



Quality of Nursing Care: Patients' Perception from a Teaching Hospital in Lagos State

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Abstract

Background: The ability of the nurse to understand patients' needs and provide necessary nursing care with good communication and performance of needed activities of care determine patients perception about nursing care. **Aim:** The study assessed the quality of nursing care: patients' perception from teaching hospital in Lagos State. **Materials and Methods: Purposive and convenience sampling** technique was used to select the respondents and a self-structured questionnaire was used to elicit information from the respondents. Data were **analysed** using SPSS 22.0 and presented as tables using descriptive and inferential statistics. **Findings:** The socio-demographic profile revealed that 42.5% of the respondents were in the medical ward, 61.0% were female and more than half (55%) of the respondents were in the 31-50years age range. As regards the perception of the nurse-patient relationship, the willingness of the nurse to help has the highest mean score of 2.91, and perception of nursing care activities, nurses knowledge about their condition have the highest mean score of 3.11. The nurse who spent adequate time with them has the highest mean score that could assess patients' perception on nurse-patient communication **1.75**. There was a significant relationship between perception of the nurse-patient relationship and perception of quality nursing care with p-value is 0.015 and a p-value of 0.001. **Conclusion:** Based on the findings the perception of the quality of care was not encouraging, the nurses should therefore improve nurse-patient relationship and communication in order to promote the perception of quality care

Keywords: *Quality, Nursing Care, Patients' Perception, Teaching Hospital, Lagos State*

Introduction

There is no doubt that nursing is a profession with the essential ingredients of autonomy and accountability (Andrade, George & Raoch, 2013). In recent times, due to advancement in information technology and legal expectations of care, patients are better informed about healthcare and tend to demand more information on their treatment options, (Emelumadu & Ndulue, 2012). When the patient is on admission, how he/she thinks or feels about the nurse and the nursing care depend on the nurse-patient interaction, this,

in turn, forms their perception of quality nursing care. In line with these high expectations of nurses, it is no wonder that nursing performance, and more specifically, the nurse-patient relationship, is central to the quality of the patient care, (Edvardsson, Watt & Pearce, 2017). Nurses spend more times with the patient as compared with other health workers and are therefore in a unique position to influence and promote effective patients' relationships. This is very important more also as calls are made for a more patient-centered health care system. It thus becomes critical to

define and measure patients' perception of quality nursing care and to understand more fully what drives those perceptions (Azanu, Negash, Negussi & Demissie, 2014). World Health Organization(WHO)(2016)defines the quality of care as the extent to which health care services provided to individuals and patient populations improve desired health outcomes. Patients' perception of quality nursing care refers to patients' view of services received and the results of the treatment that is rendered, (Leinonen, Leino-Kilpi, Marja-Riitta, &Lertola, 2016).

Quality nursing care to patients comprises five categories which are: staff characteristics, care-related activities, pre-conditions of care, care environment and progress of the nursing care, (Leinonen et al, 2016). According to Kieft, Brouwer and Francke, (2014), some patients have noted that nurses' effective activities are more important to quality nursing care than their technical skills. Some patients placed the most emphasis on nursing care that recognized them as a unique individual with a need to share feelings, have someone listen to them and be accepted as family members.

Varkey and Reller (2017)stated that exploring the quality of nursing care from the patients' perspective is an essential part of the quality of health care evaluation. Therefore, hospital management and accreditations require regular measurement of patients' perceptions of nursing care as an integral part of their quality evaluation process. Maria, Villarruz, Antonio, Dans, Mark and Javelosa, (2016), described the quality of nursing care as the quality of working methodology and technology which are labeled with efficiency, professionalism, expertise, safety and suitability. Theresa, Agbele, Joshua, Nwambo, Ukamaka, and Nwankwo (2018), opine that patient's satisfaction is the link between their perceptions of the nursing care they receive while in the hospital. Since nursing care determines the overall quality of care and an important indicator of patients' satisfaction, therefore, the importance of a

more focused and direct measurement of patients' perception of nursing care cannot be overemphasized. The study assessed quality nursing care: patient's perception from a teaching hospital in Lagos State.

