

Research Article

# A Study to Assess the Level of Satisfaction regarding Nursing Care among Patients in Post-operative Care Units of a Selected Hospital of New Delhi

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## A B S T R A C T

**Background:** Patient satisfaction in the measure of quality of care in a health care setting. According to existing statistics, it reflected that the number of post-operative care unit patients is steadily increasing. Measuring the level of patient satisfaction with nursing care is an important determinant to evaluate whether patients' needs and expectations are fulfilled which can help nurses to plan appropriate nursing interventions for the patients. The study was guided by Donabedian model. The objectives of the study were

1. To assess the level of satisfaction among patients regarding nursing care who are admitted in post-operative care units.
2. To seek association between level of satisfaction among patients with the selected demographic variables.

**Material and Methods:** Using cross sectional design, the study was conducted in the month of January 2022. Fifty patients of age group 18-60 admitted in general abdominal post-operative units of Lal Bahadur Shastri Hospital, Delhi were selected by purposive sampling technique. The score of the questionnaire ranged between 25-100.

**Results:** Data was analysed and interpreted using both descriptive and inferential statistics. Most of the study subjects 30(60%) were satisfied, 17(34%) were extremely satisfied and only 3(6%) were dissatisfied with nursing services. There was no signification

**Conclusion:** The study concludes that the study subjects of post-operative care units were just satisfied with nursing care and their satisfaction was found to be more in the domain of nursing care followed by provision of privacy and then to nurses' communication & information.

**Keywords:** Assess: Level of Satisfaction: Nursing Care: Patients in Post-operative Care Units

## Introduction

The healthcare business is affected by increased competition in every field today. The ability to provide high-quality health care is the most crucial competitive advantage for health-care providers. The need for increased quality of healthcare services has been identified via health-related information and advance in technology, changes in expectations and opinions about health care. Increased cost and competitiveness in the health sector as a result of increased individual involvement in their health care.<sup>1</sup>

Patient expects from hospital comfort, care and cure. Patient forms certain expectations prior to visit. Patients may be satisfied or dissatisfied with the hospital after visiting and experiencing the facilities. Human contentment is a complicated term that is influenced by a variety of elements like as one's lifestyle, previous experiences, future expectations, and the individual and societal value. The goal of any service organization is creation of satisfaction among customer.

### Need for the study

As focus has shifted from the healthcare providers to the healthcare consumers; patient satisfaction is being increasingly used worldwide for the assessment of quality of services provided by healthcare institutions. Satisfaction is an important issue in health care nowadays. According to existing statistics, it reflected that the numbers of post-operative care unit's patients are steadily increasing.

### Objectives of the Study

- i. To assess the level of satisfaction among patients regarding nursing care in post-operative care units.
- ii. To seek association between the level of satisfaction among patients with their demographic variables.

### Setting of the Study

The setting of the study was Lal Bahadur Shastri Hospital, Delhi. In the present study, the sample size was 50 patients of post-operative units of a selected hospital of New Delhi.

### Sample Selection Criteria/ Eligibility Criteria

**Inclusion criteria for sampling:** Patient admitted who were Male or female in the age group of 18-60 years. Admitted in post-operative care units for past 3 days or more. Conscious to respond to researcher. Know to English or Hindi language.

### Exclusion Criteria for sampling:

Patient admitted who were  
Having any psychiatric illness. On ventilator aggressive.  
Disoriented to time, place, person

### Sampling Technique

Sampling techniques is the process of selecting the

samples from the accessible population. In this study purposive sampling technique was used to recruit the samples in the study.

### Sample size

The sample size was 50 patients of post-operative care units from selected hospital of New Delhi.

Tool validated by Experts Reliability of tool was assessed by split half method.

### Data collection tool and technique

The tool used in this study was self-structured patient assessment satisfaction inventory

**Section-I: Demographic Profile:** This section of tool was provided the base line information of study subjects and these were the age, gender, religion, educational status, marital status, family monthly income and place of residence.

