction in relative to nursing communication, and the changes in levels of gratification. The results, revealed that fruitless communication still occur in daily training of nurses. Nevertheless, the majority of contributors felt satisfied with conversations with nurses. Furthermore, female were more satisfied with male in attain communication. The older people answered greater level of satisfaction with nursing communication with compare to younger people. People with low level of education explore the positive feeling for their communication with staff nurses (Asrin, & Maude, 2006).

Literature shows that health care provider association and communication as significant factors in supporting and helping the patients' to cope with in daily life. Moreover, the patient and health care provider relationship can disturb the patient's satisfaction of care in the clinic. Rational communication is the patients' individual needs. Patients with cancer desired to be participating in decisions making about their treatment. Nurses are liable for providing care to their patients nevertheless of their personal features with language skills. This involves the effective communication between nurses and

patients. Nurses need to be positive in recognizing the ways to provide good care to their patients; therefore, they need to be involved in policy making and it lead to patient highest level of satisfaction. (Ali, and Watson, 2018).

Nurse patient good quality of therapeutic communication increases the patient satisfaction level. Nursing needs to show greater quantity of awareness to the decision making process and information-giving process regarding of the patient health status. In addition, it explain the patient doubt (Karaca & Durna, 2019).

Be strong during training and improve the communication skill of your own. Therefore, there is clear shortage and effective communication is ignored. Effective therapeutic communication creates a good environment for delivering of care. As a result, ineffective nurse and patient communication leading to disappointment, frustration dissatisfaction with client, family and medical team. Patient involvement in delivery of health care and effective therapeutic communication gains the positive outcomes for adherence of treatment (Kullberg, Sharp, Johansson, & Bergen mar, 2015). The excellence therapeutic communication is thought to calculate patient's general gratification (Osei-Ntansah, 2014).

PROBLEM STATEMENT

The problem statement of this study is to identify the quality of nurse patient therapeutic communication and patient satisfaction during hospitalization, which is provided in hospital.

In nowadays, effective communication is the major problem and mostly observes in clinical care sitting. In most cases nurse's communication crucial behavior with patient and nurse ignore the patient question, what they ask to do. Most nurses hesitate and nervous to ask question when they do not understand patient question. This ignorance can be due to several factors, which lead to disrupt the effective relationship among nurses and patients. And client doesn't trust on patient care and hospital quality of care. Current health-care systems want more clients to delivering a good health care. Therapeutic communication is one the best tools that nurses have to develop a rapport or trust. This trust triggers the nurse to provide quality of care. The information provided by nurse

through effective communication exacerbates the patient condition, as well as developing a good health status. Therapeutic communication is compulsory for nurse for both the progress of her practices and patient progress. The problem statement of this study is to identify the barriers which effect effective therapeutic communication among nurse and patient.

Purpose of study:

The purpose of this study paper is to conduct a systematic review of literature and synthesize findings related to quality of nurse patient therapeutic communication and patient satisfaction during hospitalization.

Significance:

The significance of this study is very important for nurse, patients. Successful nursing care depends on patient and nurse effective communication. Effective communication is essential meeting between nurse and patient according to patient's needs and delivering a good quality of care which leads to positive outcomes. When communication process break down due to any issue it can lead to medical error and other sentinel events.

Research question:

What are quality of nurse patient effective therapeutic communication and patient satisfaction during hospitalization?

OBJECTIVE

The aim of this study is to find out the quality of nurse patient effective therapeutic communication and patient satisfaction during hospitalization.

OPERATIONAL DEFINITION

Communication:

Communication is process in which information content refer from one person to another person. It can be necessary or unnecessary.

Therapeutic communication:

Therapeutic communication is the process in which nurse influence on patient through verbal and nonverbal communication and encourage patient to express their feelings, need and thoughts. Therapeutic communication is meaningful which is communicated by health care provider in hospital. Therapeutic communication is necessary for nursing care, and patient health status. Therapeutic communication leads to good positive outcome of patients.

Patient satisfaction:

Patient satisfaction depends on different aspects of curing process and emotional well-being which is perceived by patient during hospitalization through health care provider. Patient satisfaction develop when good quality of care and effective communication provided by staff.

CONCEPTUAL DEFINITION

Communication:

Communication is a multidimensional, complex and dynamic process. Communication is a multifaceted, complex process. Central to the communication process is the message. The message is the communication format that is transmitted between sender and receiver (Arungwa, 2014).

Therapeutic communication:

Therapeutic communication begins every time a nurse enters a client's room; it is an ongoing and dynamic process that occurs throughout the delivery of care. Communication involves the transfer of information by exchanging verbal and non-verbal messages. Effective communication allows the sender's messages to be received and understood by participants. Effective nurse-client communication assists clients in coping with difficult diagnoses and situations, positively influencing emotional health, aiding in symptom resolution, can improve 2 physiological functions, and can decrease pain levels. Client decision making may be improved when there is effective nurse-client communication (Bramhall, 2014).

Patient satisfaction:

Patient's satisfaction has emerged as a central focus of health-care delivery during the last decades, and nursing care became one significant component of patient's satisfaction. Among is the patients' satisfaction that has been assumed as an instrumental component in monitoring hospital's quality of care. A very important aspect of patient's satisfaction is nursing care. Nurses are involved in almost every aspect of patient's care and interact with patients more often than any other healthcare professional in a hospital(Negi, Kaur, Singh, & Pugazhendi, 2017).

HYPOTHESIS

Null hypothesis: Quality of nurse patient therapeutic communication does not effect on patient satisfaction during hospitalization.

Alternative hypothesis: Quality of nurse patient therapeutic communication effect on patient satisfaction during hospitalization

MATERIAL AND METHODS

Study Design: A quantitative descriptive study design used for this research paper.

Settings: Research work was conducted in The Lahore School of Nursing and The University of Lahore teaching hospital.

Duration of Study: Duration of study from January 2019 to May 2019

Target population: Target population of my study were patients in The University of Lahore Teaching Hospital.

Sample Size: 150 patients were invited to participate in study.

Sampling Technique: A convenient sampling technique was used for data collection.

Sample selection:

Inclusion Criteria: The patient who are willing to participate in this study.

Younger and older patients included.

Outdoor patient was also included.

Exclusion Criteria: The patient who are not willing to participate in this study.

Patient who were seriously ill.

Children were excluded in this study.

DATA COLLECTION

The instrument for collecting data is only adopted modified questionnaire. That was used to collect data from BSN 4th semester and post RN 4th semester students, studying in nursing department.