Methods and Materials

Design

This is a descriptive-quantitative research design that assessed quality nursing care patients' perception from a teaching hospital in Lagos. Three in-patient wards were purposively selected from six in-patients speciality wards in a teaching hospital. From the selected wards, respondents were selected using the convenience method; these were the patients on admission as at the time of the study.

Population

The population includes the patients on admission in the surgical, medical and gynaecological and obstetric ward and at the same time must be well oriented to people, place and time.

Research Setting

The study was conducted in a tertiary hospital in Lagos State; with 761 beds capacity. The wards were grouped under blocks A-E, including, Surgical, Medical, Obstetrics & Gynecological, Pediatrics, Orthopaedic and Psychiatric wards. Each of the wards has a bed space capacity of thirty-two (32), four toilets each and bathrooms.

Sampling and Sampling Technique

The study adopted purposive and convenience sampling technique to select the respondents that participated in the study. The Scheaffer, Mendenall, and Ott formula (2018) was used to determine the sample size. A total of two hundred and twenty (220) respondents were selected but only two hundred (200) questionnaires were returned

The instrument used for the study was adapted to suit the purpose of the study, and subjected to face and content validity test by experts in the field of nursing research. The reliability of

the instrument was established by test-retest method by administering the instruments to 10% of the total respondents in a similar hospital in Lagos State, and the reliability index was calculated to as 0.72, thus the instrument was considered reliable

Ethical Consideration

Ethical approval was obtained from the Health Research Ethics Committee, Lagos University Teaching Hospital, with the number ADM/DCST/HREC/APP/1248. The purpose of the study was explained to the respondents. They were given the opportunity to make an informed decision anonymity and confidentiality were maintained.

Data Analysis

The data collected were analysed using descriptive statistics (Percentage, Frequencies,

Mean, Median, Standard Deviation, and Tables), and Chi-Square Tests was used to test the hypotheses of the study at 0.05 level of significance. Statistical Package for the Social Sciences (SPSS) Version 22 was used in the data analysis.

Results

Table 1 showed the socio-demographic profile of the respondents. It revealed that about average of the respondents 42.5% were admitted into the medical ward. Majority 61.0% were female while 38.5% were male. The highest age group of the respondents 41.0% falls within the age bracket of 41-50. Most of the respondents were married 67.5%. In terms of education, the majority of the respondents 52.5% had post-secondary education. Furthermore, 51.5% had been in the ward for 1 to 2 weeks.

Table 1: Demographic Profile of the Respondents

Variable	Frequency(n=200)	Percentage (%)
Ward of respondents		
Surgical	59	29.5
Medical	85	42.5
Obstetrics and Gynecology	52	26.0
No response	4	2.0
Sex of the respondents		
Male	77	38.5
Female	122	61.0
No response	1	0.5
Age of the respondents		
20-30	12	6.0
31-40	58	29.0
41-50	82	41.0
51-60	38	19.0
61-above	10	5.0
Marital status		
Single	46	23.0
Married	135	67.5
Divorced/Separated	9	4.5
Widow/Widower	8	4.0
No response	2	1.0
Religion		
Christianity	130	65.0
Islam	64	32.0
Traditional	5	2.5
No response	1	0.5

Highest Level of Education		
No Formal Education	5	2.5
Primary School	11	5.5
Secondary School	70	35.0
Post Sec. Education	105	52.5
Others	7	3.5
No response	2	1.0
Length of Stay on Admission		
1-2weeks	103	51.5
3-4weeks	47	23.5
5-6weeks	41	20.5
7-8weeks	6	3
9-10weeks	3	1.5
Occupation		
Civil servants	46	23
Business	104	52
Artisan	17	8.5
Others	32	16
No response	1	0.5

Table 2 depicted the respondents perception of the nurse-patient relationship. This revealed that the majority 60.5% responded that the courtesy of the nurse towards them was 'fair', most 53.5% revealed that the concern shown by the nurses towards their illness was also

'fair'. A good number 43.5% revealed that the nurses showed 'fair' respect towards them. The willingness of the nurses to help has the highest mean score **2.91** that could assess the perception of nurse-patient Relationship.

