Comparative Study of Patients 'S Perception with Nursing Care Services in Selected Government Health Facilities in Imo State, Nigeria

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Abstract
The study is a comparative study of patients' perception and satisfaction with nursing care services in selected government health facilities in Imo State. Literature related to the study were reviewed. The study adopted a comparative survey research designed on a target population of 250 inmates of health facilities in Imo state. A sample size of 153 respondents was obtained using multi-staged and simple random sampling. The instrument for data collection was a research-made questionnaire of the Modified Likert type of rating scale. The instrument was validated by two experts in measurement and evaluation plus the researcher's supervisor. The reliability of the instrument was established using test-re test method and a reliability index of 0.72 was obtained. Data collected were coded and the descriptive statistics of mean and standard deviation calculated using the SPSS package were used to analyze the research questions while the ANOVA and Pearson correlational analysis method were used to analyze the hypothesis for the study. Findings reveal that patients have high perception of all the item statements.

Keywords: patients 's perception, nursing care services, government health facilities

Introduction
Nursing according to Akin-Otiko is a profession guided by a unique combination of knowledge, attitudes and skills that enable the professional nurse to caringly assist individuals, families and communities to attain, recover or maintain health, and where death is inevitable, to have a peaceful transition from present form of existence to another.[1] Nurses are the most numerous and vital professional healthcare providers. In addition to physicians, admitted patients in the hospital need nurses' assistance for assessment and medical procedures.[2]

The extent to which the nurse demonstrates strict obedience to the protocol of best practice determines the standard of care rendered. According to Dowie[3], the standard of care is an established principle that nurses owe their patients a duty of care, which incorporates a legal, an ethical and a professional duty. It also means meeting the standard of care deemed necessary to maintain safe and effective delivery of care to patients. Sustaining an acceptable standard of care in a highly challenged health care environment can be difficult.[3]

Nurses caring behaviors can improve the quality and thus cause a sense of security, reduction of anxiety and consensus between caregiver and care recipient which then may improve the patient's satisfaction. Furthermore, according to Agbele *et al.* patient's perception of nursing care determines the level of satisfaction a patient has in the services rendered to him. The perception of

patients and their expectation which the patient seek and want to see in health institutions, and the patient's perception of services rendered.[4]

The purpose of this study is to compare the perception of patients in tertiary, secondary and primary health institutions in Imo state.

Research Methodology

Research design

This study uses causal comparative design to describe the relationship between the independent variables (perception and satisfaction) and the dependent variable (patient care).

Area of Study

The study will be carried out in Imo state which is located at the Eastern part of Nigeria.

Population of study

The population for this study consists of patients from tertiary, secondary and primary health care facilities in Imo state. The total populations admitted in these hospitals in the month of July 2023 were 250 patients, according to the facility records.

Sample and Sampling Technique

Multi staged sampling was used to divide the population area into clusters known as senatorial zones which are the Owerri zone, Orlu zone and Okigwe zone. Then the sampling units were selected which were the tertiary, secondary and primary health care facilities in the zones. Simple random sampling was used to select the hospitals from tertiary, secondary and primary health care facilities in the zones to be used for the research. From the total population of admitted patients in the month of July from these selected hospitals, the sample population was selected using convenient method of sampling. The sample used was 153 patients. This was gotten from Taro Yamane formula for sample determination.

Inclusion criteria- the participants that were included in the study were
- Those who are willing to participate
- Patients who have been admitted in the hospitals two days to the time of research.
- Patients who have had more than three visits to the primary health centers
- Patients who are alert and orientated.

Exclusion criteria
- Patients who have not stayed up to two days in admission
- First visit patients
- Patients unwilling to participate.
- Patients who are not alert or oriented.

Procedure for Data Collection

The researcher obtained a letter of introduction from the nursing department to the state ministry of health and the tertiary facilities used for the study to obtain permission to get data from the primary health care centers and the hospitals.

With the help of trained research assistants, data was collected from the respondents after obtaining due permission from the ethical committees of the hospitals involved and also getting approval from ward heads and the patient themselves. A period of two weeks was taken to go round the

hospitals to share and gather questionnaires. Another two weeks was used to go round the primary health care centers to distribute the questionnaires and obtain data from them. Proper introduction and rapport were established between the researcher and the ward heads to enable them cooperate with the researcher to obtain her data.

Method of Data Analysis

This involves the necessary statistical measures needed to help the researcher analyze the result of the study. Analysis was made by differentiating the responses into different groups that represented the research questions. Data was analyzed using SPSS software. Descriptive statistics such as mean, standard deviations and percentages were also employed in the analysis of the data. For the research question, one-way ANOVA was used to analyze independent variables with more than two categories. Pearsons's moment correlation was used to analyze relationships. Data was presented in tables with P- value set at 0.05 and 95% confidence interval.

Ethical Consideration

The researcher during the study obtained permission letter from the Nursing department which he took to the facilities involved in the study. Permission was gotten from the ethical committees of the hospitals and from the administrative heads of the primary care centers to enable access to the patients in their facilities. Nurses and patients in these facilities were highlighted on the reason and process of the research study in order to obtain their consent. Anonymity was maintained as their names were not recorded anywhere in the research material. Voluntary participation was encouraged and the respondents were not exposed to any harm physically and psychologically. Information obtained were kept confidential.