DATA ANALYSIS PROCEDURE

Written informed consent was secured from each subject due to ethical considerations and then data was obtained from those 100 subjects by given questionnaire. The collected data is analyze and computed by using the frequency, percentage, and tables through SPSS version 21.

Independent t-test was used to find out the comparison between the quality of nurse patient therapeutic communication and patient satisfaction between the private and general ward. It reveals that mean of nurse patient therapeutic communication score of patient admitted in private ward was significantly higher than the patient in general ward. There was no significant difference between patients of private and general ward in their patient satisfaction score.

Pearson's correlation was used to find out the relationship between the quality of nurse patient therapeutic communication and patient satisfaction. It shows that there is positive correlation between the nurse patient therapeutic communication and patient satisfaction which is significant.

RESULTS:

Part-I Sociodemographic characteristics of study participants (n=150)

Age

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid older adult	93	62.0	62.0	62.0
younger adult	57	38.0	38.0	100.0
Total	150	100.0	100.0	

Figure no.1

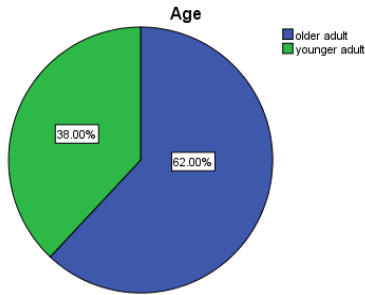


Figure no.1 show that 62% participants were older adults and 38% younger adults.

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid male	64	42.7	42.7	42.7
female	86	57.3	57.3	100.0
Total	150	100.0	100.0	

Figure no.2

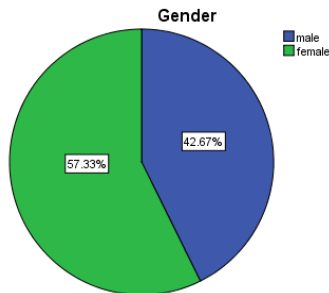


Figure no. 2 show that 57.33% were female and 42.67% male.

Educational qualification

	Frequency	Percent	Valid Percent	Cumulative Percent
primary education	8	5.3	5.3	5.3
high school	23	15.3	15.3	20.7
intermediate	44	29.3	29.3	50.0
graduate and above	75	50.0	50.0	100.0
Total	150	100.0	100.0	

Figure no.3

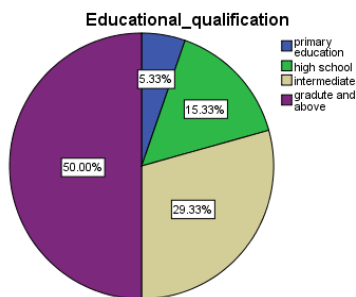


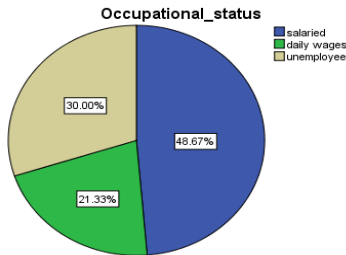
Figure no.3 show that 5.33% participants were primary educated, 15.33% high school education, 29.33%intermediate education level and 50% were graduate and above education level.

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Occupational status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	salaried	73	48.7	48.7
	daily wages	32	21.3	70.0
	unemployed	45	30.0	100.0
	Total	150	100.0	100.0

Figure no.4



Ward

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	private	41	27.3	27.3
	General	109	72.7	100.0
	Total	150	100.0	100.0

Figure no.5

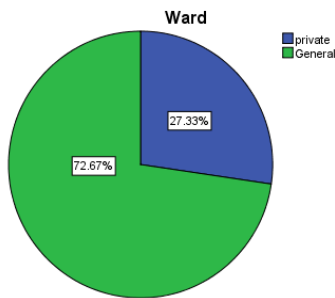


Figure no.5 show that 27.33% participants from private ward and 72.67% participants from general ward.

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Diagnosis_of_patient

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Acute disease	102	68.0	68.0	68.0
Chronic disease	48	32.0	32.0	100.0
Total	150	100.0	100.0	

Figure no.6

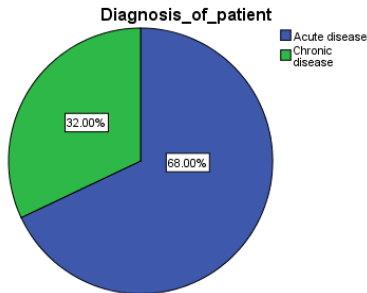


Figure no.6 show that 32% patients suffering from chronic disease and 68% patients have acute disease.

Patient_health_status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Self-dependent	96	64.0	64.0	64.0
Partially dependent	54	36.0	36.0	100.0
Total	150	100.0	100.0	

Figure no.7

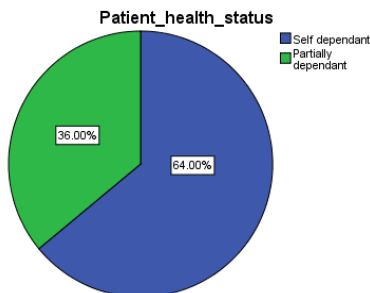


Figure no.7 show that 36% patients were partially dependent and 64% were self-dependent.

Part-II to determine the quality of nurse patient therapeutic communication

Staff nurse was helpful and showed concern to reduce or to eliminate any stress, anxiety, hopelessness and pain?

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	6	4.0	4.0	4.0
disagree	10	6.7	6.7	10.7
somewhat disagree	14	9.3	9.3	20.0
Valid somewhat agree	61	40.7	40.7	60.7
agree	37	24.7	24.7	85.3
strongly agree	22	14.7	14.7	100.0
Total	150	100.0	100.0	

Figure no.8

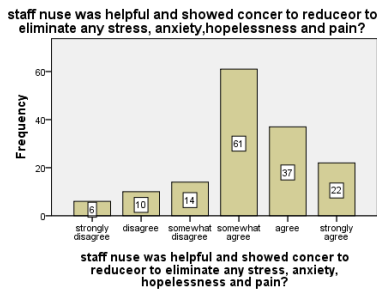


Figure no. 8 show that 4.0% patients were strongly disagree, 6.7% were disagree, 9.3% somewhat disagree, 40.7% somewhat agree, 24.7% agree, and 14.7% were strongly agree with staff nurses to show help to patients.

