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Hospitalization and Patient satisfaction

Pre-intake information and Perceived Supportiveness of Nurses and Physicians Improve Patient Satisfaction.

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Research Background

∞ Determinants of Patient satisfaction

- Patient related factors
 - age
 - education
 - socio-economic status
 - self-report general health status and
 - Gender
- Situational factors
 - The type of health care setting
 - Characteristics of the medical care provider
 - Work experience care provider
 - Length of hospital stay

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Research Background

∞ Thus, patient satisfaction is a complex construct

- Multidimensional
- Subjectivity

∞ Theoretical imbedding of the current research

- Hospitalization is associated with stress (Volicer, 1973)
- Patients have expectations about the health care services (Michel, 2007; Jackson et al., 2001)
- Communication (e.g., between patient and health care provider, Arora, 2003)

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Predictions

∞ Role of information provided to the patients


- Reduces uncertainties concerning the hospitalization
- Regulates the expectations patients have about the health care services

∞ Support from nurses and physicians

- Helps patients to cope with a stressful life event such as hospitalization

∞ Communication between multiple care providers

- Improves the perceived quality of health care

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Method

∞ Simple survey design

∞ 2151 patients were asked to participate in a online satisfaction survey. 1040 patients responded

∞ General questions

- e.g., gender, age, self-report health, education and socio-economic status

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Method


Measures

∞ Dependent measure

- report mark to the health care services received

∞ Information provided to the patients


- from nurses
- from physicians

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Method

Measures:

- ∞ Support from nurses and physicians (both 2 items)
 - "perceived commitment from physicians"
 - "enough possibility to ask physicians for support or information during the stay"
 - "perceived commitment from nurses"
 - "enough possibility to ask nurses for support or information during the stay"
- ∞ How well was the communication between multiple care providers

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Results


Preliminary analyses:

Participants

- N male = 420; N female = 604
- Age: M = 56 years, SD = 18

∞ PCA Factor Analysis on support items

- 2 separate factors with Eigenvalue > 1
- Both factors explained together 81.99 % of variance
- Both scales were reliable
 - Support from physicians ($r = .73, p = .0001$)
 - Support from nurses ($r = .53, p = .0001$)

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Results

Preliminary analyses:

Correlations between the overall patient satisfaction and the predictors

| | Overall evaluation | Pre-intake information physicians | Pre-intake information nurses | Perceived support physicians | Perceived support nurses |
|--|--------------------|-----------------------------------|-------------------------------|------------------------------|--------------------------|
| Pre-intake information physicians | 0.24 | | | | |
| Pre-intake information from nurses | 0.30 | 0.25 | | | |
| Perceived support from physicians | 0.38 | 0.29 | 0.22 | | |
| Perceived support from nurses | 0.49 | 0.16 | 0.29 | 0.32 | |
| Perceived quality of communication between nurses and physicians | 0.36 | 0.18 | 0.31 | 0.38 | 0.32 |


NB. All correlations are significant at $p < .0001$ level.

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Results


Dependent variable: overall patient satisfaction

| Model 1 | $R_{adjusted} = .11$ | $F(2, 826) = 53.79$ | $P < .0001$ |
|--|----------------------|---------------------|-------------|
| | B | $t(826)$ | p |
| Pre-intake information from physicians | .17 | 5.13 | .0001 |
| Pre-intake information from nurses | .25 | 7.44 | .0001 |

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Results

| Model 2 | $R_{adjusted}$ | F_{change} | $P <$ |
|--|----------------|--------------|-------|
| | β | $t(823)$ | p |
| Pre-intake information from physicians | .08 | 2.76 | .006 |
| Pre-intake information from nurses | .09 | 2.97 | .003 |
| Perceived support from physicians | .17 | 5.14 | .0001 |
| Perceived support from nurses | .35 | 11.19 | .0001 |
| Perceived quality of communication between nurses and physicians | .15 | 4.51 | .0001 |

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Conclusions

- ∞ Pre-intake information improves patient satisfaction
- ∞ Support from physicians and support from nurses as well as the perceived quality of communication between the two are important predictors of patient satisfaction
- ∞ However, support from nurses appeared to contribute more to patient satisfaction