

A Quasi-Experimental Study to evaluate the quality of Nursing Care Practices and patient satisfaction In Obstetric units of Inpatient Departments Using Quality Assurance Programme of selected tertiary Hospitals at Lucknow

R. Padma Hepsiba¹, Dr. Tapti Bhattacharjee²

¹ Ph D Scholar, NIMS University, Jaipur, Rajasthan, India.

² Professor, NIMS University, Jaipur, Rajasthan, India.

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1. Introduction

This study can provide all essential information about proper nursing care practices and the satisfaction of patients in tertiary hospitals of Lucknow. The development of hospitals depends on proper and effective nursing care and patient satisfaction. To maintain this factor proper and effective healthcare restructuring processes are conducted successfully in Lucknow, which is helpful for patients. Major players of the hospital are maintained properly with the involvement of healthcare consultancy, which directly has an impact on maintaining medical facilities. Accommodation and facilities of patients are controlled with the involvement of proper IPD services. A higher level of care through nursing services, drugs, diagnostic facilities, and observations is required to maintain In-patient services properly. On the other hand, this study can provide all essential information about patient satisfaction, which is treated as

an effective aim of tertiary hospitals of Lucknow. A cross-sectional survey of the patient can provide information about patient satisfaction in tertiary care hospitals of Lucknow. Inexpensive types of services with minimum side effects are provided by tertiary health care hospitals of Lucknow.

2. Significance of the study

This study can provide essential information about the healthcare scenario of Lucknow. This study can provide information about the implementation of a quality assurance program in maintaining the authenticity of patient satisfaction with the help of proper nursing care practices (Bajpai 2020). The efficiency of the tertiary hospital is also increased with the involvement of a quality assurance program. Equivocal qualities of services can play a crucial role in maintaining patient load in hospitals (Fatima et al. 2018).

Ali et al. (2018) stated that the vertical disease control program is also implemented successfully in tertiary hospitals of Lucknow, which is related to satisfaction of patients. On the other hand, greater faith in technology is noticed in tertiary hospitals of Lucknow, which is also evaluated properly in this study. More accurate and valid evidence of health care quality plans is demanded by the consumer. The patient-centered outcome is treated as an effective factor of the hospital, which directly has an impact on the development of patient satisfaction. In gaining and maintaining market share patient satisfaction can play a key role for tertiary hospitals of Lucknow. Satisfaction of patients is also maintained with the involvement of proper nursing care practices, which is also included in this study (Swain 2019).

3. Objective of the study

- To evaluate the role of quality assurance program in tertiary hospitals of Lucknow.
- To determine the importance of nurse-patient communication in maintaining patient satisfaction.
- To maintain the role of nursing care practices in obstetric units of the inpatient department.
- To identify proper strategies in maintaining patient satisfaction in tertiary hospitals of Lucknow.
- To analyze the impact of patient satisfaction in the growth and development of tertiary hospitals of Lucknow.

4. The hypothesis of the study

H0: Implementation of a quality assurance program has an impact on nursing care practices and patient satisfaction in obstetric units of inpatient departments of tertiary hospitals of Lucknow.

H1: Nursing care practices and patient satisfaction in obstetric units of inpatient departments of tertiary hospitals of Lucknow are not impacted by the implementation of a quality assurance program.

5. Methodology

Maintaining proper and effective methodology can increase the authenticity of this study. The methodology is treated as a common and primary component of this study. According to Mohajan (2018), the methodology is conducted with the involvement of research philosophy, research approach, research design, data collection, and data analysis, population, and sampling method. Positivism philosophy has been implemented in this study to maintain the perspective of the researcher. On the other hand, the source and nature of this study are maintained with the involvement of positivism research philosophy. On the other hand, the research approach is classified into two categories such as

inductive research approach and the deductive research approach. A deductive research approach has been selected for this study. This research is conducted with the involvement of existing information; due to this factor, a deductive research approach is used. A descriptive research design has been used in this study, which can maintain the overall strategy and structure of this study (Snyder 2019).

A large collection of the individual is treated as a population of the study. Few tertiary hospitals are selected in this study such as Sahara hospital, Mayo hospital, and Star hospital. Nurses and patients of these hospitals are treated as a population of this study. The authentic population can play a crucial role in maintaining the authenticity of the data collection and data analysis process. 100 is the sample size of this study, 50 nurses and 50 patients are selected for data collection from three tertiary hospitals of Lucknow. The authenticity of this study is maintained properly with the involvement of these participants. These participants can provide information about the importance of quality assurance programs for tertiary hospitals of Lucknow (Zangirolami-Raimundo et al. 2018).