### Section-II: Patient Satisfaction Assessment Inventory

**Questionnaire:** This assessment tool was assisted the researcher to assess the level of satisfaction among patients on nursing care services. This questionnaire answered were categorized in 4-point scale, which ranged from extremely dissatisfied, dissatisfied, satisfied, extremely satisfied. There were total 25 items which covered from communication and information, Privacy/IPR, nursing care to overall perception of patient.

**Its scoring remains as follows:** Maximum Score:100  
Minimum Score: 25

### Score Interpretation

Range of score	Level of Satisfaction
25-30	Extremely dissatisfied
31- 50	Dissatisfied
51- 75	Satisfied
76-100	Extremely satisfied

### Validity of the Tool

There was 100% agreement from the side of experts regarding the face validity and content validity of the tool. The suggestions regarding modifications of the tool from the sides of experts accepted and modified the tool.

### Reliability of Tool

The reliability of the tool was tested by using Spearman brown split half method. The tool score was found 0.87 which suggested that the tool is highly reliable.

### Ethical Consideration

Ethical clearance was obtained from ethical institutional

committee Jamia Hamdard University, New Delhi and Lal Bahadur Shastri hospital Delhi.

The data was analysed as following: The socio-demographic of the subjects was analysed using frequency and percentage. The level of satisfaction was analysed using frequency and percentage, Mean and standard deviation. The association was analysed by using fisher's exact test and Chi-square test. Informed consent was obtained from the participants. The structured demographic sheet was used to collect socio demographic information from the study participants by interview technique. Patient Satisfaction was assessed by using questionnaire via interview technique. The data collected was entered in the respected tool then and there. The data thus collected was entered in the master data sheet. The data thus collected was analysed using appropriate descriptive and inferential statistics. Data was presented in figures and tables and summary of interpretation was described. Data was analysed using appropriate descriptive and inferential statistics.

### Analysis and Interpretation

The analysis was based on the following objectives of the study.

1. To assess the level of satisfaction among patients regarding nursing care who were admitted in post-operative care units of a selected hospital of New Delhi.
2. To seek association between level of satisfaction among patients with their selected demographic variables.

The data were organized under the following sections.

**Section A:** Findings related to the demographic data of the subjects.

**Section B:** Findings related to the level of satisfaction regarding nursing care.

**Section C:** Findings related to the association of level of satisfaction with demographic variables.

### Section A

As shown in Table 1, the age group of study subjects ranged between 50 - 60 years (15, 30%), followed by 18 – 25 years (12, 24%) and then 34 – 41 years (11, 22%) only (4, 8%) subjects were in the group of 42 – 49 years .As far as gender is concerned there were more number of male subjects (27, 54%) then female subjects (22, 44%). According to marital status, most of the subjects were married (32, 64%), only 2 (4%) subjects were divorced and 4 (8%) subjects were widowed. More than fifty percent subjects (26, 52%) belonged to Hindu religion. Majority of subjects (46, 92%) belonged to semi-urban community. Most of the subjects (35, 70%) had education background of senior-secondary or higher. As far as occupation of subjects in concerned, most of them were labourers (17, 34%) followed by private job (12, 24%) and then self-employed (11, 22%). Most of the subjects had family income of 10,000-20,000 (20. 40%) followed by below 10.000 (16, 32%). Only 14 (28%) subjects had monthly income of 20,000 or higher. Fifty percent subjects were operated for the first time.

### Section B

Findings related to the level of satisfaction of subjects regarding nursing services. This section includes table 2, table 3, table 4, table 5, table 6, table 7 and figure 3.

**Table I. Frequency and Percentage Distribution of Subjects According to Their Demographic Variables**

N=50

Demographic variables	Frequency (f)	Percentage (%)
<b>Age</b>		
18-25	12	24.0
26-33	8	16.0
34-41	11	22.0
42-49	4	8.0
50-60	15	30.0
<b>Gender</b>		
Male	27	54.0
Female	22	44.0
Transgender	1	2.0
<b>Marital Status</b>		
Unmarried	12	24.0
Married	32	64.0