Privacy and confidentiality was maintained.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	2	1.3	1.3	1.3
disagree	11	7.3	7.4	8.7
somewhat disagree	31	20.7	20.8	29.5
Valid somewhat agree	41	27.3	27.5	57.0
agree	40	26.7	26.8	83.9
strongly agree	24	16.0	16.1	100.0
Total	150	100	100.0	
Total	150	100.0	100.0	

Figure no.9

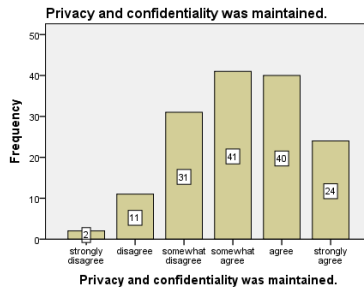


Figure no. 9 show that 1.3% patients were agree, 7.3% were disagree, 20.7% somewhat disagree, 27.3% somewhat agree, 26.7% agree, and 16% were strongly agree with staff nurses to maintain confidentiality and privacy.

Treated me with respect in every aspect.

	Frequency	Percent	Valid Percent	Cumulative Percent
disagree	23	15.3	15.4	15.4
somewhat disagree	10	6.7	6.7	22.1
somewhat agree	36	24.0	24.2	46.3
agree	44	29.3	29.5	75.8
strongly agree	36	24.0	24.2	100.0
Total	150	100	100.0	
Total	150	100.0	100.0	

Figure no.10



Figure no. 10 show that 15.3% were disagree, 6.7% somewhat disagree, 24% somewhat agree, 29% agree, and 24% were strongly agree with staff nurses to give respect patients.

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Made me feel that I can trust him/ her.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	15	10.0	10.0	10.0
disagree	5	3.3	3.3	13.3
somewhat disagree	17	11.3	11.3	24.7
Valid somewhat agree	43	28.7	28.7	53.3
Agree	37	24.7	24.7	78.0
strongly agree	33	22.0	22.0	100.0
Total	150	100.0	100.0	

Figure no.11

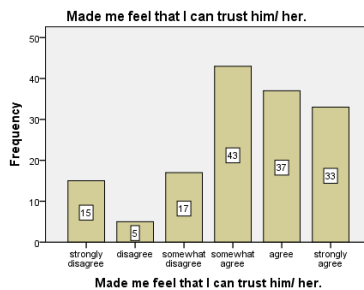


Figure no. 11 show that 10% patients were strongly disagree, 3.3% were disagree, 11.3% somewhat disagree, 28.7% somewhat agree, 24.7% agree, and 22% were strongly agree with staff nurses to gain trust of patients.

Give proper and necessary response when I need her/him for my physical and psychological need.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	1	.7	.7	.7
disagree	3	2.0	2.0	2.7
somewhat disagree	24	16.0	16.0	18.7
Valid somewhat agree	55	36.7	36.7	55.3
agree	34	22.7	22.7	78.0
strongly agree	33	22.0	22.0	100.0
Total	150	100.0	100.0	

Figure no.12

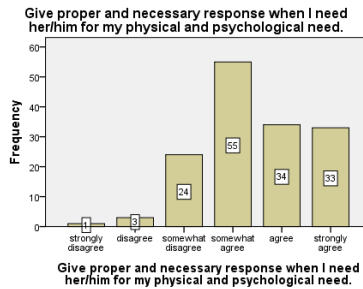


Figure no. 12 show that 0.7% patients were strongly disagree, 2% were disagree, 16% somewhat disagree, 36.7% somewhat agree, 22.7% agree, and 22% were strongly agree with staff nurses to respond their needs.

Appreciated me when I completed task related to treatment

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	5	3.3	3.3	3.3
disagree	5	3.3	3.3	6.7
somewhat disagree	33	22.0	22.0	28.7
somewhat agree	27	18.0	18.0	46.7
agree	51	34.0	34.0	80.7
strongly agree	29	19.3	19.3	100.0
Total	150	100.0	100.0	

Figure no.13

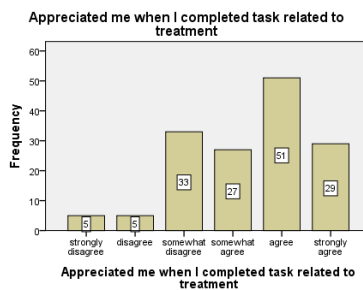


Figure no. 13 show that 3.3% patients were strongly disagree, 3.3% were disagree, 20% somewhat disagree, 18% somewhat agree, 34% agree, and 19.3% were strongly agree with staff nurses to respond their needs.

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agree, and 19.3% were strongly agree with staff nurses to completed their task.

Was attentive for my physical & psychological need.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	3	2.0	2.0	2.0
disagree	2	1.3	1.3	3.3
somewhat disagree	19	12.7	12.7	16.0
Valid somewhat agree	64	42.7	42.7	58.7
agree	36	24.0	24.0	82.7
strongly agree	26	17.3	17.3	100.0
Total	150	100.0	100.0	

Figure no.14

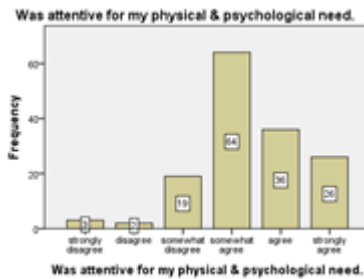


Figure no. 14 show that 2% patients were strongly disagree, 1.3% were disagree, 12.7% somewhat disagree, 42.7% somewhat agree, 24% agree, and 17.3% were strongly agree with staff nurses to attentive their needs.

Concern regarding my health related problem and improvement

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	10	6.7	6.7	6.7
disagree	3	2.0	2.0	8.7
somewhat disagree	28	18.7	18.7	27.3
Valid somewhat agree	37	24.7	24.7	52.0
agree	46	30.7	30.7	82.7
strongly agree	26	17.3	17.3	100.0
Total	150	100.0	100.0	

Figure no.15

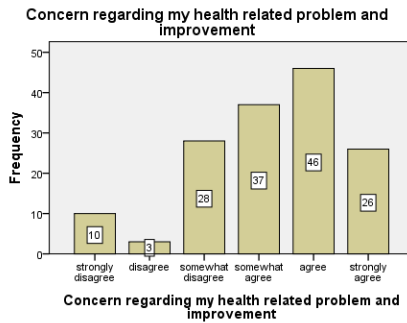


Figure no. 15 show that 6.7% patients were strongly disagree, 2% were disagree, 18.7% somewhat disagree, 24.7% somewhat agree, 30.7% agree, and 17.3% were strongly agree with staff nurses to concern the patients problems.