6. Sampling design

The sampling design is treated as a valuable part of the methodology. The sampling method is classified into two categories such as probability sampling and non-probability sampling. Probability sampling has been selected for this study. Probability sampling is classified into four categories such as simple random sampling, systematic sample, stratified sample, and cluster sample. A simple random sampling process has been implemented in this research. This sampling method can provide an equal chance for all respondents. Due to this factor, a simple random sampling method is the most valid choice. 50 nurses and 50 patients have participated in this research from selected tertiary hospitals of Lucknow. The use of a proper sampling frame can play a crucial role in maintaining sampling design. With the help of few resources, it is noticed that the whole population is covered by a simple random sampling method (Sharma 2017).

7. Data collection techniques

Primary and secondary data are collected by research to conduct this research. On the other hand, qualitative and quantitative data analysis processes are used increasingly in research to analyze the collected information (Rahi 2017). Primary data collected by researcher directly from main sources, due to this factor primary data is more authentic than secondary data. A data collection technique for primary data depends on the requirements and demand of particular research. Interview, survey, observation, focus group, and experiments are used to collect primary data. The survey and questionnaire technique of primary data collection has been implemented in this study. In this data collection technique responses of participants are maintained properly. However, a high rate of non-response bias is noticed in this data collection technique, which is harmful to research. On the other hand, secondary data collected from published resources such as books, journals, articles, newspapers, media, and others. The secondary data collection technique is a time-saving process. As per Fuchs et al. (2018), government publications, historical and statistical documents, business documents, and technical and trade journals are also used to collect secondary data.

8. Results of the data tables

Questions for nurses

1. Do you agree that the implementation of a quality assurance program can maintain the efficiency of nursing care practices in the obstetric unit of the inpatient department of Sahara hospital, Lucknow?

Opinion of respondents	Number of respondents
Disagree	5
Strongly disagree	6
Neutral	4
Agree	15
Strongly agree	20

Table 1: Implementation of a quality assurance program in maintaining the efficiency of nursing care practices in the obstetric unit of the inpatient department of Sahara hospital, Lucknow

2. Do you agree that the authenticity of In-patient service is maintained properly with the help of proper nursing care practices?

Opinion of respondents	Number of respondents
Disagree	7
Strongly disagree	6
Neutral	3
Agree	18
Strongly agree	16

Table 2: Authenticity of In-patient service is maintained properly with the help of proper nursing care practices

3. Do you agree that the development of selected tertiary hospitals depends on patient satisfaction?

Opinion of respondents	Number of respondents
Disagree	6
Strongly disagree	5
Neutral	4
Agree	19
Strongly agree	16

Table 3: development of selected tertiary hospitals depends on patient satisfaction

Questions for patients

1. Do you agree that nurse-patient communication can maintain patient satisfaction?

Opinion of respondents	Number of respondents
Disagree	6
Strongly disagree	4
Neutral	3

Agree	17
Strongly agree	20

Table 4: Nurse-patient communication can maintain patient satisfaction

2. Do you agree that proper healthcare consultancy can play a crucial role in maintaining the authenticity of patient satisfaction?

Opinion of respondents	Number of respondents
Disagree	7
Strongly disagree	6
Neutral	5
Agree	18
Strongly agree	14

Table 5: Proper healthcare consultancy can play a crucial role in maintaining the authenticity of patient satisfaction

3. Do you agree that nursing care practices can maintain patient satisfaction in these three selected hospitals of Lucknow?