Divorced	2	4.0
Widowed	4	8.0
<b>Type of family</b>		
Joint Family	27	54.0
Nuclear Family	23	46.0
<b>Religion</b>		
Hindu	26	52.0
Muslim	10	20.0
Christian	9	18.0
Sikh	5	10.0
<b>Place of Residence</b>		
Rural	4	8.0
Semi-Urban	46	92.0
<b>Educational Background</b>		
Illiterate	4	8.0
Primary	6	12.0
Secondary	5	10.0
Senior Secondary	11	22.0
Graduate	15	30.0
Post-graduate	9	18.0
<b>Occupation</b>		
Unemployed	2	4.0
Labourer	17	34.0
Self-employed	11	22.0
Private job	12	24.0
<b>Monthly Income</b>		
< 10,000	16	32.0
10,000 to 20,000	20	40.0
20,000 to 30,000	4	8.0
>30,000	10	20.0
<b>Is this first time you have been operated</b>		
Yes	25	50.0
No	25	50.0

**Table 2. Frequency and percentage distribution of study subjects in relation to level of satisfaction with nursing services**

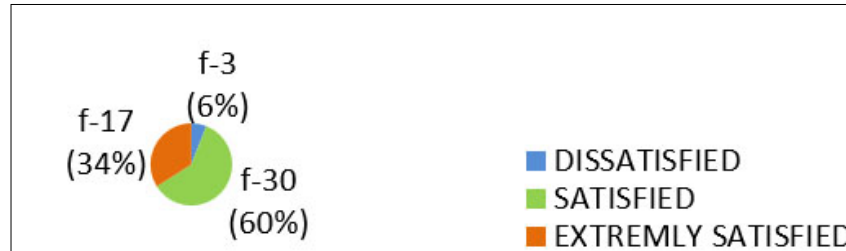
Level of satisfaction	Range of scores	Frequency(f)	Percentage (%)
Dissatisfied	25-50	3	6
Satisfied	51-75	30	60
Extremely satisfied	76-100	17	34

N=50

**Tables 3. Summary of descriptive findings of level of satisfaction of subjects with nursing services**

N=50

Possible Range of score	Obtained range of score	Mean	Median	Standard Deviation
1-100	42-100	68.4	67.5	15.09

**Figure 3. Pie diagram depicting percentage distribution of subjects with their level of satisfaction to Nursing services (n=50)****Table 4. Frequency & percentage distribution of subjects according to their level of satisfaction with respect to communication & information of nurses**

N=50

Statements regarding satisfaction to communication & information	Strongly disagree f(%)	Disagree f(%)	Agree f(%)	Strongly Agree f(%)
I could interpret the meaning of nurse's explanation/ information	2 (4%)	29 (58%)	13 (26%)	6 (12%)
The nurse communicated well with relatives/ family members well	2 (4%)	28 (56%)	15 (30%)	5 (10%)
The nurse clarified our doubts	2 (4%)	28 (56%)	14 (28%)	6 (12%)
Family members were informed about patient response to treatment	2 (4%)	28 (56%)	14 (28%)	6 (12%)
Family members were allowed to participate in the care of patient under supervision	2 (4%)	27 (54%)	15 (30%)	6 (12%)
Nurse took lead and expressed willingness to talk about health matters	3 (6%)	25 (50%)	16 (32%)	6 (12%)
I was given choices for treatment/ care areas	0 (0%)	28 (56%)	15 (30%)	7 (14%)
Nurse responded promptly to my calls/ bells	2 (4%)	25 (50%)	17 (34%)	6 (12%)
I was explained about lab investigation/ OT procedure	3 (6%)	24 (48%)	16 (32%)	7 (14%)
I was explained about the treatment /medicine prescribed by doctor	2 (4%)	24 (48%)	18 (36%)	6 (12%)
I was explained about what is expected with me before, during and after the test	3 (6%)	23 (46%)	17 (34%)	7 (14%)
The nurse clarified of discharge instruction	2 (4%)	24 (48%)	18 (36%)	6 (12%)

**Table 5. Frequency & percentage distribution of subjects according to their level of satisfaction with respect to provision of privacy and IPR by nurses**