Table 2: Patient's perception of Nurse-Patient Relationship

Variable	Poor	Fair	Good	Excellent	No response	Total	Mean score
Courtesy of the nurse towards me	1 (0.5%)	121 (60.5%)	56 (28.0%)	19 (9.5%)	3 (1.5%)	200 (100%)	2.47
Concern shown by the nurses towards my illness	5 (2.5%)	107 (53.5%)	64 (32.0%)	21 (10.5%)	3 (1.5%)	200 (100%)	2.51
Friendliness of the nurses towards me	3.0 (1.5%)	100 (50.0%)	68 (34.0%)	23 (11.5%)	3 (1.5%)	200 (100%)	2.57
Ways at which the nurse administer her nursing care	7 (3.5%)	92 (46.0%)	83 (41.5%)	15 (7.5%)	3 (1.5%)	200 (100%)	2.54
Willingness of the nurses to help	1 (0.5%)	78 (39%)	97 (48.5%)	21 (10.5%)	3 (1.5%)	200 (100%)	2.91
Nurses understood emotion and gave comfort	6 (3.0%)	96 (48.0%)	83 (41.5%)	12 (6.0%)	3 (1.5%)	200 (100%)	2.71
Nurses explain things to my understanding	11 (5.5%)	90 (45.5%)	80 (40.0%)	16 (8.0%)	3 (1.5%)	200 (100%)	2.75

Show respect to what I have to say	11 (5.5%)	87 (43.5%)	89 (44.5%)	9 (4.5%)	4 (2.0%)	200 (100%)	2.82
Listens carefully to me	3 (1.5%)	101 (50.5%)	79 (39.5%)	14 (7.0%)	3 (1.5%)	200 (100%)	2.31
Nurses care for me as a person	8 (4.0%)	92 (46.0%)	83 (41.5%)	14 (7.0%)	3 (1.5%)	200 (100%)	2.78
						Total mean	2.637
						Stand. dev	0.19

Table 3 showed the patient’s perception of nursing care activities; the majority 63.5% revealed that the available nurses for their care was ‘fair’, most 47.0% responded that the provision of privacy during the medical examination was ‘fair’. Half of the 52.5% revealed that the skills of the nurses were

‘good’, 46.5% responded that the nurses' effort during emergency care was also ‘good’. Nurses’ knowledge about their condition has the highest mean score of 3.11 that could assess patients’ perception of nursing care activities

Table 3: *Patients’ perception of nursing care activities*

Variable	Poor	Fair	Good	Excellent	Non-response	Total %	Mean score
Availability of nurses for care	6 (3.0%)	127 (63.5)	54 (27.0%)	12 (6.0%)	1 (0.5%)	200 (100%)	2.43
Provision of privacy during medical examination	8 (4.0%)	94 (47.0%)	83 (41.5%)	14 (7.0%)	1 (0.5%)	200 (100)	2.61
Sleep not disturb	17 (8.5%)	87 (43.5%)	82 (41.0%)	12 (6.0%)	2 (1.0%)	200 (100%)	2.44
Skills in nursing care	12 (6.0%)	63 (31.5%)	105 (52.5%)	15 (7.5%)	5 (2.5%)	200 (100%)	2.61
Nurses’ knowledge about my condition	10 (5.0%)	79 (39.5%)	100 (50.0%)	10 (5.0%)	1 (0.5%)	200 (100%)	3.11
Nurses effort during an emergency care	17 (8.5%)	77 (38.5%)	93 (46.5%)	12 (6.0%)	1 (0.5%)	200 (100%)	2.67
Willingness to give therapeutic touch by the nurses	18 (9.0%)	82 (41.0%)	90 (45.0%)	9 (4.5%)	1 (0.5%)	200 (100.0%)	2.61
						Total mean	2.64
						Stand. dev	0.23

Table 4 showed patients’ perception of nurse-patient communication. The majority of 65.5% revealed that nurses ‘sometimes’ gives the opportunity for them to express their concern about their illness, majority 78.5% also responded that nurses ‘sometimes’ give

them information regarding their illness. Nurses’ knowledge about their condition has the highest mean score 3.11, which could assess patients’ perception of nursing care activities