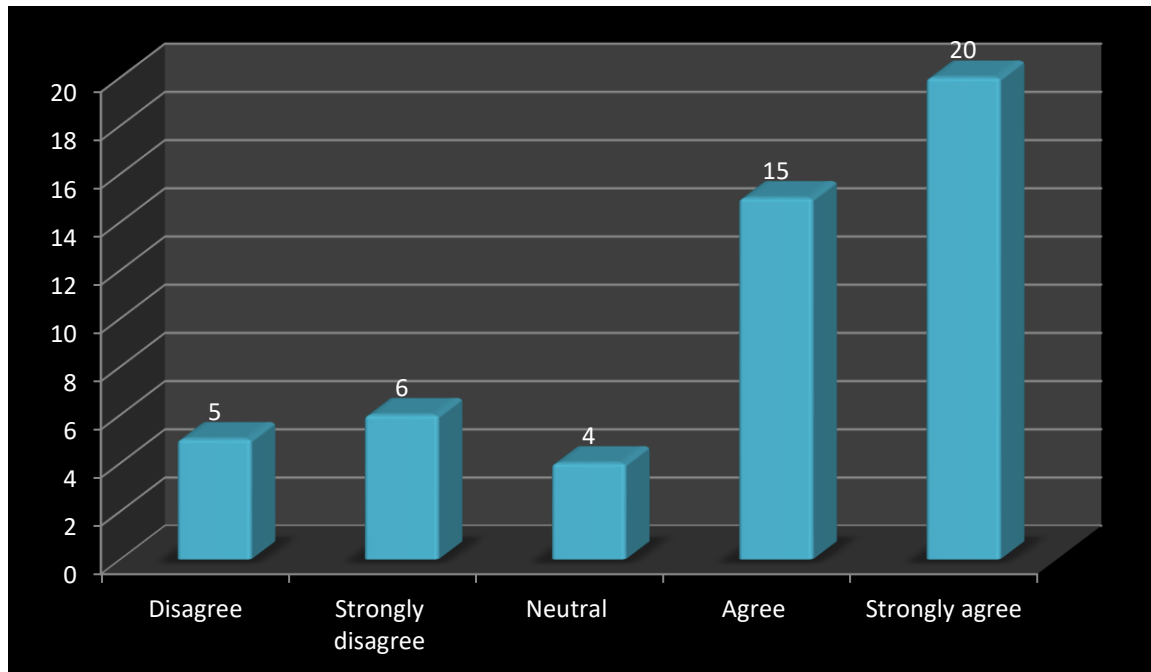
Opinion of respondents	Number of respondents
Disagree	8
Strongly disagree	6
Neutral	4
Agree	20
Strongly agree	12

Table 6: Nursing care practices can maintain patient satisfaction in these three selected hospitals of Lucknow

