

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

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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.

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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

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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.

TABLE OF CONTENTS

	PAGE
DECLARATION	ii
DEDICATION	iii
ACKNOWLEDGEMENTS	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	xi
 CHAPTER 1: INTRODUCTION TO THE STUDY	
1.1. Introduction and background	1
1.2. Rationale for the study problem statement	4
1.3. Research question	6
1.4. Research objectives	6
1.5. Purpose of the study	6
1.6. Operational definition	7
1.6.1. Satisfaction with service	7
1.6.2. Inpatient	7
1.6.3. Communication	7
1.6.4. Psychiatric facility	7
1.6.5. Nurse	8

1.7.	Overview of the research methodology	8
1.7.1.	Research design	8
1.8.	Study site	8
1.9.	Population, sample and sampling procedure	11
1.10.	Instrument	12
1.11.	Data collection	13
1.12.	Data analysis	13
1.13.	Pilot study	14
1.14.	Ethical considerations	15
1.15.	Limitations	16
1.16.	Conclusion	16

CHAPTER 2: LITERATURE REVIEW

2.1.	Introduction	17
2.2.	Patient satisfaction: International perspective	17
2.3.	Patient interaction and relationship with nurses	19
2.4.	Factors contributing to lack of patient satisfaction	21
2.5.	Requirements of patient satisfaction in relation to milieu	22
2.6.	The role of the nurse in the provision of patient satisfaction	22
2.7.	Patient satisfaction: African perspective	23

2.8. Patient satisfaction: South African perspective	25
2.9. Conclusion	26

CHAPTER 3 : RESEARCH METHODOLOGY AND PROCEDURE

3.1. Introduction	27
3.2. Research design	27
3.2.1. Quantitative	27
3.2.2. Descriptive	28
3.2.3. Exploratory	28
3.3. Population	29
3.4. Sample and sampling	30
3.4.1. Sampling	30
3.5. Data collection	31
3.5.1. Data collection instruments	32
3.5.2. Data instrument format	33
3.5.3. Administration of questionnaire	33
3.5.4. Data quality	34
3.5.5. Pilot study	34
3.6. Validity	35
3.6.1. Face validity	35
3.6.2. Content validity	36

3.6.3. Criterion-related validity	36
3.7. Reliability	36
3.8. Ethical considerations	37
3.8.1. Permission	38
3.9. Conclusion	38

CHAPTER 4 : DATA ANALYSIS AND INTERPRETATION

4.1. INTRODUCTION	39
4.2. THE DISCUSSION OF RESULTS	39
4.2.1. Responses from participants – open-ended question	64
4.2.2. Positive themes	64
4.2.3. Negative themes	65
4.2.4 Summary	66
4.2.5. Conclusion	67

CHAPTER 5: GENERAL DISCUSSION AND CONCLUSION

5.1. INTRODUCTION	68
5.2. GENERAL DISCUSSION	68
5.3. LIMITATIONS	70
5.4. RECOMMENDATIONS	71
5.5. CONCLUSION	72

BIBLIOGRAPHY 74

ANNEXURES

ANNEXURE 1:	Letter requesting permission to conduct research	79
ANNEXURE 2:	Subject Information Letter	80
ANNEXURE 3:	Questionnaire	81
ANNEXURE 4:	Letter of approval from the Committee for Research on Human Subjects	82
ANNEXURE 5:	Approval of protocol from the Postgraduate Committee of the university	83
ANNEXURE 6:	Letter of approval from the Tara H. Moross Hospital to conduct research	84

LIST OF TABLES

Table

4.1:	Satisfaction with overall quality of admission	49
4.2:	Satisfaction with treatment received	50
4.3:	Satisfaction with the assistance received from nurses	51
4.4:	Satisfaction with information given to patients by nurses	53
4.5:	Opportunity given to patients to influence their treatment	54
4.6:	Satisfaction with therapists' ability to establish relationships with patients	56

4.7: Individual counselling/care/support/therapy given by nurses	58
4.8: Satisfaction with quality of service offered by nurses	60
4.9: Satisfaction with the willingness of nurses to pay attention to patients' complaints	62
4.10: Satisfaction with the willingness of therapists to meet their patients for sessions	64
4.11: Clarity in the goals of patient treatment	
4.12: Patients with mental health problems are given good assistance	51
4.13: Patients with mental health problems have difficulty in obtaining useful treatment	52
4.14: Patients can have an influence on the treatment they Receive	53
4.15: Nurses always think they know best	54
4.16: Nurses explained my treatment clearly to me	55
4.17: Most nurses do not listen carefully to patients' complaints	56
4.18: Nurses do not communicate well with their patients	57
4.19: Nurses use too many technical terms	58
4.20: Overall good psychiatric services are rendered	59