

Patients' satisfaction with nursing care by Tarlac State University students at Tarlac Provincial Hospital

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ARTICLE INFO

ABSTRACT

DOI:10.46223/HCMCOUJS.
soci.en.15.1.2954.2025

Received: September 06th, 2023

Revised: November 18th, 2023

Accepted: November 28th, 2023

Keywords:

nursing; nursing care; nursing student; patient's satisfaction

Patient satisfaction with the nursing care being provided is of utmost concern amongst healthcare providers and is paramount to the assessment of nursing services provided to them.

This study aimed to describe the level of satisfaction on the nursing care provided by nursing students from Tarlac State University in Tarlac Provincial Hospital.

This study used a descriptive correlational research design, and the data was gathered using structured and validated questionnaires. The study was conducted at Tarlac Provincial Hospital on 32 patients from three wards in the hospital, specifically the pediatric, maternal, and surgical wards.

In addition, the study found out that the patient is satisfied with the nursing care provided to them, namely: establishing rapport, patient education, bedside care, attentiveness to patients' needs, and respect for patients' rights. Analysis of data also showed that there is no significant relationship between the profile of the respondents and their level of satisfaction with the nursing care provided.

Furthermore, there were problems encountered by the respondents; thus, interventions were formulated, such as proper orientation, conduction of webinars, and distribution of educational materials.

1. Introduction

Nursing care is a pivotal healthcare service provided in hospitals, and patient satisfaction serves as a key indicator of its excellence. According to Northeastern State University (2021), it is of great significance to appraise nursing care as it aids nurses in advancing their field, staying updated with the current trends, and rendering better patient care.

Patient satisfaction with nursing care being provided is considered a significant component in explaining patients' views of service quality - it has been expressed as a patient's judgment on the quality of care, and it is an indicator of how well the patient is being treated during hospitalization (Concordia University Texas, 2022).

According to Claro (2022), nursing care is one of the major components of healthcare services in the healthcare industry; hence, every patient has the right to expect a high quality of

care rendered by their nurses. In the Philippines, Filipino nurses have always been in high demand abroad as they are known for their work ethic and being ‘maalaga’ (a local term referring to caring).

In Tarlac State University (2023), the four-year Bachelor of Science in Nursing (BSN) curriculum consists of general education, nursing-specific courses, and professional nursing courses. Clinical classes are integrated from the first to the fourth year with an emphasis on nursing concepts and Related Learning Experiences (RLEs). The program offers an intensive nursing practicum that will further develop and refine additional nursing competencies.

This study seeks to assess patient satisfaction with care provided by nursing students, identify challenges faced during care provision, propose measures to enhance patient satisfaction and discuss the implications for nursing education and the profession.

2. Theoretical basis

This section emphasizes foreign and local studies to understand existing research related to the topic.

Foreign studies

Poggi et al. (2021) presented that quality assessment began with Florence Nightingale, who founded modern nursing and developed a theoretical approach aimed at identifying and eliminating factors that hindered quality improvement. This aims to assess the quality process based on the satisfaction of clients with the care services provided as well as whether the quality of nursing services improved when students were with the patient care team. Patient satisfaction with student-led nursing care varied according to the studies examined. Gender, age, income and length of stay in hospital were the important elements. Results provide only a partial answer to the initial research question owing to a number of limitations. Studies were performed on samples of convenience and not on randomized samples. Differences and common points in educational objectives need to be specified in order to provide a more accurate description of trainees’ situation.

Eren and Turkmen (2020) showed the relationship between nursing students’ levels of self-efficacy and caring nurse-patient interaction in a descriptive study. The study included 198 students who agreed to participate. It was concluded that students scored high points from all sub-dimensions of the Caring Nurse-Patient Interaction Scale (CNPIS). It was further determined that students with high levels of self-efficacy/sufficiency have higher levels of caring for nurse-patient interaction.

In the study of Shakya and Aryal (2018), the attitude of patients towards nursing students was assessed using a descriptive research design. A total of one hundred and fifteen Alka Hospital patients were the participants of this study. The current study found that the majority (73.9%) of respondents had a negative attitude toward nursing students, while 24.3 percent had a positive attitude, and only 1.7 percent had a neutral attitude. Based on the study’s findings, it can be concluded that the majority of respondents had a negative attitude toward student nurses, while less than half had a positive attitude, and a minority had a neutral attitude.

