



Patient's Perceptions of Care

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Abstract

This research aimed to evaluate the level of comfort and satisfaction that a patient feels with each provider when care is being given. We looked at the relationship when being treated by certified nursing assistants (CNA's), nurses, and physicians. In our research we expected to find that patients feel most comfortable when being treated by a nurse or CNA based on the time spent in direct care of the patient. However, our research provided that patient satisfaction and comfort is based on the quality of care provided. A nurse, physician, and CNA all have different roles in providing care to the patient and each individual matters in different ways to the patient. We concluded that all the titles or positions matter and have an influence on patient's perceptions of the care they received.

Introduction

Nurses, CNA's, and doctor's have different roles and scopes of practice in providing care to patients. There are seven characteristics that help determine the quality of health services (Ozturk, Demirsoy, Sayligil, & Florczak, 2020). These include efficacy, effectiveness, efficiency, optimality, acceptability, legitimacy, and equality. Interpersonal care is the interaction between the patient and care provider to improve quality of life. Determining the level of patient satisfaction is essential to provide quality care and meet the patients expectations of care (Ozturk, Demirsoy, Sayligil, & Florczak, 2020).

Research

Does the title of the individual providing care (nurse, CNA, physician) really matter in patient satisfaction?

Patient satisfaction with nursing care is a strong indicator of the quality of services being provided (Ozturk, Demirsoy, Sayligil, & Florczak, 2020). The role of the nurse includes assessing the need for nursing care, planning interventions, providing care, administering and monitoring medication, providing emotional support, and being an advocate for their patients. The quality of patient care is measured through patient satisfaction which is determined by the patient-nurse relationship. Since the nurse is providing 24-hour care to the patient, they contribute to patient satisfaction more than any other health care provider (Ozturk, Demirsoy, Sayligil, & Florczak, 2020).

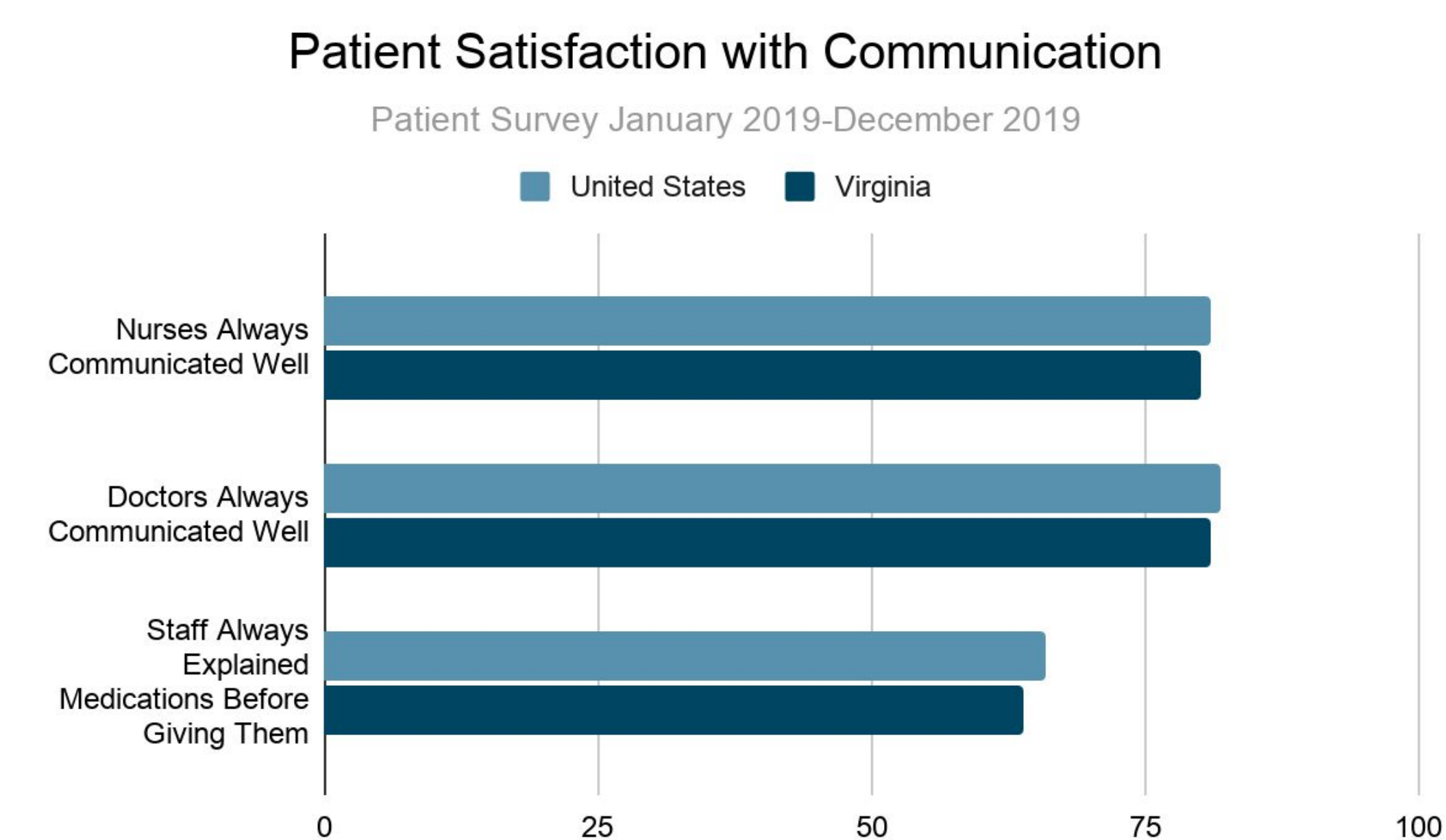
Certified Nursing Assistants, or CNAs, provide physical care to patients as well as emotional support (Sapega, 2018). CNAs work alongside the nursing staff to monitor patients, provide care, and inform the health care team of any changes. They spend more time with the patients than nurses do. CNAs are known to be the most engaged group of bedside providers in a hospital (Sapega, 2018).

