SATISFACTION OF INPATIENTS IN A PSYCHIATRIC HOSPITAL WITH NURSING SERVICE AND COMMUNICATION

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Of
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DECLARATION

I, Mhakamuni Lucy Masilani, declare that this research report is my own work. It is submitted for the Master of Nursing Science at the University of the Witwatersrand, Medical School and Nursing Department. It has not been submitted before at any other university.

Signature........................................................

............................. Day of................................ 2010
DEDICATION

I dedicate this study to my beloved late mother, Suzan, and grandmother, Martha, who gave me a foundation of love and caring and a good life during my childhood.

Also to my daughters, Rhandzu and Suzan Masilani.
ACKNOWLEDGEMENTS

My sincere thanks go to all who assisted me in accomplishing this study.

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The management of the psychiatric hospital, who gave permission for this study to be conducted

Unit managers of the various wards who assisted in the selection of patients to participate in the study and the process of data collection

The patients themselves

Devind Peters, the librarian at the Wits Medical School Library
ABSTRACT

Therapeutic communication skills are vital in psychiatric nursing. They contribute extensively to patients’ perceptions about the quality of care received whilst in hospital. The aim of the study was to establish inpatients' level of general satisfaction and satisfaction with nursing communication in a psychiatric hospital, with a view to suggesting recommendations that focus on improving nurse-patient relationships.

This study was conducted in a specialist psychiatric hospital in Gauteng, Johannesburg, South Africa. The target population was 140 inpatients and a sample size of 53 patients was used after the selection process had been completed. A qualitative, exploratory, descriptive and non-experimental design was selected for the study. Data was collected using questionnaires. The purpose of the study was to determine psychiatric patients' satisfaction of nurses' communication and care in psychiatric hospital.

Raw data was pooled and analysed using descriptive statistical analytical procedures. The results were presented in graphs, tables and summaries depicting the responses and highlighting patients' overall experience of hospitalization and nursing interventions and communication. Recommendations to relevant stakeholders are suggested based on the findings of this study in order to improve service delivery in psychiatric hospitals.
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