Results

Table 1: Mean and Standard deviation responses on the perception of patients about nursing care services

S/N	Items	N	Mean(X)	Standard deviation	Decision
1	Nurses communicate you about your treatment.	153	2.50	0.501	Agree
2.	Nurses relate well with you	153	2.61	0.503	Agree
3.	Procedures are explained to you before being carried out.	153	2.74	0.686	Agree
4	You are involved in the decision about your care	153	2.77	0.693	Agree
5	Nurses do their best in caring for you	153	3.01	0.628	Strongly agree.
6	Nurses are well skilled and knowledgeable in their work.	153	2.99	0.659	Agree
7	Nurses provide privacy during procedure.	153	2.92	0.545	Agree
8	Nurses advices on treatment.	153	2.84	0.673	Agree
9	Nurses spent enough time with patients.	153	2.91	0.600	Agree

Cluster mean		153	2.81	0.311		Agree

Table 1 shows average mean score of 2.50, 2.61, 2.74, 2.77 and 3.01 and their corresponding standard deviations of 0.501, 0.503, 0.686, 0.693 and 0.628 respectively indicating agreement to items 1-5 in the table. Furthermore, for items 6-9, their average mean score of 2.99, 2.92, 2.84, and 2.91 with their corresponding standard deviations of 0.659, 0.545, 0.673, and0.600 also show high acceptance levels. Nevertheless, the average cluster mean of 2.81 and its standard deviation of 0.31 is a good indicator that the respondents highly agreed to the statement made against the perception of patients about nursing care services. Furthermore, the analysis of variance (ANOVA) result shows that there is no significant difference in responses concerning patients' perception about nursing care services. However, in comparism between groups, there is a significant difference between primary and secondary institutions in item 3 and item 8 of the research question one of the studies. This implies that respondents from the primary and secondary institutions somehow differed in their opinions about item 3 which posits that procedures are explained before being carried out, and item 8 which says that nurses advise on treatment.

Table 2: Responses on the perception of patients about nursing care services

S/N	Variable	Sum of squares	df	Mean square	frequency	Sig.
1	Between groups	0.257	2	0.128	1.334	0.267
2	Within group	14.441	150	0.096		
	Total	14.698	152			

*Sig @ 0.05 level, df =152

Table 2 shows analysis of variance responses on the perception of patients about nursing care services in selected government health facilities in Imo state, Nigeria. Result of the analysis reveal that F-ratio is 1.334 and significance level is 0.264 with degree of freedom (df)= 152. Since observation shows that the calculated sig. level of 0.264 is greater than the standard 0.05 alpha level, the hypothesis is therefore accepted. This implies that there is no significant difference in the mean responses on the perception of patients about nursing care services in public health institution of Imo state.

Discussion

Perception about nursing care services: The findings from the study as seen in table 1 and 2 reveals that majority of the respondents agreed to all the statements made in that table which include that: Nurses communicate patients about their treatment; Nurses relate well with patients, Procedures are explained to patients before being carried out, patients are involved in the decisions about their care, nurses do their best in caring for patients, nurses are well skilled and knowledgeable in their works, nurses provide privacy during procedures, nurses advice patients on treatment and nurses spent enough time with patients.

The above findings is somehow in line with the findings of AL-Hussani et al[5] who investigated patients perception of the quality of Nursing care and related hospital services among Jordanian inpatients and found out that the patients have high perception with the quality of care rendered to

them such as hospital physical environment, lightening condition of the wards, condition of the area provided to eat at the ward, and information from nurses regarding illness, but deferred in its finding of low perception on the competencies of the nurses and knowledge level of the nurses. Furthermore, the findings are also similar to the findings of Ardey et al 6 on their study on patient's perception and expectations from primary health care providers in India and found out that a good number of patients were satisfied with the general experience and behavior of the health care provider, treatment and care provided, and also that primary health care providers are still the first choice of any form of medical care. However, the findings are in contrast to the findings of Ardey et al [6] that there is increased expectation of the patients for more information, better patient-provider interaction, more control over the treatment process and better amenities even at the primary care level. Still on the significant difference in the mean responses on the perception of patients about nursing care services in Imo State, the findings of Yusefi et al [7] in their investigation of patients' perception of the quality of nursing services in teaching hospitals setting ran contrary to this, positing that there is a significant difference in the quality of nursing services from the patients' points of view, where they maintain that patients in the rural areas had higher satisfaction with the quality of nursing services which according to the authors might be due to cultural and social differences and lower expectations of patients living in rural areas.

Conclusion

The study shows that there is no significant difference in responses concerning patients' perception about nursing care services. However, in comparism between groups, there is a significant difference between primary and secondary institutions. This implies that respondents from the primary and secondary institutions somehow differed in their opinions about item 3 which posits that procedures are explained before being carried out, and item 8 which says that nurses advise on treatment.

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