Was not prompt in making decision regarding my care

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	4	2.7	2.7	2.7
disagree	4	2.7	2.7	5.3
somewhat disagree	33	22.0	22.0	27.3
somewhat agree	39	26.0	26.0	53.3
agree	37	24.7	24.7	78.0
strongly agree	33	22.0	22.0	100.0
Total	150	100.0	100.0	

Figure no.16

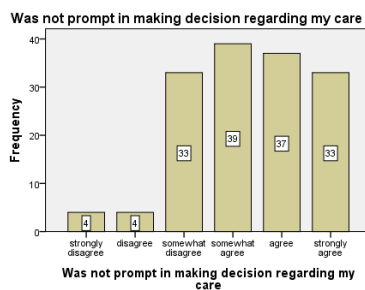


Figure no. 16 show that 2.7% patients were strongly disagree, 2.7% were disagree, 22% somewhat disagree, 26% somewhat agree, 24% agree, and 22% were strongly agree with staff nurses to concern the patients problems.

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agree, and 22% were strongly agree with staff nurses to prompt in decision making regarding care.

Give time to explore my feeling in front of her/him.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	7	4.7	4.7	4.7
disagree	5	3.3	3.3	8.0
somewhat disagree	26	17.3	17.3	25.3
Valid somewhat agree	24	16.0	16.0	41.3
agree	51	34.0	34.0	75.3
strongly agree	37	24.7	24.7	100.0
Total	150	100.0	100.0	

Figure no.17

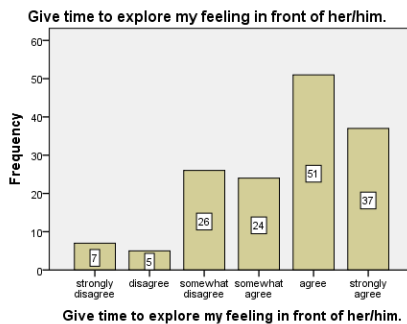


Figure no. 17 show that 4.7% patients were strongly disagree, 3.3% were disagree, 17.3% somewhat disagree, 16% somewhat agree, 34% agree, and 24.7% were strongly agree with staff nurses to listen their feelings about disease carefully.

Used to call me by my name.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	2	1.3	1.3	1.3
disagree	18	12.0	12.1	13.4
Valid somewhat disagree	15	10.0	10.1	23.5
somewhat agree	35	23.3	23.5	47.0
agree	32	21.3	21.5	68.5

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strongly agree	47	31.3	31.5	100.0
Total	150	100.0	100.0	
Total	150	100.0	100.0	

Figure no.18

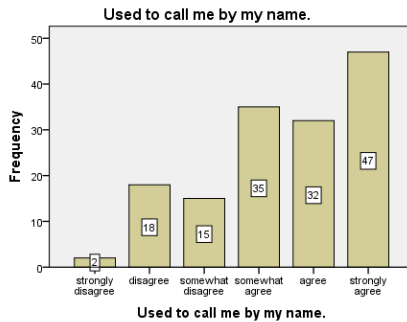


Figure no. 18 show that 1.3% patients were strongly disagree, 12% were disagree, 10% somewhat disagree, 23.3% somewhat agree, 21.3% agree, and 31.3% were strongly agree with staff nurses to call by their names.

Was concern for my privacy?

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	11	7.3	7.3	7.3
disagree	17	11.3	11.3	18.7
somewhat disagree	12	8.0	8.0	26.7
Valid somewhat agree	19	12.7	12.7	39.3
agree	58	38.7	38.7	78.0
strongly agree	33	22.0	22.0	100.0
Total	150	100.0	100.0	

Figure no.19

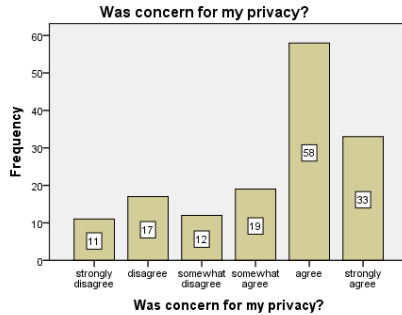
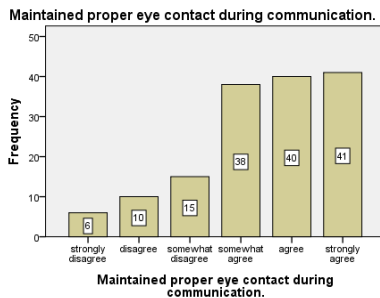


Figure no. 19 show that 7.3% patients were strongly disagree, 11.3% were disagree, 8% somewhat disagree, 12.7% somewhat agree, 38.7% agree, and 22% were strongly agree with staff nurses to concern their privacy.

Maintained proper eye contact during communication.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	6	4.0	4.0	4.0
disagree	10	6.7	6.7	10.7
somewhat disagree	15	10.0	10.0	20.7
somewhat agree	38	25.3	25.3	46.0
agree	40	26.7	26.7	72.7
strongly agree	41	27.3	27.3	100.0
Total	150	100.0	100.0	

Figure no. 20



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Figure no. 20 show that 4% patients were strongly disagree, 6.7% were disagree, 10% somewhat disagree, 25.3% somewhat agree, 26.7% agree, and 27.3% were strongly agree with staff nurses to maintain proper eye contact with patients.

Took account of my preference in giving and taking medication.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	1	.7	.7	.7
disagree	5	3.3	3.3	4.0
somewhat disagree	30	20.0	20.0	24.0
somewhat agree	27	18.0	18.0	42.0
agree	37	24.7	24.7	66.7
strongly agree	50	33.3	33.3	100.0
Total	150	100.0	100.0	

Figure no.21

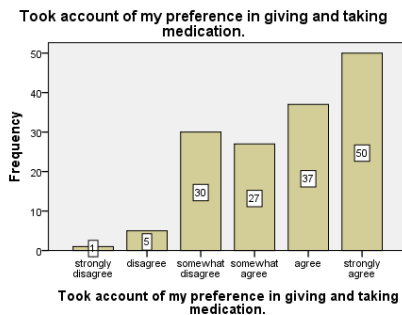


Figure no. 21 show that 0.7% patients were strongly disagree, 3.3% were disagree, 20% somewhat disagree, 18% somewhat agree, 24.7% agree, and 33.3% were strongly agree with staff nurses to account of patient preference in giving and taking medications.