Local Studies

A study conducted by Pepito (2016) stated that patient satisfaction is useful to know the needs of client. For the results, it showed that majority (52.475%) of regular nurses in medical-surgical units have positive assessments in regards with the values, attitudes, and patterns of behavior 55% of the patients rated the nursing care quality as “Excellent”, showing a rating of positive patient

satisfaction. Dimensions in patient safety culture had less than 50% of nursing respondents giving positive assessments, which means that these are the areas that need improvements.

A study conducted by Orte et al. (2020), entitled “Comparative study on patient satisfaction on healthcare service delivery in selected private and government hospitals” utilized a descriptive-evaluative and descriptive-comparative design to compare 147 patients’ satisfaction on the quality of care in level 1 private and government hospitals in Mabalacat and Angeles City, Philippines. After data collection and organization, results showed that the majority of the patients were satisfied with the quality of care of the selected hospitals despite the lack of resources compared to other higher-level hospitals.

Patient satisfaction regarding the preoperative informed consent process related to the quality and adequacy of information for the informed consent provided to them by healthcare providers was evaluated in a study conducted by De Guzman and Amosco (2022). The subjects for this study are 150 gynecologic patients who are admitted for elective gynecologic surgery in a tertiary training hospital in the Philippines. They answered a questionnaire regarding their satisfaction with the informed consent process, and results showed that the majority of the patients were well-informed and understood all aspects of their surgeries, as discussed to them by healthcare providers. Being well-informed was significantly associated with high satisfaction.

Synthesis

These studies are similar to this research as they addressed how nursing students deliver nursing care to their patients and their perception of what nursing care is. However, the major difference between these studies and the current research is that the respondents of the former were nursing students rather than patients. Additionally, it does not focus on the patient’s satisfaction with the nursing care provided by nursing students, which is the main objective of the current study. These studies were included in this paper to serve as supplemental information that could aid in determining the results of the study.

The studies conducted by Marasigan (2014); De Guzman and Amosco (2022); Pepito (2016), also addressed the attitudes, behaviors, experiences, and care rendered by the student nurses during clinical practice. On the other hand, the studies of Pepito (2016); Soriano and Calong (2019); Orte et al. (2020) emphasized the satisfaction of patients with the care provided by the student nurses. Most of the studies mentioned above did not focus on patient satisfaction with the care provided by the student nurses, which is the main focus of this study, making this study different from the studies mentioned above.

3. Methodology

Research design

This study utilized descriptive correlational research design using convenience sampling. According to Devi et al. (2023), correlational design is a study design for examining the relationships between or among two or more variables in a single group, which can occur at several levels. On the other hand, Hassan (2023) stated that convenience sampling is a type of non-probability sampling method where participants are selected based on their availability and willingness to participate.

Population sampling

Respondents were chosen based on the criteria of age ranging from 18 - 79 years old and admitted patients from pediatric, maternal, and surgical wards of Tarlac Provincial Hospital 32 respondents were included in this study.

Methods of data collection

In this study, information was collected from distributed survey questionnaires. Each respondent was provided with the survey questionnaire and was assisted by at least one nursing student throughout the data collection. The survey questionnaires were translated Tagalog and aimed to describe their level of satisfaction with the care provided by the nursing students of Tarlac State University. No issues were encountered during the distribution of the research instruments.

The structured questionnaire underwent validation by three experts in the medical field using the evaluation tool prepared by Dr. Luzviminda Rivera.

Ethical considerations

This study was conducted in fair, honest, and transparent manner. Permission to conduct the study was obtained from hospital administrators of Tarlac Provincial Hospital. All patients received a written consent that stated that they must provide their consent voluntarily and understand the request being made of them. A participant's agreement to be included in the study was obtained only after a thorough explanation of the research process. Complete anonymity was carried out to protect the respondents' confidentiality.