9. Graphical representation

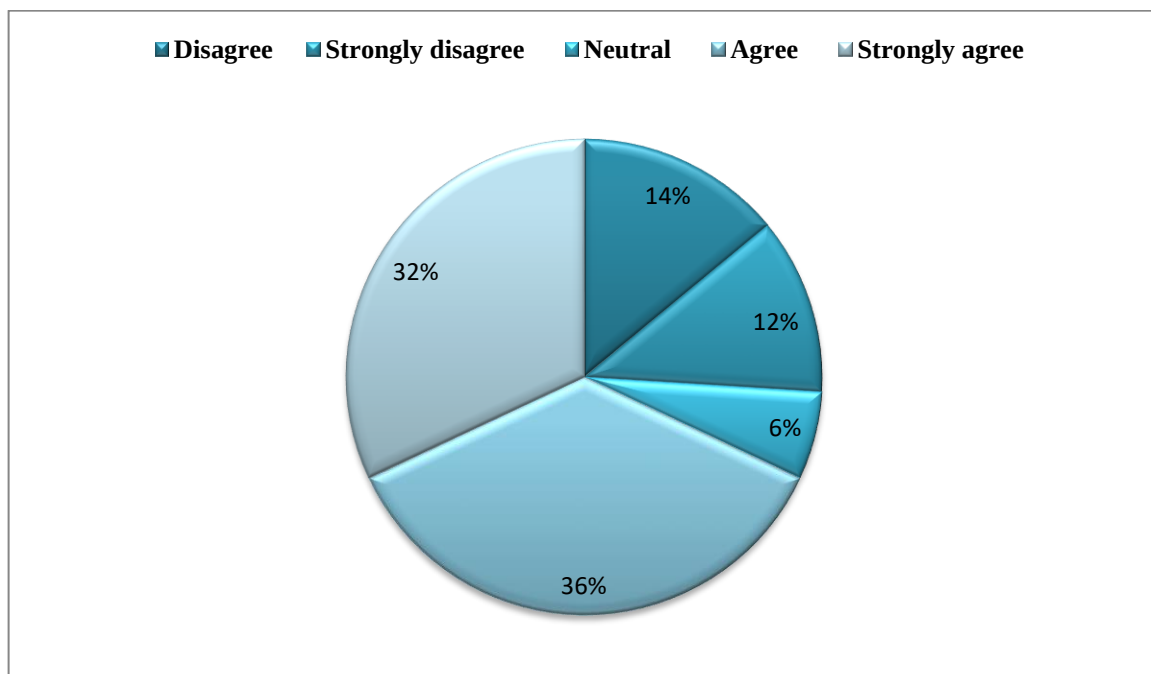
Questions for Nurses

1. Do you agree that the implementation of a quality assurance program can maintain the efficiency of nursing care practices in the obstetric unit of the inpatient department of Sahara hospital, Lucknow.



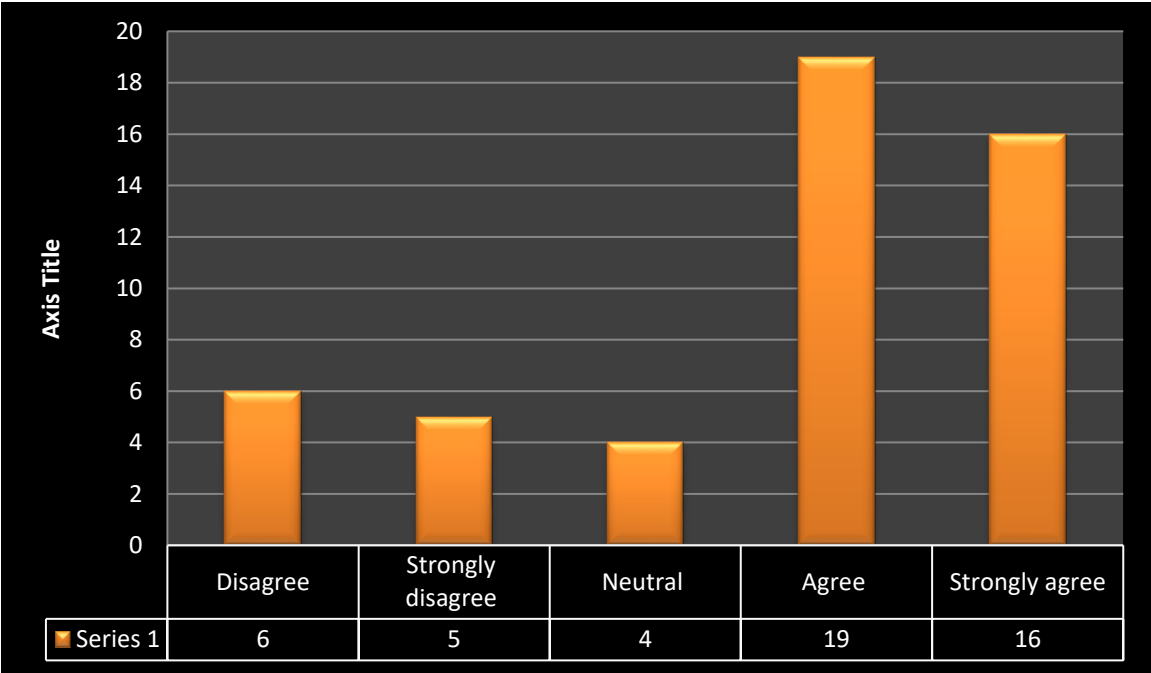
Histogram 1: Implementation of a quality assurance program in maintaining the efficiency of nursing care practices in the obstetric unit of the inpatient department of Sahara hospital, Lucknow

2. Do you agree that the authenticity of In-patient service is maintained properly with the help of proper nursing care practices?



Histogram 2: Authenticity of In-patient service is maintained properly with the help of proper nursing care practices