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Was immediately informed me the result of my investigation report.

	Frequency	Percent	Valid Percent	Cumulative Percent
disagree	7	4.7	4.7	4.7
somewhat disagree	32	21.3	21.3	26.0
somewhat agree	31	20.7	20.7	46.7
agree	48	32.0	32.0	78.7
strongly agree	32	21.3	21.3	100.0
Total	150	100.0	100.0	

Figure no.22

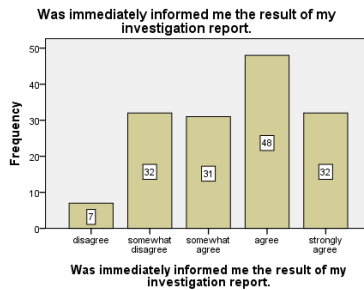


Figure no. 22 show that 4.7% patients were disagree, 21.3% somewhat disagree, 20.7% somewhat agree, 32% agree, and 21.3% were strongly agree with staff nurses to informed patients about their reports.

Was humble and polite during communication

	Frequency	Percent	Valid Percent	Cumulative Percent
disagree	3	2.0	2.0	2.0
somewhat disagree	21	14.0	14.0	16.0
somewhat agree	45	30.0	30.0	46.0
agree	46	30.7	30.7	76.7
strongly agree	35	23.3	23.3	100.0
Total	150	100.0	100.0	

Figure no.23

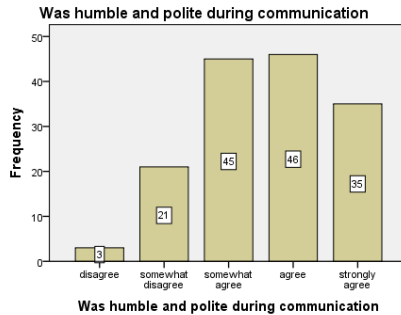


Figure no. 23 show that 2% patients disagree, 14% somewhat disagree, 30% somewhat agree, 30% agree, and 23% were strongly agree with staff nurses was humble and polite during communication.

Clarified all my doubt with me.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid disagree	10	6.7	6.7	6.7
somewhat disagree	22	14.7	14.7	21.3
somewhat agree	29	19.3	19.3	40.7
agree	52	34.7	34.7	75.3
strongly agree	37	24.7	24.7	100.0
Total	150	100.0	100.0	

Figure no.24

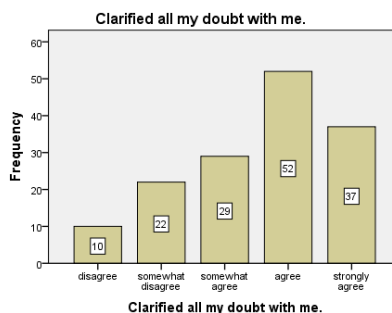


Figure no. 24 show that 6.7% patients were disagree, 14.7% somewhat disagree, 19.3% somewhat agree, 34.7% agree, and 24.7% were strongly agree with staff nurses clarified all my doubt with me.

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strongly agree with staff nurses to clarify patient doubt about diseases.

Was prompt in making decision regarding my care.

	Frequency	Percent	Valid Percent	Cumulative Percent
strongly disagree	7	4.7	4.7	4.7
disagree	2	1.3	1.3	6.0
somewhat disagree	27	18.0	18.0	24.0
Valid somewhat agree	52	34.7	34.7	58.7
agree	26	17.3	17.3	76.0
strongly agree	36	24.0	24.0	100.0
Total	150	100.0	100.0	

Figure no.25

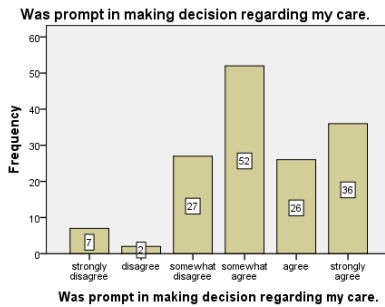


Figure no. 25 show that 4.7% patients were strongly disagree, 1.3% were disagree, 18% somewhat disagree, 34.7% somewhat agree, 17.3% agree, and 24% were strongly agree with staff nurses was prompt in decision making about patient care.

Part-III the frequency and percentage wise distribution of the patient satisfaction

Provide proper information about my health status and treatment

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	19	12.7	12.7	12.7
moderately satisfied	34	22.7	22.7	35.3
Valid very satisfied	80	53.3	53.3	88.7
extremely satisfied	17	11.3	11.3	100.0
Total	150	100.0	100.0	

Figure no. 26

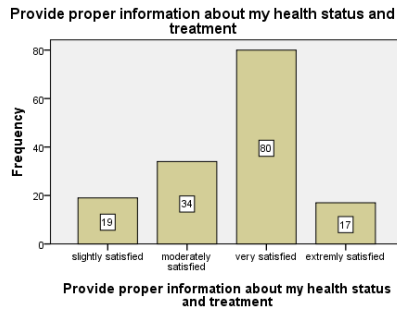


Figure no. 26 show that 12.7% patients were slightly satisfied, 22.7% moderately satisfied, 53.3% very satisfied and 11.3% were extremely satisfied with nurses provide proper information about health and treatment.

Greeted me on my admission.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	7	4.7	4.7	4.7
moderately satisfied	60	40.0	40.0	44.7
very satisfied	49	32.7	32.7	77.3
extremly satisfied	34	22.7	22.7	100.0
Total	150	100.0	100.0	

Figure no.27

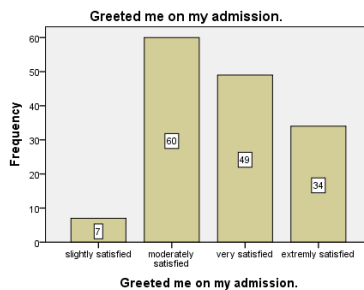


Figure no. 27 show that 4.7% patients were slightly satisfied, 40% moderately satisfied, 32.7% very satisfied and 22.7% were extremely satisfied with nurses greeted patient to admission.