4. Result and discussion

4.1. Profile of the respondents

4.1.1. Age

Twenty of the respondents (62.50%) belong to the age bracket of 18 - 30 years old, followed by 09 respondents (28.13%) who are 31 - 43 years old representing, and 03 (9.38%) respondents who are 44 years old and above.

Table 1

Age Profile of the Respondents

| Categorical data | Frequency | Percentage |
|------------------|-----------|--------------|
| 18 - 30 | 20 | 62.50 |
| 31 - 43 | 9 | 28.13 |
| 44 and above | 3 | 9.38 |
| Total | 32 | 100.0 |

Source. Data analysis result of the research

4.1.2. Gender

Twenty-six (81.25%) of the respondents are female and 06 (18.76%) of the respondents are male.

Table 2

Gender Profile of the Respondents

| Categorical data | Frequency | Percentage |
|------------------|-----------|--------------|
| Male | 6 | 18.75 |
| Female | 26 | 81.25 |
| Total | 32 | 100.0 |

Source. Data analysis result of the research

4.1.3. Educational attainment

Six (18.76%) of the respondents were identified as college graduates, while 26 (81.25%) of the students did not graduate.

Table 3

Educational Attainment of the Respondents

| Categorical data | Frequency | Percentage |
|-------------------------|------------------|-------------------|
| College Graduate | 6 | 18.75 |
| Not a College Graduate | 26 | 81.25 |
| Total | 32 | 100.0 |

Source. Data analysis result of the research

4.1.4. Economic status

Sixteen (50%) respondents have an average wage of less than 250,000 annually, 11 (34.38%) eleven respondents decided not to disclose their average income, and five (15.63%) respondents have an annual wage salary of more than 250,000.

Table 4

Economic Status of the Respondents

| Categorical data | Frequency | Percentage |
|-------------------------|------------------|-------------------|
| Prefer not to say | 11 | 34.38 |
| Less than ₱250K | 16 | 50.00 |
| ₱250K or more | 5 | 15.63 |
| Total | 32 | 100.0 |

Source. Data analysis result of the research

4.1.5. Unit admitted

Sixteen (31.25%) respondents were admitted to the pediatric ward, ten (31.25%) respondents from the maternal ward, and six (18.75%) respondents from the surgical ward.

Table 5

Unit Admission of the Respondents

| Categorical data | Frequency | Percentage |
|-------------------------|------------------|-------------------|
| Maternal | 10 | 31.25 |
| Pediatric | 16 | 50.00 |
| Surgical | 6 | 18.75 |
| Total | 32 | 100.00% |

Source. Data analysis result of the research

4.1.6. Length of hospitalization

Twenty-five (78.13%) were hospitalized for more than three days and 07 (21.88%) respondents were hospitalized for less than three days.

Table 6*Length of Hospitalization of the Respondents*

| Categorical data | Frequency | Percentage |
|-------------------------|------------------|-------------------|
| Less than 03 days | 7 | 21.88 |
| More than 03 days | 25 | 78.13 |
| Total | 32 | 100.00% |

Source. Data analysis result of the research

4.2. Level of satisfaction of the patients with the nursing care provided by Nursing students

4.2.1. Establishing rapport

The respondents were satisfied (4.36) with establishing rapport because they were able to have harmonious relationships. Specifically, the respondents were extremely satisfied with the facilitation of the nurse-client therapeutic communication because, according to them, the student nurses were always courteous during their interactions.

Table 7*Patient's Level of Satisfaction with the Nursing Care of Students in terms of Establishing Rapport*

| Situations | Mean | Verbal description |
|---|-------------|---------------------------|
| Facilitates the nurse-client therapeutic communication | 4.63 | Extremely Satisfied |
| Is respectful in dealing with the client's therapeutic needs | 4.44 | Satisfied |
| Maintains eye contact while speaking to the client | 4.38 | Satisfied |
| Observes strict confidentiality of the client's information and data | 4.31 | Satisfied |
| Greets and introduces herself/himself in a respectful and calm manner | 4.06 | Satisfied |
| Grand Mean | 4.36 | Satisfied |

Source. Data analysis result of the research

4.2.2. Patient education

The respondents were satisfied (4.06) with how often the student nurses give information and health teachings about their condition, while they were least satisfied (3.78) with the provision of instructions before, during, and after taking medicine or every procedure.