Physicians provide continuous care for patients and work collaboratively with the healthcare team to provide the best possible care (University of Texas at Austin, 2021). Physicians diagnose and provide education to the patient as it relates to their condition and help patients make future informed decisions (University of Texas at Austin, 2021). The physician-patient relationships can have positive and negative implications on clinical care (Johnson, 2019). The goal of this relationship is to improve patients outcomes and medical care. Trust is an essential component in forming this relationship and effective communication and collaboration can further this relationship. This has shown to have a positive influence on health outcomes, increased patient satisfaction, better adherence to treatment plans, and better understanding of health problems. Furthermore, forming this bond is a core element of quality health care (Johnson, 2019).

Results

Through our research we concluded that patient satisfaction with care depends on the quality of care from a provider within their scope of practice. In spite of the fact that CNAs and nurses are with the patients more throughout the day, the doctors role in providing care is just as important.

The chart below described patient satisfaction with communication with a nurse and a doctor in the United States and Virginia. The results showed to be really similar between nurses and doctors (Virginia Health Information, 2020).



Discussion and Limitations

We researched this topic because patient satisfaction is important in ensuring the patient is receiving appropriate care that aligns with their expectations and values. Individuals may be tempted to say that patients prefer nurses to provide their care, but our research did not support this. Although nurses and CNAs are with the patient for the greatest amount of time and have the greatest influence on patient satisfaction, doctors also influence patient satisfaction. If we were to interview patients in the clinical setting we could have gathered more information to support or change our results. However, our research showed that patient satisfaction was strongly based on the quality of care they received and not on who provided the care.

Conclusions

Patient satisfaction is a major influencer of the quality of care being given at a health care facility. Each member of the health care team has different roles in maintaining and improving a patient's health. These members must work together to satisfy all the patients needs which leads to a positive perception of their care. Even though the interactions with the patients are different for each member of the healthcare team, their role in providing care to the patient is just as important as all the other members. It can be concluded that patient satisfaction is strongly related to the quality of care received which is based on key aspects such as efficiency, equality, effectiveness, and many others (Ozturk, Demirsoy, Sayligil, & Florczak, 2020).

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