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Provided me prescribed medical treatment ordered by concern doctor and nursing care on time.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
slightly satisfied	3	2.0	2.0	2.0
moderately satisfied	46	30.7	30.7	32.7
very satisfied	54	36.0	36.0	68.7
extremely satisfied	47	31.3	31.3	100.0
Total	150	100.0	100.0	

Figure no.28

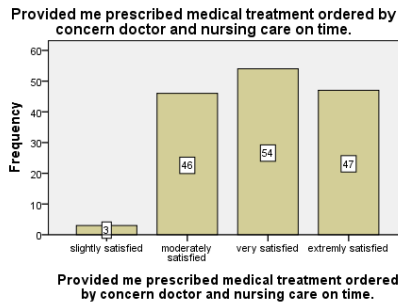


Figure no. 28 show that 2% patients were slightly satisfied, 30.7% moderately satisfied, 36% very satisfied and 31% were extremely satisfied with nurses and Doctor time during medication.

Made food availability on time.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
slightly satisfied	5	3.3	3.3	3.3
moderately satisfied	47	31.3	31.3	34.7
very satisfied	70	46.7	46.7	81.3
extremely satisfied	28	18.7	18.7	100.0
Total	150	100.0	100.0	

Figure no. 29

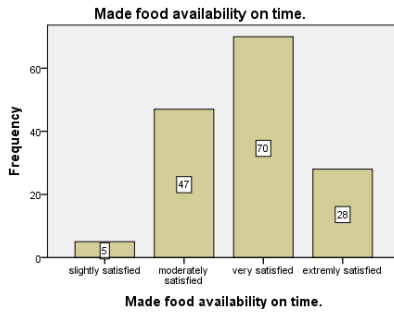


Figure no. 29 show that 3.3% patients were slightly satisfied, 31.3% moderately satisfied, 46.7% very satisfied and 18.7% were extremely satisfied with nurses provide food at proper time.

Was helpful in reducing stress and anxiety by his/her nursing care.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	6	4.0	4.0	4.0
moderately satisfied	28	18.7	18.7	22.7
very satisfied	68	45.3	45.3	68.0
extremely satisfied	48	32.0	32.0	100.0
Total	150	100.0	100.0	

Figure no. 30

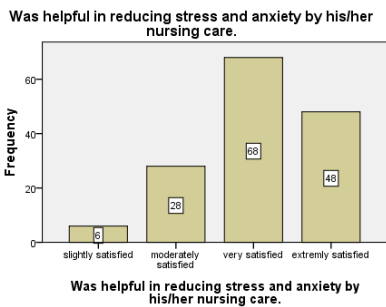


Figure no. 30 show that 4% patients were slightly satisfied, 18.7 % moderately satisfied, 45.3% very satisfied and 32% were extremely satisfied with nurses care helpful reducing anxiety.

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Provide overall quality of nursing care to me.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	12	8.0	8.0	8.0
moderately satisfied	34	22.7	22.7	30.7
Valid very satisfied	49	32.7	32.7	63.3
extremely satisfied	55	36.7	36.7	100.0
Total	150	100.0	100.0	

Figure no. 32

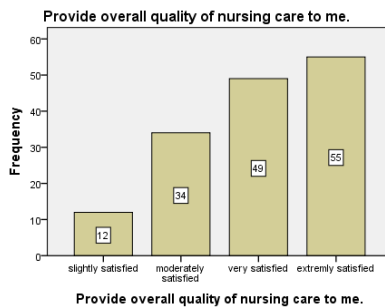


Figure no. 31 show that 8% patients were slightly satisfied, 22.7% moderately satisfied, 32.7% very satisfied and 36.7% were extremely satisfied with nurses care.

The time spent with me as a professional nurse during their duty time.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	2	1.3	1.3	1.3
moderately satisfied	33	22.0	22.0	23.3
Valid very satisfied	60	40.0	40.0	63.3
extremely satisfied	55	36.7	36.7	100.0
Total	150	100.0	100.0	

Sayeda Noor Ul Nisa, Muhammad Hussain, Muhammad Afzal, Syed Amir Gilani-
Quality of Nurse Patient Therapeutic Communication and Overall Patient Satisfaction during Their Hospitalization Stay

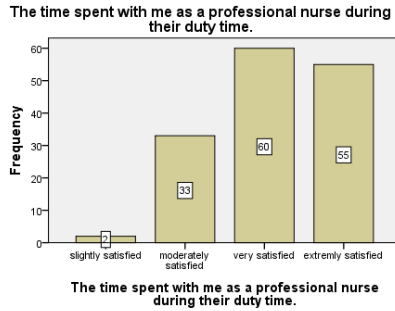


Figure no. 32 show that 1.3% patients were slightly satisfied, 22% moderately satisfied, 40% very satisfied and 36.7% were extremely satisfied with nurses are professional during duty.

Gave me information regarding my discharge and follow up accurately.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	10	6.7	6.7	6.7
moderately satisfied	56	37.3	37.3	44.0
Valid very satisfied	62	41.3	41.3	85.3
extremely satisfied	22	14.7	14.7	100.0
Total	150	100.0	100.0	

Figure no. 33

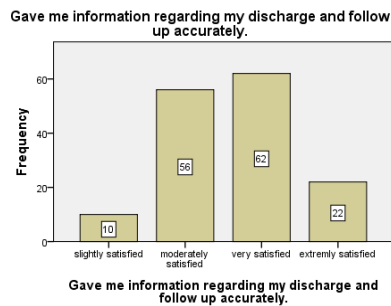


Figure no. 33 show that 6.7% patients were slightly satisfied, 37.3% moderately satisfied, 41.3% very satisfied and 14.7% were extremely satisfied with nurses information giving to patient about follow up.

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Verbal and non-verbal communication during my hospital stay.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	5	3.3	3.3	3.3
moderately satisfied	38	25.3	25.3	28.7
Valid very satisfied	72	48.0	48.0	76.7
extremely satisfied	35	23.3	23.3	100.0
Total	150	100.0	100.0	

Figure no.34

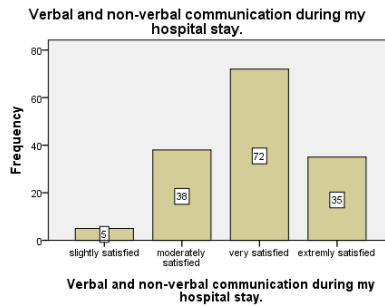


Figure no. 34 show that 3.3% patients were slightly satisfied, 25.3% moderately satisfied, 48% very satisfied and 23.3% were extremely satisfied with nurses communication.