Table 4: Patients' perception of nurse-patient communication

S/N	Variable	Never	Sometimes	Always	Non-response	Total	Mean score
1	Give the opportunity to express my concern about my illness	45 (22.5%)	130 (65.5%)	22 (11.0%)	3 (1.5%)	200 (100.0%)	1.01
2	Give me information regarding the illness	26 (13.0%)	157 (78.5%)	16 (8.0%)	2 (1.0%)	200 (100.0%)	1.05
3	Give me information about my medical investigation	43 (21.5%)	146 (73.0%)	9 (4.5%)	2 (1.0%)	200 (100.0%)	1.02
4	Nurses respond to my call early	8 (4.0%)	168 (84.0%)	21 (10.5%)	3 (1.5%)	200 (100.0%)	1.7
5	Nurse spent adequate time with me	11 (5.5%)	177 (88.5%)	10 (5.0%)	2 (1.0%)	200 (100.0%)	1.75
6	Check/ visit regularly	21 (10.5%)	151 (75.5%)	23 (11.5%)	5 (2.5%)	200 (100.0%)	1.06
7	Make effort to minimize delay in performing nursing care/ investigation	16 (8.0%)	161 (80.5%)	21 (10.5%)	2 (1.0%)	200 (100.0%)	1.67
8	Gives me medicine and food without delay	16 (8.0%)	149 (74.5%)	33 (16.5%)	2 (1.0%)	200 (100.0%)	1.04
						Total mean	1.2875
						Stand.dev	0.35

Table 5 illustrated the patients' perspective about the caring environment, majority 56.0% of the respondents, revealed that the quality of the bed were 'poor', 46.0% revealed that the quality and cleanliness of the bed linens were 'poor'. The majority 62.0% responded that the

cleanliness of the ward and toilet were fair. The nurse spent adequate time with me is the major variable with the highest mean score **1.75** among the variables that could assess patients' perception of nurse-patient communication

Table 5: Patients' Perspective of Caring Environment

S/N	Variable	Poor	Fair	Good	Excellent	Non-response	Total	Mean score
1	The quality of the bed	112 (56.0%)	57 (28.5%)	20 (10.0%)	8 (4.0%)	3 (1.5%)	200 (100.0%)	1.77
2	The quality and cleanliness of bed linens	92 (46.0%)	71 (35.5%)	30 (15.0%)	5 (2.5%)	2 (1.0%)	200 (100.0%)	1.88
3	Number of bathroom available	27 (13.5%)	135 (67.5%)	31 (15.5%)	1 (0.5%)	6 (3.0%)	200 (100.0%)	2.1
4	Cleanliness of the ward and toilet	17 (8.5%)	124 (62.0%)	43 (21.5%)	14 (7.0%)	2 (1.0%)	200 (100.0%)	2.2
5	Ventilation of the ward	11 (5.5%)	122 (61.0%)	49 (24.5%)	16 (8.0%)	2 (1.0%)	200 (100.0%)	2.2

S/N	Variable	Poor	Fair	Good	Excellent	Non-response	Total	Mean score
6	Lightening condition of the ward	10 (5.0%)	119 (59.5%)	58 (29.0%)	11 (5.5%)	2 (1.0%)	200 (100.0%)	1.95
							Total mean	2.02
							Stand.dev	0.18

From Table 6, there was a positive relationship between quality nursing care and nurse-patient relationship, with $p = 0.015$

Table 6: Relationship Between Quality Nursing Care And Nurse Patient Relationship

Level of Nurse - Patient Relationship	Level of Quality Nursing Care			χ^2	df	P-value	Remark
		Poor 55.0%	Fair 7.5%	Good 37.5%	6.746	4	0.015
Poor							
Fair							
Cordial							

From Table 7, there was a relationship between nurse-patient communication and quality of nursing care, $p= 0.001$

Table 7: Relationship Between Quality Nursing Care and Nurse- Patient Communication

Level of Nurse - Patient Communication	Level of Quality Nursing Care			χ^2	df	P-value	Remark
		Poor 54.8%	Fair 7.6%	Good 37.6%	17611	2	0.001
Poor							
Fair							
Cordial							

Discussion

This study revealed that 42.5% of the respondents were admitted into medical wards, the majority 41.0% of the respondents were in the age range of 41-50years and most 51.5% of them had stayed one to two weeks on admission. which shows that most of them were adults and with good sense of judgement as to what their perception of quality nursing care would imply.

