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Nursing and patient satisfaction

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The quality of care was traditionally judged by parameters, such as complication rates and mortality, from 1990 providers have begun to understand that patients' perceptions of their care are also important to them. This led to an increasing interest in patients' perspective of health care delivery as part of the mission to find how health systems can better respond to individual needs and preferences, called continuous quality improvement.

Thus, patient experience started to be recognized as one of the three pillars of quality in healthcare alongside clinical effectiveness and patient safety, as well as a quality improvement tool for overall organizational performance.

Nursing profession is directly related with patient satisfaction as nurses are the closest healthcare providers to patients. In fact, nurses' courtesy, respect and careful listening are highly ranked aspects of nursing care on patients' satisfaction in comparison to other factors such as physician care, admission process, physical environment and cleanliness.

Patient satisfaction includes elements of subjectivity, expectations and perceptions and it consists on individuals' cognitive evaluation of, an emotional reaction to, their healthcare experience. As a result, the research studies investigated, for this presentation, about the relationship between patient satisfaction and nursing care shown contradictory aspects in their findings. It has been argued that care cannot be of high quality if the patient is not satisfied. By addressing patient satisfaction, practices and institutions can increase market share, patient retention, referrals and revenue.

Biography:

'Ana Neto is a Portuguese trained nurse with over five years' experience between the UK and the Middle East. Qualified from Nursing School of Coimbra in Portugal, Ana went on to acquire her specialization in Neonatal Nursing in Kings College London and postgraduation course in Mentorship in Professional Practice in BUCKS New University, UK. Nominated and awarded CARES title from Imperial Healthcare NHS Trust, Ana's passion for her work has shown throughout her career. Currently the Assistant Clinical Manager at Emirates Home Nursing, Ana continues to share this knowledge and enthusiasm through her training and educational workshops for nurses in the UAE.'