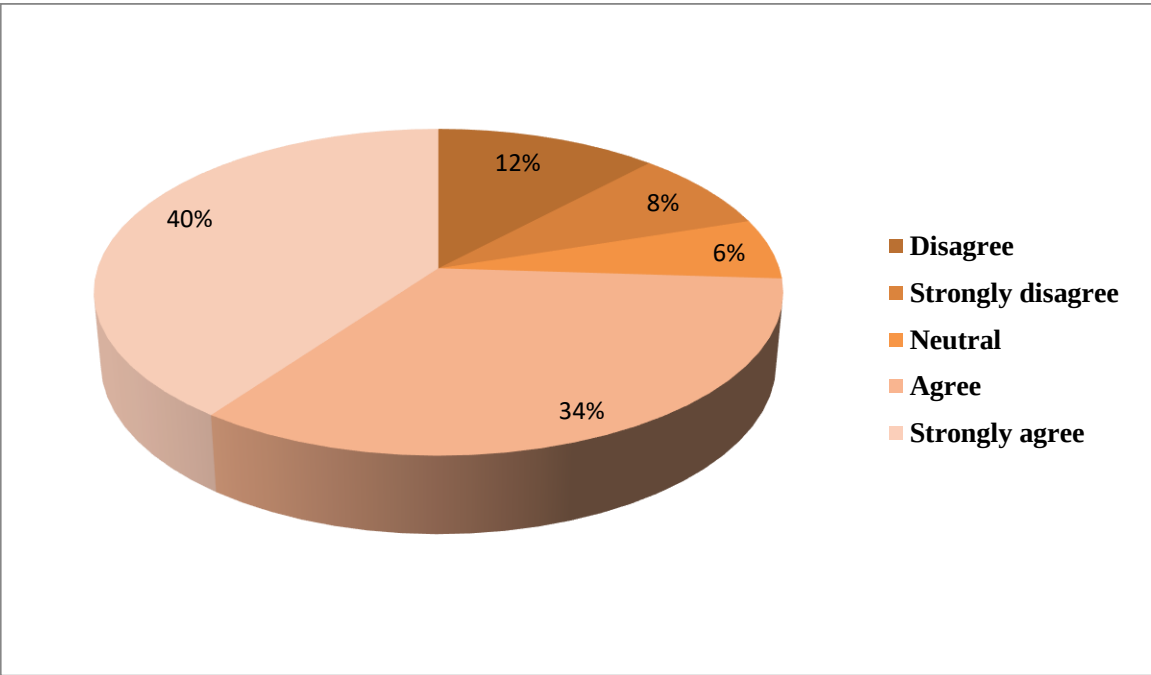
3. Do you agree that the development of selected tertiary hospitals depends on patient satisfaction?



Histogram 3: Development of selected tertiary hospitals depends on patient satisfaction