N=50

Statements regarding satisfaction to privacy/ IPR	Strongly disagree f (%)	Disagree f (%)	Agree f (%)	Strongly Agree f (%)
Nurses established a caring/ helping relationship with patient/relatives.	3 (6%)	12 (24%)	24 (48%)	11(22%)
The nurse provided privacy whenever needed.	3 (6%)	12 (24%)	24 (48%)	11(22%)
The nurse addressed with respect to patient & relatives.	3 (6%)	12 (24%)	24 (48%)	11(22%)

**Table 6. Frequency & percentage distribution of subjects according to their level of Satisfaction with respect to nursing care**

N=50

Statements regarding satisfaction to nursing care	Strongly disagree f (%)	Disagree f (%)	Agree f (%)	Strongly Agree f (%)
The nurse personally visited to check if I faced any problem.	0 (0%)	22 (44%)	14 (28%)	14 (28%)
I am satisfied with nurses' competency to administer medications via oral route / topical route and parenteral route.	0 (0%)	22 (44%)	14 (28%)	14 (28%)
The nurse was able to meet personal hygiene needs.	1 (2%)	18 (36%)	17 (34%)	14 (28%)
Nurses were able to give special treatment (irrigation, enema, Ryle's tube feeding, etc.)	3 (6%)	17 (34%)	14 (28%)	16 (32%)
The nurses were able to administer Oxygen & nebulization.	1 (2%)	19 (38%)	11 (22%)	19 (38%)
Nurse has demonstrated/ assisted in post-operative exercises, (R.O.M) exercise.	4 (8%)	15 (30%)	13 (26%)	18 (36%)
Nurses always look after the nutritional value of diet as per recommendation	1(2%)	18 (36%)	12 (24%)	19 (38%)
Nurses always use strict aseptic technique for changing or removing dressing	1 (2%)	16 (32%)	12 (24%)	21 (42%)
Nurses assisted me to recover from surgical limitations.	3 (6%)	12 (24%)	13 (26%)	22 (44%)
Over all perception about nursing services is good.	1 (2%)	12 (24%)	13 (26%)	24(48%)

**Table 7. Order of mean percentage in areas of satisfaction scores of study subjects to nursing services**

N=50

Domains of Satisfaction	Mean $\pm$ SD	Mean %	Order of Mean %
Nursing care (4-40)	29.6 $\pm$ 7.7	74%	1
Privacy & IPR (4-12)	8.59 $\pm$ 2.5	71.5%	2
Communication & information (4-48)	30.2 $\pm$ 7.7	62.9 %	3

**Table 8: Association between level of satisfaction of study subjects to nursing services and their demographic variables**

N=50

Demographic variables	Level of satisfaction with nursing services			Name of the test	Df	P value	Non-significant
	Dissatisfied	Satisfied	Extremely satisfied				
<b>Age</b>							
18-25	0	8	5	Fisher's exact test 0.5	8	0.096	Non-significant
26-33	0	5	2				
34-41	0	6	5				
42-49	1	1	2				
50-60	2	10	3				
<b>Gender</b>							
Male	1	17	9	Fisher's exact test 7.426	4	0.221	Non-Significant
Female	2	12	8				
Transgender	1	0	0				
<b>Marital Status</b>							
Unmarried	0	9	3	Fisher's exact test 7.428	6	0.221	Non-Significant
Married	2	16	14				
Divorced	0	2	0				
Widowed	1	3	0				
Type of family							
Joint Family	1	16	10	Chi-square X <sup>2</sup> .680	2	0.710	Non-Significant
Nuclear Family	2	14	7				
<b>Religion</b>							
Hindu	0	25	4	Fisher's exact test 6.388	6	0.322	Non-Significant
Muslim	1	7	2				
Christian	1	5	3				
Sikh	1	3	1				
<b>Place of residence</b>							
Rural	0	3	1	Fisher's exact test .531	2	.682	Non-Significant
Semi-Urban	3	27	16				

