

## PP 09 - Contributory Factors of Patient Satisfaction with Nursing Care; a Phenomenological Study

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**Background:** Patient satisfaction is a complex process having many contributing factors to the degree of satisfaction. Satisfaction of a patient has become a critical task due to increased educational status and changing the roll of the patient from passive user to active participants.

**Objectives:** This study aimed to explore the contributory factors of patient satisfaction with nursing care in surgical-medical wards of Teaching Hospital Karapitiya.

**Methodology:** In this phenomenological study, experiences were explored through the purposive sample of key informants including two nurses, two middle and lower level nurse administrators and a nurse educator. Data were collected through in-depth interviews with semi-structured interview guide in August 2018. They had 23-26 years experiences in nursing. Interviews were audiotaped and transcribed verbatim. Data were coded and analysed using thematic analysis (hermeneutic approach). Trustworthiness was maintained throughout the study.

**Results and conclusion:** Three major themes and nine sub themes emerged associated with patient satisfaction. Patient factors, nurse factors and organizational factors were the key themes. Subthemes of patient factors included attitudes and needs of the patients. Nurse factors included soft skills, nurses' education, caring behaviours, and nurses' satisfaction. Subthemes of organizational factors included nurses' workload, physical condition of the hospital and organizational culture. One of the participants stated that patients do not expect more. However, key informants were in the view that patients' dignity should be maintained. Some needs of the patients according to key informants were warm welcome and opportunity to charge mobile phones. Nurses were knowledgeable and technically competent, but soft skills including caring behaviour affect with patients satisfaction adversely. Satisfaction of the patients depends on the factors related to patients, nurses and organization. Satisfactory surveys, improvement of organizational culture, update knowledge of nurses and behavioural change of nurses will increase patient satisfaction.

**Keywords:** Phenomenology, patient satisfaction