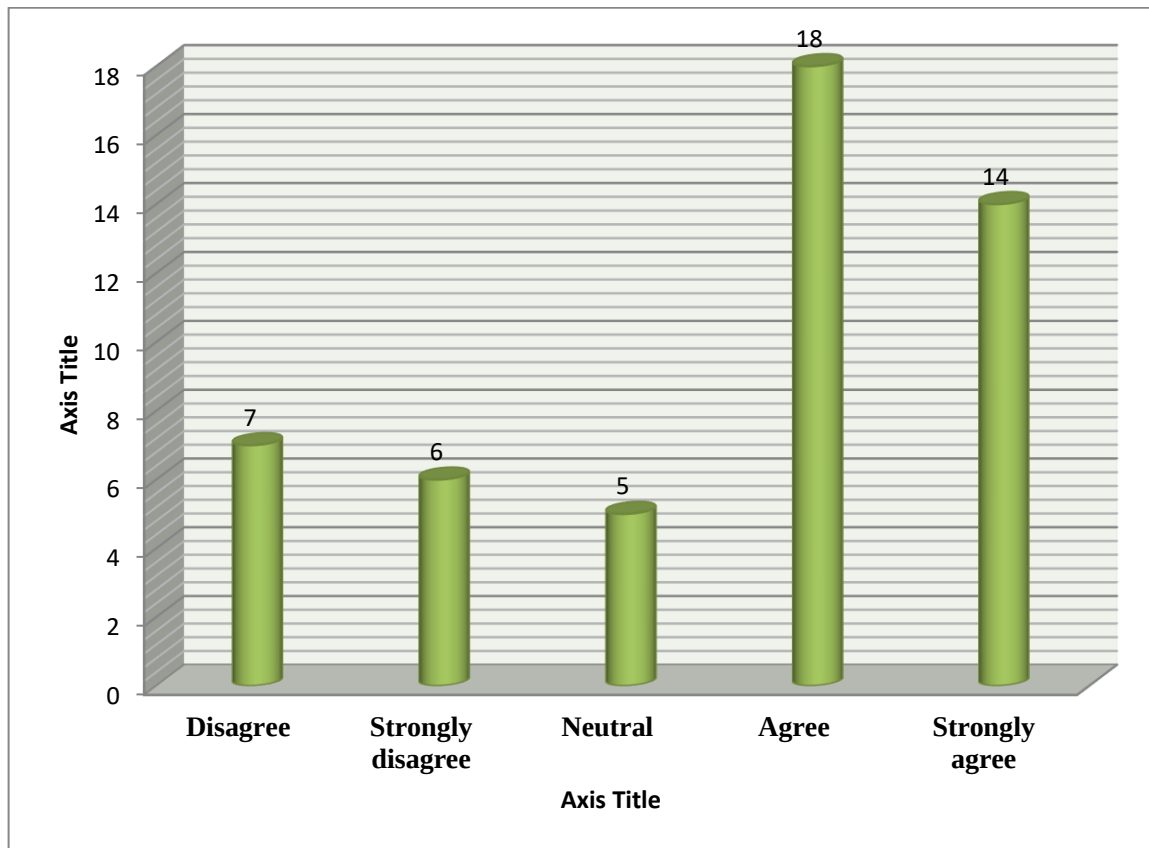
Questions for patients

1. Do you agree that nurse-patient communication can maintain patient satisfaction?



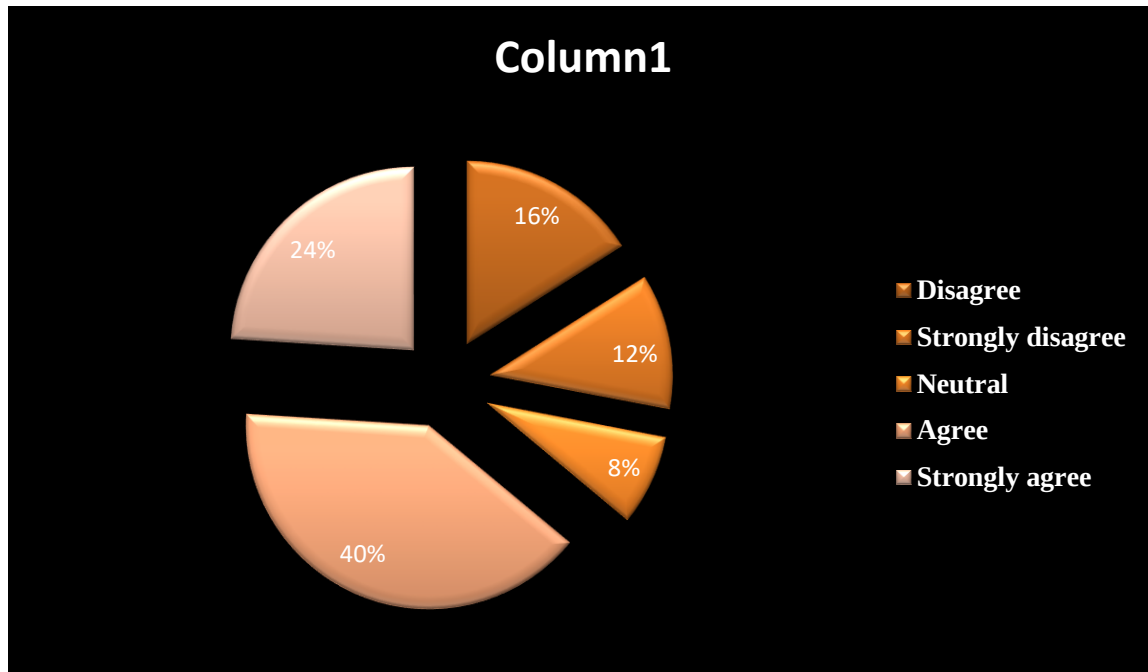
Histogram 4: Nurse-patient communication can maintain patient satisfaction

2. Do you agree that proper healthcare consultancy can play a crucial role in maintaining the authenticity of patient satisfaction?



Histogram 5: Proper healthcare consultancy can play a crucial role in maintaining the authenticity of patient satisfaction

3. Do you agree that nursing care practices can maintain patient satisfaction in these three selected hospitals of Lucknow?



