

Paper Summary

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Title: A framework for analyzing the relationships between cancer patient satisfaction, nurse care, patient

Authors: Ng Kim-Soon, Alyaa Idrees Abdulmaged, Salama A. Mostafa, Mazin Abed Mohammed, Fadia A

DOI: <https://doi.org/10.1007/s12652-020-02888-x>

Year: 2022

Publication Type: Journal

Discipline/Domain: Healthcare Management / Patient Experience

Subdomain/Topic: Cancer patient satisfaction, nurse care, attitudes, hospital service quality

Eligibility: Eligible

Overall Relevance Score: 78

Operationalization Score: 65

Contains Definition of Actionability: Yes (implicit — as actionable insights for improving patient satisfaction)

Contains Systematic Features/Dimensions: Yes

Contains Explainability: No

Contains Interpretability: Partial (through statistical relationships)

Contains Framework/Model: Yes

Operationalization Present: Yes

Primary Methodology: Quantitative

Study Context: National Cancer Institute, Misurata, Libya — cancer patient treatment satisfaction

Geographic/Institutional Context: Libya, National Institute of Oncology (Misurata)

Target Users/Stakeholders: Hospital managers, nurses, healthcare policy makers

Primary Contribution Type: Empirical framework and statistical analysis

CL: Yes

CR: Yes

FE: No

TI: No

EX: No

GA: Partial

Reason if Not Eligible: N/A

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****Title.****

A framework for analyzing the relationships between cancer patient satisfaction, nurse care, patient attitude

****Authors:****

Ng Kim-Soon, Alyaa Idrees Abdulmaged, Salama A. Mostafa, Mazin Abed Mohammed, Fadia Abdalla M

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****Discipline/Domain:****

Healthcare Management / Patient Experience

****Subdomain/Topic:****

Cancer patient satisfaction, nurse care, attitudes, hospital service quality

****Contextual Background:****

The study examines how nurse care, nurse attitude, and patient attitude affect cancer patient satisfaction

****Geographic/Institutional Context:****

Libya, National Institute of Oncology (Misurata)

****Target Users/Stakeholders:****

Hospital managers, nurses, healthcare policy makers

****Primary Methodology:****

Quantitative

****Primary Contribution Type:****

Empirical framework and statistical analysis

General Summary of the Paper

This paper develops and tests a framework linking cancer patient satisfaction with nurse care, nurse attitude

Eligibility

Eligible for inclusion: ****Yes****

How Actionability is Understood

Actionability is understood as producing “actionable insights to improve the healthcare services” by identifying

> “Measuring the level of satisfaction provides actionable insights to improve the healthcare system” (p. 8)

> “It pointed to several important areas to enhance the satisfaction of cancer patients by analyzing the level

What Makes Something Actionable

- Identifiable, measurable service quality attributes (tangibility, empathy, responsiveness, reliability, assurance)
- Modifiable interpersonal and efficiency aspects of nurse care
- Positive patient attitudes (trust, willingness to engage in treatment discussions, confidence in nurses)
- Hospital service empathy and responsiveness
- Alignment of nurse care with patient needs

How Actionability is Achieved / Operationalized

- **Framework/Approach Name(s):** Cancer patient satisfaction–nurse care–attitude model
- **Methods/Levers:** Quantitative survey, Likert-scale items on service quality and attitudes
- **Operational Steps / Workflow:** Identify satisfaction determinants → Measure through patient surveys
- **Data & Measures:** 5-point Likert scale for nurse care, nurse attitude, patient attitude, service quality;
- **Implementation Context:** National Cancer Institute, Misurata, Libya

> “A comprehensive approach... conceptualized to assess the service quality” (p. 87)

> “Descriptive statistics, correlation, and multiple regression were applied in the analyses” (p. 87)

Dimensions and Attributes of Actionability (Authors' Perspective)

- **CL (Clarity):** Yes — Clarity in communication and service processes improves satisfaction (linked to patient attitudes)
- **CR (Contextual Relevance):** Yes — Service quality assessment tailored to Libyan cancer care context
- **FE (Feasibility):** No — No explicit mention of implementation feasibility.
- **TI (Timeliness):** No — Not explicitly linked to being actionable.
- **EX (Explainability):** No — Statistical results are reported but not tied to explainability of interventions
- **GA (Goal Alignment):** Partial — Aligns nurse care improvements with patient satisfaction goals.
- **Other Dimensions Named by Authors:** Empathy, responsiveness, interpersonal skills.

Theoretical or Conceptual Foundations

- Expectation Confirmation Theory (Oliver, 1980)
- Theory of Reasoned Action (Fishbein & Ajzen, 1980)

Indicators or Metrics for Actionability

- Likert scale scores on nurse care, attitudes, and service quality attributes
- Beta coefficients from regression analysis indicating strongest predictors of satisfaction

Barriers and Enablers to Actionability

- **Barriers:** Limited prior research in Libya; patient illness severity limiting survey participation; lower literacy levels
- **Enablers:** Structured measurement instruments; high reliability (Cronbach's $\alpha \geq 0.70$); strong statistical analysis

Relation to Existing Literature

The paper extends existing satisfaction research by jointly considering nurse and patient attitudes alongside

Summary

This study presents a framework linking nurse care, nurse attitude, and patient attitude to cancer patient satisfaction.

Scores

- **Overall Relevance Score:** 78 — Strong conceptual link to actionability with systematic features identified
- **Operationalization Score:** 65 — Clear operational steps and statistical testing, but limited discussion on measurement

Supporting Quotes from the Paper

- “Measuring the level of satisfaction provides actionable insights to improve the healthcare system” (p. 8)
- “It pointed to several important areas to enhance the satisfaction of cancer patients by analyzing the level of satisfaction” (p. 8)
- “A comprehensive approach... conceptualized to assess the service quality” (p. 87)
- “Patient attitude significantly affected cancer patient satisfaction” (p. 98)

Actionability References to Other Papers

- Oliver, R.L. (1980) Expectation Confirmation Theory
- Fishbein, M., & Ajzen, I. (1980) Theory of Reasoned Action
- Al-Borie & Damanhour (2013) SERVQUAL analysis in hospitals
- Kang & Oh (2015) Hospital service quality attributes and satisfaction