<b>Educational Background</b>							
Illiterate	0	1	3	Fisher's exact test 15.940	10	.041	Non-Significant
Primary	1	5	0				
Secondary	0	4	1				
Senior Secondary	0	1	0				
Graduate	1	3	2				
Post graduate	0	2	7				
<b>Occupation</b>							
Unemployed	0	1	1	Fisher's exact test 12.148	10	.301	Non-Significant
Labourer	1	12	4				
Self-employed	1	9	1				
Private job	1	6	5				
<b>Monthly income</b>							
< 10,000	2	9	5	Fisher's exact test 9.336	6	0.109	Non-Significant
10,000 to 20,000	0	16	4				
20,000 to 30,000	0	2	2				
>30,000	1	3	6				
<b>Is this first time you have been operated</b>							
Yes	0	15	10	Fisher's exact test 6.509	2	.119	Non-Significant
No	3	15	7				

The table 2 and shows that level of satisfaction of study subjects with nursing care and it is reflected that majority 30(60%) were satisfied, 17(34%) were extremely satisfied and only 3(6%) were dissatisfied with nursing services. there is no signification association between level of satisfaction of study subjects.

Table 3 reflects that the subjects were just satisfied with nursing care as revealed from mean satisfaction score of 68.4 & SD 15.09.

As shown in table 4, approximately half of the subjects (46-58%) had expressed disagreed response to the statements related to satisfaction to nurse's communication & information. Less than half subjects (38%-48%) have agreed or strongly agreed to statements related to communication & information of nurses.

As shown in table 5 majority of subjects 35 (70%) were satisfied to provision of privacy & IPR related care by nurses whereas 15,(30%) subjects have experienced disagreed or strongly disagreed responses.

Table 8 shows that there is no signification association between level of satisfaction of study subjects and age, gender, marital status, type of family, religion, place of residence, education, occupation, monthly income.

## Discussion

Present study was cross sectional design in nature and was conducted with aim to assess the level of satisfaction regarding nursing care among patient in post-operative care unit.

### Major Findings of the Study

#### Section A

Findings related to the demographic variables of subjects. The age group of study subjects ranged between 50 - 60 years (15, 30%), followed by 18 - 25 years (12, 24%) and then 34 - 41 years (11, 22%) only (4, 8%) subjects were in the group of 42 - 49 years .As far as gender is concerned there were more number of male subjects (27, 54%) then female subjects (22, 44%). According to marital status, most of the subjects were married (32, 64%), only 2 (4%) subjects were divorced and 4 (8%) subjects were widowed. More than 50% subjects (26, 52%) belonged to Hindu religion. Majority of subjects (46, 92%) belonged to semi-urban community. Most of the subjects (35, 70%) had education backgrounds of senior-secondary or higher. As far as occupation of subjects in concerned, most of them were labourers (17, 34%) followed by private job (12, 24%) and then self-employed (11, 22%). Most of the subjects



had family income of 10,000-20,000 (20.40%) followed by below 10,000 (16, 32%). Only 14 (28%) subjects had monthly income of 20,000 or higher. 50% subjects were operated for the first time.

### Section B:

Findings related to frequency and percentage distribution of subjects according to their level of satisfaction with respect to communication and information of nurses approximately of the subjects (46-58%) had expressed disagreed response to the statements related to satisfaction to nurse's communication and information less than half subjects have agreed or strongly agreed to statements related to communication and information of nurses. Frequency and percentage distribution of subjects according to their level of satisfaction with respect to privacy and IPR majority of subjects 35,(70%) were to satisfied to Privacy and IPR related care by nurses 15,(30%) subjects had experience disagreed or strongly disagreed responses.

Frequency and percentage distribution of subjects according to their level of satisfaction with respect to nursing care that the level of satisfaction of study subjects with nursing care and it was reflected that majority (56-74%) subjects were satisfied,((24-44%) were extremely satisfied dissatisfied or extremely dissatisfied (37-74%) with nursing care. Findings related to the order of mean percentage in areas of satisfaction scores of study subjects to nursing care that the subjects were found to be satisfied more in the areas of nursing care (mean% 74%) followed by Privacy and IPR (mean%71.5%) and then to nurses communication and information (mean%62%). This difference was found to be statistically significant as (p value < 0.001)

### Section C: Findings related to the Association of Level of Satisfaction with Demographic Variables

- There is no significant association between level of satisfaction of study subjects and age, gender, marital status, type of family, religion, place of residence, education, occupation, monthly income.