Time to time informed the physician regarding my health status.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	9	6.0	6.0	6.0
moderately satisfied	26	17.3	17.3	23.3
Valid very satisfied	82	54.7	54.7	78.0
extremely satisfied	33	22.0	22.0	100.0
Total	150	100.0	100.0	

Figure no.35

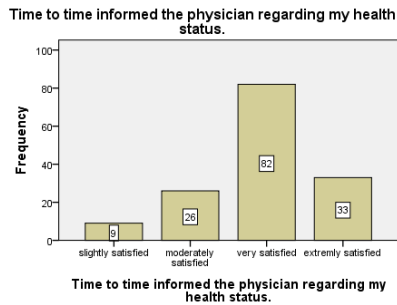


Figure no. 35 show that 6% patients were slightly satisfied, 17.3% moderately satisfied, 54.7% very satisfied and 22% were extremely satisfied with nurses informed physician about patient health status.

Clean and comfortable environment was maintained.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	23	15.3	15.3	15.3
moderately satisfied	48	32.0	32.0	47.3
very satisfied	41	27.3	27.3	74.7
extremely satisfied	38	25.3	25.3	100.0
Total	150	100.0	100.0	

Figure no. 36

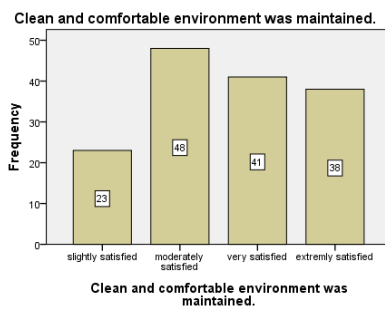


Figure no. 36 show that 15.3% patients were slightly satisfied, 32% moderately satisfied, 27.3% very satisfied and 25.3% were extremely satisfied with nurses to provide clean and comfortable environment.

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Approached me when they examine for therapeutic/diagnostic procedure.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	15	10.0	10.0	10.0
moderately satisfied	46	30.7	30.7	40.7
Valid very satisfied	50	33.3	33.3	74.0
extremely satisfied	39	26.0	26.0	100.0
Total	150	100.0	100.0	

Figure no.37

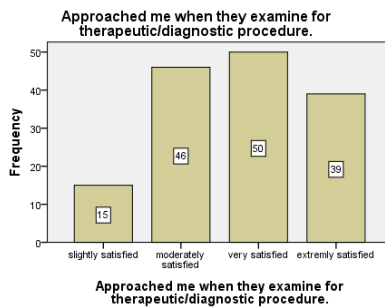


Figure no. 37 show that 10% patients were slightly satisfied, 30.7% moderately satisfied, 33.3% very satisfied and 26% were extremely satisfied with nurses to approach when examine the diagnostic procedure.

Was presented polite behavior.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	6	4.0	4.0	4.0
moderately satisfied	36	24.0	24.0	28.0
Valid very satisfied	72	48.0	48.0	76.0
extremely satisfied	36	24.0	24.0	100.0
Total	150	100.0	100.0	

Figure no. 38

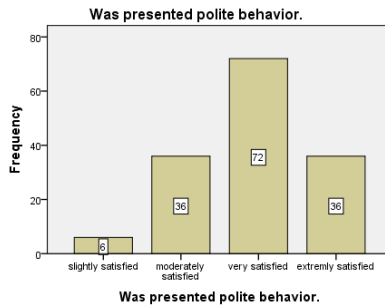


Figure no. 38 show that 4% patients were slightly satisfied, 24% moderately satisfied, 48% very satisfied and 24% were extremely satisfied with nursing polite behavior.

Knowledgeable and skillful in their profession.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	14	9.3	9.3	9.3
moderately satisfied	57	38.0	38.0	47.3
very satisfied	45	30.0	30.0	77.3
extremely satisfied	34	22.7	22.7	100.0
Total	150	100.0	100.0	

Figure no. 39



Figure no. 39 show that 9.3% patients were slightly satisfied, 38% moderately satisfied, 30% very satisfied and 22.7% were extremely satisfied with nurses skills.

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Was helpful in clarification of doubt/queries.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	29	19.3	19.3	19.3
moderately satisfied	36	24.0	24.0	43.3
Valid very satisfied	58	38.7	38.7	82.0
extremely satisfied	27	18.0	18.0	100.0
Total	150	100.0	100.0	

Figure no.40

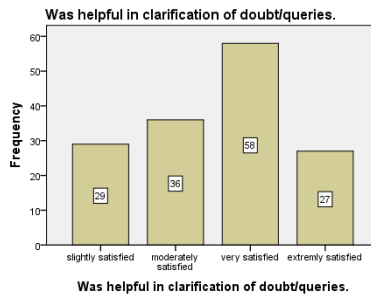


Figure no. 40 show that 19.3% patients were slightly satisfied, 24% moderately satisfied, 38.7% very satisfied and 18% were extremely satisfied with nurses to clarify patients about their diseases.

Concern regarding my health related problem and improvement.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	5	3.3	3.3	3.3
moderately satisfied	36	24.0	24.0	27.3
Valid very satisfied	67	44.7	44.7	72.0
extremely satisfied	42	28.0	28.0	100.0
Total	150	100.0	100.0	

Figure no. 41

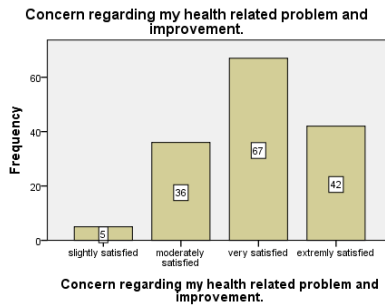


Figure no. 41 show that 3.3% patients were slightly satisfied, 24% moderately satisfied, 44.7% very satisfied and 28% were extremely satisfied with nurses to concern to patient health related problems.

Privacy and confidentiality was maintained.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	8	5.3	5.3	5.3
moderately satisfied	51	34.0	34.0	39.3
very satisfied	71	47.3	47.3	86.7
extremely satisfied	20	13.3	13.3	100.0
Total	150	100.0	100.0	

Figure no. 42

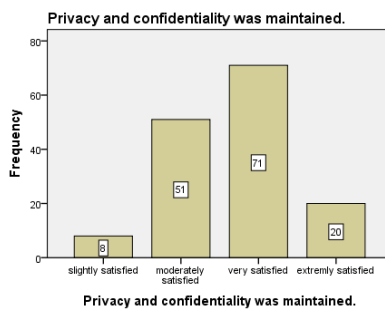


Figure no. 42 show that 5.3% patients were slightly satisfied, 34% moderately satisfied, 47.3% very satisfied and 13.3% were extremely satisfied with nurses to maintain privacy.