Table 8*Patient's Level of Satisfaction on the Nursing Care of Students in terms of Patient Education*

| Situations | Mean | Verbal description |
|---|-------------|---------------------------|
| Always gives information and health teachings about my condition | 4.22 | Satisfied |
| Informs me of the activities I could do or should avoid | 4.16 | Satisfied |
| Enumerates therapeutic diet to be taken | 4.06 | Satisfied |
| Promotes self-care activities according to my health condition | 4.06 | Satisfied |
| Provides instructions before, during, and after taking medicines or every procedure | 3.78 | Satisfied |
| Grand Mean | 4.06 | Satisfied |

Source. Data analysis result of the research

4.2.3. Bedside care

The respondents were satisfied (3.58) with how the students established rapport. Among the bedside care practices that excelled were regular checking and accurate recording of the vital signs (temp., BP, etc.) of the client (4.34) because they were done in a thorough and timely manner. While the minority of them were neutral with the assistance in using the bathroom and other hygiene-related activities (3.16) as they do not always assist them.

Table 9

Patient's Level of Satisfaction on the Nursing Care of Students in terms of Establishing Rapport

| Situations | Mean | Verbal description |
|--|-------------|--------------------|
| Regularly checks and accurately record the vital signs (temp., BP, etc.) of the client | 4.34 | Satisfied |
| Assists the patient with moving and maintaining proper body alignment | 3.63 | Satisfied |
| Facilitates comfort by changing the hospital bed linen and raising or lowering the head or foot of the bed | 3.53 | Satisfied |
| Raises the bedside rails to prevent the patient from falling | 3.22 | Neutral |
| Assists the client in using the bathroom and other hygiene-related activities | 3.16 | Neutral |
| Grand Mean | 3.58 | Satisfied |

Source. Data analysis result of the research

4.2.4. Attentiveness to patient's needs

The respondents were satisfied (4.06) with how attentive the students were to their needs. The highest-rated services given by nurses were active listening and asking follow-up questions, and frequently asking if they were comfortable, as well as the on-time provision of necessary information (4.06). The readiness to attend to patient's needs had the least satisfaction (3.94); however, they still provided interventions immediately.

Table 10

Patient's Level of Satisfaction on the Nursing Care of Students in terms of Attentiveness to Patient's Needs

| Situations | Mean | Verbal description |
|---|-------------|--------------------|
| Competently recognizes problems the patient might be experiencing | 4.41 | Satisfied |
| Actively listens and asks follow-up questions | 4.25 | Satisfied |
| Urgently responds to the patient's concerns | 4.13 | Satisfied |
| Frequently asks the patient if they are comfortable and provides necessary information just in time | 4.06 | Satisfied |
| Is always ready to attend to the patient's needs | 3.94 | Satisfied |
| Grand Mean | 4.06 | Satisfied |

Source. Data analysis result of the research

4.2.5. *Respect for patient's rights*

The respondents were satisfied (4.66) with the nursing students asking permission before the procedure/intervention started, and the minority of them were satisfied (3.78) with informing the rights of a patient. Overall, the respondents were satisfied (4.17) with the respect the nursing students had for their rights.

Table 11

Patient's Level of Satisfaction with the Nursing Care of Students in terms of Respect for Patient's Rights

| Situations | Mean | Verbal description |
|---|-------------|---------------------------|
| Asks permission before the procedure/intervention starts | 4.66 | Extremely Satisfied |
| Explains to the patient every step in the process of care | 4.19 | Satisfied |
| Makes sure to cover me during the assessment and only expose the areas that need to be assessed | 4.13 | Satisfied |
| Encouraged me to ask questions regarding my care | 4.09 | Satisfied |
| Informs me on my rights as a patient | 3.78 | Satisfied |
| Grand Mean | 4.17 | Satisfied |

Source. Data analysis result of the research

4.3. *Relationship between the patients' profile and their level of satisfaction*

There is no significant relationship between the respondent's profile and their level of satisfaction with nursing care provided by the nursing students of Tarlac State University based on the result of the Pearson Correlation Approach.