This study revealed that the patients' perception of the nurse-patients relationship was fair as shown 60.5% of the respondent indicated that the nurses showed courtesy

toward them, 53.5% of nurses were fairly concern about their illness and 50.5% of nurses fairly listens carefully to them. Gishu, Weldetsadik, & Tekleab, (2019), agreed with this finding as their study revealed that 32.6% of the respondents felt that nurses were interested in the patients as well as their relatives' welfare only sometimes. This disagreed with Kieft, Brouwer and Francke (2014) which showed that nursing care is unique to each patient with a need to share feelings, have someone listen to them, accepted as a family member and desired to be treated with attentiveness gentleness and

respect. Based on this finding, it is important to encourage the nurses to initiate the good, positive and therapeutic nursing relationship, as this would go a long way in aiding the quick recovery of the patient as stipulated by one of the nursing theories, 'Hildegard'.

As regard findings on patients' perception of nursing care activities, this study revealed that the respondents had a good perception of nursing care activities; 52.5% responded that the skills of the nurses were good, 50.0% revealed that the nurses have good knowledge about their condition. This is similar to a study done by Gishu, et. al., (2019), 53% of the patients felt confident in their nurses always. This is contrary to a study done by Ogunladeet. al.,(2018), that showed that 67% of respondents perceived that the nursing care was unsatisfactory. This study also revealed that the available numbers of nurses to care were fair by 63.5%, which showed that the hospital is understaffed. This implies that there is a need for the stakeholders of the hospital and the government to recruit more nurses so that the effect of the skilled professional nurses can be positively perceived by the patients as this will reflect in the overall quality of nursing care

This study also revealed that patient's perception of nurse-patient communication was not encouraging enough as indicated by the responses given by the majority concerning the questions they were asked; 65.5% revealed that nurses are not always giving the opportunity for them to express their concern about their illness, This was inconsistent to a study carried out by Grondahi, Muurinen & Katajisto (2019), where 85% of the respondents received sufficient communication preoperatively and they were familiar with the proceeding of their care and treatment aftercare through good nurse-patient communication, as they were given adequate information about their surgical care. This calls attention to the need for more nurses in the hospital so that the ratio of nurse to the patient will be commensurate/

balanced as this will allow the nurses more time for communication with the patients.

Regarding patients' perception about the caring environment, this study revealed that the respondents perceived their caring environment to be poor and not healthy for nursing care; 61.0% revealed that the ventilation of the caring environment was fair and 59.5% responded that the light was fair. This is inconsistent with Kewi, et. al., (2018) in their study which revealed that 73.7% of respondents had a good perception about the ventilation of the caring environment. It is important to provide a healthy caring environment as this has a way of aiding the recovering process the patients, this is supported by Florence Nightingale Environmental theory, which proposed that environmental factors like; good lightening, healthy houses, good ventilation, warmth, good bed and bedding, cleanliness of the room as well as observation by the nurse will promote recovery

The hypotheses revealed a significant relationship between nurse-patient relationship and patient's perception of quality nursing care and nurse-patients communication and patient's perception of quality care with $p=0.015$ and $p= 0.001$ respectively. This implies that for the patient to consider nursing care to be quality there should be a good nurse-patient relationship and good nurse-patient communication. Many studies done by previous researchers (Kieft, Brouwer&Francke (2014); Agbele, Nwambo&Nwankwo (2018), Lawal et al, 2018) agreed with this also

Conclusion and Recommendation

From the findings of this study, it was concluded that patients do not have a good perception of quality nursing care. This could be attributed to the shortage of nurses available on the wards to care for the patients. Despite that, the patients' perception of nursing care activities, revealed that the respondents had a good perception of nursing care activities

The hospital management and the government should therefore employ more nurses into the hospital for adequate nurse-patient relationship. This will avail the nurses the opportunity of establishing and maintaining the good and therapeutic nursing relationship. The nurses should be taking refresher courses to expose them to the importance of the nurse-patient relationship and nurse-patient communication.

The nurses should be exposed to good working conditions to enable them to work with high morale and increase the level of commitment. The standard of hospital environment: wards, beds and beddings, toilets and bathroom should be improved to help in maintaining a healthy recovery environment for the patients.

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