Orientation about the ward/ infection control bins.

	Frequency	Percent	Valid Percent	Cumulative Percent
slightly satisfied	9	6.0	6.0	6.0
moderately satisfied	37	24.7	24.7	30.7
Valid very satisfied	54	36.0	36.0	66.7
extremely satisfied	50	33.3	33.3	100.0
Total	150	100.0	100.0	

Figure no. 43

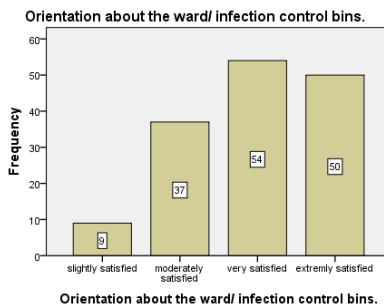


Figure no. 43 show that 6% patients were slightly satisfied, 24.7% moderately satisfied, 36% very satisfied and 33.3% were extremely satisfied with nurses to orient to ward infection bins.

Part I show that more than half of patients (58.2%) were younger adults (<40 year) and (60%) patients were male. Majority of participants were graduate and above educational status (34.5%). Majority of patients were salaried (35.5%) and some other were work on daily basis (28.2%). (50%) participants take private ward and (50%) from general ward. 70% patients suffer from acute diseases and (65.5%) were self-dependent patients. Duration of hospital staying was 5.29 and standard deviation 1.47 days.

Part II show the nurse and client therapeutic communication was measured by using the 18 different questions. 6 point liker point questionnaire strongly agree to strongly disagree tool was used for to measure score. The mean score of this portion was 80.54 and standard deviation were 12.12. 81.1% patients were agreed that nursing staff was helpful with us and 80.9% patients were agreed that nurses maintain privacy. 80% patients were agreed that's about their respect,

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79.1% agreed trust on staff and 77.3% were agreed with good response of nurses. 76.4% patients were agreed that with active staff, 73.7% show concern regarding health issue, 72.7% making decision regarding health, give time to patient for share feeling about disease were 72.2%. 72.7% patients were agreed that nurses call patients by its name, concern privacy 67.3%, eye contact during communication 64.5%, taking medication 64.5%, informed about investigation report 40.9%, humble and polite 37.3%, clear doubt 31%, and decision making regarding care were 4.5%.

Part-II to determine the quality of nurse patient therapeutic communication

Part-III the frequency and percentage wise distribution of the patient satisfaction

Rank order	Statement	Patient satisfaction Frequency (F) (%)
1	Provide proper information about my health status and treatment.	99 (90)
2	Greeted me on my admission.	98 (89.1)
3	Provided me prescribed medical treatment ordered by concern doctor and nursing care on time.	94 (85.5)
4	Made food availability on time.	96 (87.3)
5	Was helpful in reducing stress and anxiety by his/her nursing care.	95 (86.3)
6	Provide overall quality of nursing care to me.	94 (85.5)
7	The time spent with me as a professional nurse during their duty time.	94 (85.5)
8	Gave me information regarding my discharge and follow up accurately.	94 (85.5)
9	Verbal and non-verbal communication during my hospital stay.	93 (84.6)
10	Time to time informed the physician regarding my health status.	93 (84.6)
11	Clean and comfortable environment was maintained.	93 (84.6)
12	Approached me when they examine for therapeutic/diagnostic procedure	93 (84.6)
13	Was presented polite behavior.	93 (84.6)
14	Knowledgeable and skillful in their	92 (83.6)

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	profession.	
15	Was helpful in clarification of doubt/queries.	89 (80.9)
16	Concern regarding my health related problem and improvement.	85 (77.3)
17	Privacy and confidentiality was maintained.	83 (75.4)
18	Orientation about the ward/ infection control bins.	83 (75.4)

Part III show the patient satisfaction which was measured by using the 18 different questions, with 4 points liker scale. These items were rated by slightly satisfied, moderately satisfied, very satisfied and extremely satisfied. The mean score of this part was 55.30 with standard deviation 9.497. 90% patients were satisfied that provide information regarding health, 89.1% satisfied with admission guidance, 85.5% patients satisfied with provide nursing care at time. 87.3% patients satisfied with food availability at time, quality of nursing care and professional nursing role was 85.5%, discharge information 85.5%, verbal and non-verbal communication 84.6%, environment maintained and diagnostic procedure examine 84.6% and polite behavior was 84.5%. 83.6% participants were satisfied that skillful nurses, clear doubt 80.9%, concern regarding health 77.3%, privacy and confidentiality 75.3% and orient to infection bins was 75.4%.

Discussion:

The study results proved that <one-third (31%) of patient stated that nurses clarified their doubt and 37.3% agreed the nurses were polite and humble during nurse patient therapeutic communication and 40.9% of patient agreed that nurses informed them immediately of their lab investigation results. These study results were supported by El-Nagger et al., (2013) that majority of patients were satisfied with nurse’s communication except for patients’ participation in decision-making regarding their treatment additionally and (90%) patient were satisfied with the nurse patient therapeutic communication. A similar study conducted by Akhtari-Zavare, et. al., (2016) revealed

that a vast majority of respondents (81.5%) were satisfied with communication and information given by nurses.

The finding shows that mean of nurse patient therapeutic communication score of patient admitted in private ward was significantly higher than the patient in general ward.

Nurse patient therapeutic communication had significant positive correlation with the patient satisfaction. Hence, it is interpreted that the higher the nurse patient score better the patient satisfaction score. A similar study conducted by Shaffer, et. al., (2017) reported that nursing communication had the greatest effect on the overall satisfaction with the hospital and the likelihood to recommend the facility to others.

No significant association was found between the quality of nurse patient therapeutic communication and patient satisfaction when compared to age, gender, educational qualification, occupational status and patient health status, type of disease condition. These study results were supported by Krishnasankar, et. al., (2015) that there was no significant relationship between patient satisfaction and selected variables.

This study results show that majority of nurses was polite and humble, show concern regarding health and helpful in clarifying doubts. Findings revealed that private patient satisfaction level was high as compared to general ward. Nurses and patient therapeutic communication and satisfaction have significant correlation. It revealed that higher nursing communication can better the patient satisfaction.

CONCLUSION:

These study findings proved that effective therapeutic communication can improve the patient satisfaction level at any stage. It is necessary that nurses show greater interest in decision making about client health. In addition, we should try to clarify the patient's doubts regarding health issues.

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