4.4. *Problems encountered during their confinement in Tarlac Provincial Hospital*

There were problems encountered by the respondents in all wards namely: 08 respondents were feeling anxious because of having too many students around, 05 respondents felt like the nursing students had insufficient knowledge, and 04 respondents felt uncomfortable with the student nurse.

4.5. *Interventions proposed to enhance the patients' level of satisfaction with the nursing care provided by the Nursing students*

Interventions to address the problems encountered by the respondents were formulated based on existing research. These were centered on proper and thorough orientation prior to hospital exposure to be headed by the clinical instructors and hospital staff. Heavy emphasis is on the core competency standards for nursing practice of the student nurses during their clinical duties. Another intervention proposed is the conduction of a Webinar every start of a semester for student nurses approved by the heads and professor/s in the nursing department regarding core competency standards that can be used during interaction with the patients. Distribution of educational materials to the student nurses in Tarlac State University that contain the summary of the program and the topics tackled, prepared by the researchers, and validated by the department heads.

4.6. Implications of the study to nursing education and profession

This study will help in bridging the gap between nursing education and the profession as this can serve as a stepping stone for the transition from nursing students to providing quality care as professionals. The importance of improved nursing care will help in achieving client's extreme satisfaction as their needs will be addressed. This study will provide evidence-based data that can facilitate a step forward in achieving the goal of providing nursing care that is patient-centered and goal-oriented.

5. Discussion and conclusion

5.1. Discussion

The study found that the respondents were mostly satisfied with the nursing care provided by the nursing students of Tarlac State University, which is described in terms of: establishing rapport, patient education, bedside care, attentiveness to patient's needs, and respect for patient's rights.

The problems encountered by the respondents were feeling anxious because of having too many students around, insufficient knowledge of the student nurses, feeling uncomfortable with the student nurse, unfriendly treatment, disorganized provision of care, lack of reassurance and comfort during distress, and vague discharge instructions.

Interventions to address these problems encountered were formulated. These were centered on proper orientation prior to hospital exposure, mainly the core competency standards of the student nurses. Another intervention is the conduction of a webinar for nursing students approved by the heads and professors at Tarlac State University regarding core competencies that can be used during their clinical duty. Also, educational material should be distributed that contains a summary of the program or the topics tackled after the webinar.

On the basis of the findings, this research presents several specific theoretical contributions. To begin with, this study emphasized the significance of improved nursing care, which will aid in obtaining the highest possible level of client satisfaction. Healthcare practitioners can learn more about the factors that contribute to a positive patient experience by measuring patient satisfaction. Secondly, this holds relevance in bridging the gap between nursing education and practice. Organizations can identify areas for improvement and gaps in the delivery of medical care by monitoring patient feedback. Lastly, this research provides evidence-based data that could contribute to advancing the goal of rendering nursing care that is patient-centered and goal-oriented.

5.2. Conclusion

In conclusion, the patients admitted at Tarlac Provincial Hospital were satisfied with the nursing care provided by the nursing students of Tarlac State University.

Recommendations

The following recommendations were given based on the data from the findings and conclusion.

To Provincial Government of Tarlac, the Local Government Unit (LGU) should consider funding or financing the acquisition of medical equipment, supplies, and facilities conducive for learning and to meet patients' necessities.

To the Department of Nursing, seminars must be conducted concerning ways to enhance the nursing students' competencies that will improve the quality of care they render.

To Clinical Instructors, the assigned clinical area and/or patient case to the student nurses should correspond to their learning experiences in the nursing curriculum. The distribution of student nurses to each hospital ward must be equivalent to the number of patients and the size of the ward. Clinical instructors must provide constructive feedback to student nurses every after clinical duties. Student Nurses, the student nurses ought to deliver quality care founded on thoughtfulness, attentiveness, and respect toward patients. The student nurses must strive to build a harmonious relationship with the patients they provide care for. The nursing students should be able to perform basic skills in accordance with their level on the nursing curriculum. The nursing students should possess the core competencies regarding patient care.

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