A DESCRIPTIVE STUDY TO ASSESS THE PATIENT SATISFACTION TOWARDS NURSING CARE PROVIDED TO LOWER LIMB INJURY PATIENTS IN SELECTED WARDS OF CMC AND HOSPITAL, LUDHIANA, PUNJAB.

Ms. Neeta Masih* | Mrs. Seema Baranbas**

*B.Sc. (N) intern in College of Nursing, CMC & Hospital, Ludhiana, Punjab.
**Guide, Lecturer, College of Nursing, CMC & Hospital, Ludhiana, Punjab.

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ABSTRACT:
Admission to hospital following a traumatic lower limb injury is undoubtedly a stressful life event. The objective of the study was to assess the patient satisfaction towards nursing care provided to lower limb injury patients, to compare mean satisfaction score of lower limb injury patient and to find out the relationship of patient satisfaction regarding nursing care with selected variables. Data was collected by using purposive sampling method in which 40 patients, 20 male and 20 female were taken in Orthopedics’ ward in CMC & hospital, Ludhiana, Punjab. Structured interview schedule was used to collect the data using 5 point likert scale. The gathered data was analyzed by calculating the mean, percentage and standard deviation. Major findings of the study reveals that the lower limb patients were highly satisfied (90.53%) with nursing care. Patients satisfaction according to basic needs like information need, comfort need, recording of vitals, pain management, nutritional need, medical need, elimination need, personal hygiene, prevention of complications and social need. Patient’s most satisfied need was comfort needs (95.9%) and least satisfied need was information need (75.6%). Relationship of patient satisfaction with selected variables are age group of 46- 55 years are most satisfied (95.1%) and least satisfied age group of 26-35 (85.3%), Female patients are more satisfied than male patients (92.2%) and 89.9% respectively. Employed patients are more satisfied than unemployed (90.66%) and (90.46%) respectively. Married (90.8%) are more satisfied than unmarried (89.7%), illiterate (92.95%) are more satisfied literate (87.59%), patient residing in urban areas (91.1%) are more satisfied than rural areas (89.8%), patients with income group below 2000/- have highest satisfaction (92.5%) and income group of Rs 5001-10,000/- have lowest percentage score of (89.2%), patients undergone for amputation have more satisfaction (91%) and patients on traction has lowest satisfaction (90.3%), patients hospitalized for more than 3 times have highest score (93.5%) and those for 2nd or 3rd time have lowest score (87.8%).

KEYWORDS: Patient Satisfaction, Nursing Care, Lower Limb Injury Patients.