### Conclusion Drawn for the Study

The major conclusions drawn on the basis of the findings of the study were as follows:

The study findings revealed that subjects of the present study in surgical ward were just satisfied to nursing care and their satisfaction was higher in the area of nursing care followed by privacy and IPR and then least in the area of nurse's communication and information. There was no association of subject's with their demographic variables satisfaction to nursing care.

### Discussion of the Finding

The present study revealed that most of sample subjects in Government hospital were satisfied with nursing care. The study subjects 30(60%) were satisfied, 17(34%) were extremely satisfied and only 3(6%) were dissatisfied with nursing.

Similarly previous study by Tesgera Beize Aga et al (2021)<sup>50</sup> conducted a study at Pawie General Hospital, West Ethiopia. The overall patient's satisfaction towards in patient health care services at Pawie General Hospital was 60.8% with 95% CI (55.4, 65.9). Factors like admission ward [AOR = 2.60; 95% CI (1.34, 5<sup>3</sup>.03)] and privacy [AOR = 12.5; 95% C I (2.89, 54.1)] were significantly associated with patient's satisfaction.

Similarly previously study by Albashayreh et al (2019)<sup>54</sup> conducted a study in Oman and found that the Level of patient satisfaction with nursing care was quite high.

Similarly previous study by Henok Mulugeta et al (2019)<sup>56</sup> conducted a study in Ethiopia revealed findings that the level of patient satisfaction with nursing care was 55.15%.

Similarly previous study by Teshome Gishu et al <sup>59</sup>(2019), conducted a study in Ethiopia revealed findings that the nursing care performance was highest for nurse-physician relation (mean = 3.95) and low for education and home care preparation and physical care (mean score of 2.79 and 2.89 respectively). The emotional care and nurse administration mean score were 3.5 and 3.83 respectively. The overall nursing quality was neither satisfying nor dissatisfying (mean of 3.39). While only 36% of the respondents were satisfied with the nursing care, patient education has the strongest (AOR of 7.4) association with satisfaction

### Conclusion

The study findings revealed that subjects of present study in surgical ward were just satisfied to nursing care & their satisfaction was higher in the area of nursing care followed by privacy & IPR & then least in the area of nurse's communication & information. There was no association of subject's satisfaction to nursing care with their demographic variables.

### Implications

Several implications can be drawn from the present study. The findings revealed that government hospital need to improve quality of nursing care as well as look forward to ways to improve the level of satisfaction of patients, they serve. Perioperative surgical services were according to their expectations as compared with previous studies.

### Nursing Education

The nursing personnel should be well equipped with

knowledge, skills and possess a positive attitude when dealing with the patients. They must understand the importance of quality and its impact on patient's outcomes while rendering nursing care.

The nursing personnel should ensure a kind of environment in hospital which is calm & quite & least disturbing to the patients.

The nurse administrators should place great priority on the quality of nursing care.

The nursing personnel should treat patients & their family with dignity and respect and take their feedback and consider it.

### **Nursing Research**

Quality assessment studies should be routinely conducted to monitor and improve the quality of care, as is done in the developed countries.

Studies should be conducted on patient's satisfaction with nursing care so that lacunae can be found and improvements can be made in the right direction.

### **The Limitations**

The sample size was small as administrative approval of another multi-speciality hospital could not be granted within given time framework.

Level of satisfaction regarding nursing care was assessed under limited areas and patients outcomes were not assessed except for the level of satisfaction of patients which limits the generalization of findings.

Assessment of level of satisfaction regarding nursing care was assessed in post-operative care unit which limits the generalization of findings to other wards.

### **Recommendations**

A study is recommended which encompasses more areas under quality of nursing care

A qualitative study can be conducted to assess the quality of nursing care and level of patient satisfaction.

A qualitative study can be identifying conducted to assess the level of satisfaction among patients regarding nursing care who are admitted in post –operative care units.

**Source of Funding:** Self

**Conflict of Interest:** None

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