Histogram 6: Nursing care practices can maintain patient satisfaction in these three selected hospitals of Lucknow

10. Analysis of the data

Three tertiary hospitals of Lucknow are selected by the researcher such as Sahara Hospital, star hospital, and Mayo hospital (Razeed and Mossa 2020). 50 nurses have participated in this research from these three hospitals. Table 1 can provides information about the role of the quality assurance program in maintaining the authenticity of nursing care practices in these three hospitals. Among all respondents 5 and 6 respondents are respectively disagree ad strongly disagreed with this statement. Along with this, 4 respondents are unable to provide their opinion about this statement. 15 respondents are agreed that the implementation of a quality assurance program can improvise the performance of nurses. On the other hand, 20 respondents are strongly agreed that implementation of this program can maintain the effectiveness of nursing care practices in the obstetric unit of the inpatient department (Vinodkumar et al. 2018).

Table 2 can provide information about the role of nursing care practices in maintaining inpatient service of selected tertiary hospitals. 18 respondents are agreed that proper nursing care practice can improvise in-patient services of the hospital. 16 nurses are strongly agreed with this statement. On the other hand, 3 nurses are unable to provide any opinion. 7 respondents are disagreeing that proper nursing care practice is important to maintain the authenticity of inpatient services. 6 nurses are strongly disagreed with this statement.

Table 3 can provide information about the role of patient satisfaction in maintaining the development of selected tertiary hospitals. 6 and 5 respondents are respectively disagreed and strongly disagreed that patient satisfaction is important to maintain authenticity and development of the tertiary hospital of Lucknow. On the other hand, 4 respondents are unable to provide an opinion about this statement. 19 nurses think that maintaining patient authenticity can play a crucial role in maintaining the development

of these tertiary hospitals of Lucknow. Along with this, 16 nurses are strongly agreed with this statement (Essel et al. 2018).

On the other hand, 50 patients are also involved in this study. AL-Gabri et al. (2020) stated that respondents can provide all essential information about the importance of patient satisfaction in maintaining the efficiency of these three selected hospitals of Lucknow. Table 4 can provide information about the importance of nurse-patient communication in maintaining the efficiency of patient satisfaction. Among 50 respondents, 6 and 4 patients are respectively disagreed and strongly disagreed that nurse-patient communication is important to maintain patient satisfaction. On the other hand, 3 patients are unable to provide any information about this statement. On the other hand, 17 respondents are agreed that communication between nurse-patient is important in maintaining the efficiency of patient satisfaction. 20 respondents are strongly agreed with this statement (Sillero Sillero and Zabalegui 2018).

On the other hand, table 5 can provide information about the role of healthcare consultancy in maintaining patient satisfaction. 7 and 6 patients are respectively disagreed and strongly disagreed with this statement. 5 respondents are unable to provide any information about that. 18 and 14 respondents are respectively agreed and strongly agreed with this statement. In addition, table 6 can provide information about the role of nursing care practices in maintaining patient satisfaction. 8 and 6 patients are respectively disagreed and strongly disagreed with his statement. 4 patients are unable to provide any information about his statement. Along with this, 20 and 12 patients are respectively agreed and strongly agreed that nursing care practices can maintain patient satisfaction in selected hospitals (Wudu 2021).

11. Findings of the study

With the help of this analysis, it is easy to state that it is important for these three hospitals to implement quality assurance programs that can increase the performance of nurses. De Simone et al. (2018) stated that the authenticity of these hospitals is maintained by these aspects. Proper communication between nurse and patient can increase the efficiency of patient satisfaction. Implementation of a quality assurance program can increase the efficiency of nursing care practices.

12. Discussion

With the help of data analysis, it is easy to state that the involvement of health care consultants can maintain efficiency in-patient services of selected hospitals. Proper accessibility is treated as a key aspect for all hospitals of Lucknow, which can improvise their overall performance. Proper nurse-patient communication is important in maintaining the satisfaction of patients. Proper nursing care practices are requiring maintaining the development of the hospital (Bhatnagar 2019).

13. Conclusion

Based on this study it is concluded that the involvement of quality assurance programs can play a crucial role in maintaining nursing care practices and patient satisfaction. Proper nursing care can maintain the authenticity of patient satisfaction. Patient satisfaction can maintain the development of selected hospitals. Demand and requirement of in-patient services are justified properly by quality assurance program, which is concluded in this study.

14. Recommendation

These selected hospitals need to maintain their diagnostic and treatment services properly. This factor can play a crucial role in maintaining patient satisfaction. Accessibility and utilization of health services are maintained with the involvement quality assurance program. On the other hand, in-patient services are maintained with the involvement of nursing care practices.

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