

**PATIENTS' PERCEPTION ON THE QUALITY OF
NURSING CARE PROVIDED BY THE LEVEL IV
NURSING STUDENTS OF BALIUAG UNIVERSITY
AT BALIUAG DISTRICT HOSPITAL**

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Abstract

Maintaining the quality of nursing care is a fundamental responsibility of any health care organization. A descriptive quantitative study was utilized to identify the patient's perception on the quality of nursing care given by the level IV nursing students of Baliuag university. The population consisted of 37 patients from Baliuag District hospital's Medical ward. The data gathering instrument was a survey questionnaire which contains 3 parts including Demographic data, Likert scale type of questions and an open-ended question. The data was collected and analyzed using the frequency and percentage, weighted mean and standard deviation. Results showed that the quality of nursing care in relation to knowledge has weighted mean of 5. The areas under knowledge range from 2.84 to 2.97 classified the nursing students that they properly and completely performed the tasks under knowledge. On the area of skills, the weighted mean range between 2.89 to 3.0 which means the nursing students properly and completely performed the task under the area of skills. The area of attitude has a weighted mean ranging between 2.89 to 3.0 which means that the nursing students properly and completely performed the tasks under the attitude. The study showed that overall, the nursing students have properly and completely provided quality nursing care based on the perception of patients, the direct receiver of care. It proves that the nursing students are well equipped in terms of knowledge and skills since they can excellently give and teach patients regarding medications, nutrition and disease prevention. The attitude of the nursing students has also proved that they apply and internalized what they learned specially on therapeutic communications by listening to patients concern.

Keyword: Patients' Perception, Nursing Student, Nursing Care

Maintaining quality care is a fundamental responsibility of any healthcare organization. Providing high-quality care and ensuring patients' complete satisfaction is a challenge that healthcare organizations face globally. Exploring the quality of nursing care from the patients' perspective is an essential part of quality evaluation.

The development of healthcare services is an important issue that depends on patients' perception of the quality of the care received. Assessing the quality of services provided by nurses is crucial and, therefore, nurses are challenged to maintain and improve their quality of care.

The study is focused on the patients' perception regarding the quality of nursing care provided by nursing students in terms of knowledge, skills and attitude. Patients' experiences regarding the quality of care continue to be a trending topic of discussion in the healthcare industry. The purpose of this study is to explore the patients' perspectives regarding quality nursing care.

Literature supports the importance of exploring the patients' perspectives of quality nursing care in order to fulfill patients' needs and expectations at a satisfactory level. Quality of care is a multidimensional concept. World Health Organization (2016), defines quality of care as "a process that must guarantee each patient the combination of diagnostic and therapeutic acts that will ensure the best result in terms of health, based on current medical science at lowest cost for the same result, with the lowest iatrogenic risk and for his greatest satisfaction in terms of procedures, results and human contact in the health care system". Examining the quality of nursing care from the patients' perspective is an important element in quality evaluation, since patients admitted to hospital, has high expectations of the health care system. Moreover, patients as customers can be considered as vital sources of information for the evaluation of existing care. But, in order to provide quality nursing care to the patients, healthcare organizations need to understand their

perception. Patients' perceptions about quality nursing care are becoming progressively important in this competitive era. This study is different from the others that the researchers reviewed in a way that the patients themselves are the ones who evaluated the Baliuag university nursing students particularly in medical ward of Baliuag District Hospital.

Also, this study is different from the performance evaluation of nursing students which is usually done by clinical instructors since the clients were the ones who did the evaluation of the quality of nursing care on the areas of knowledge, skills, and attitude. Moreover, evaluating patients' opinions about the quality of care has become a subject of increasing interest globally at all levels and in different nursing fields.

Statement of the Problem

This study seeks to determine the perception of respondents for the nursing care delivered to them by the students of Baliuag University College of Nursing in Baliuag District Hospital.

Questions:

1. What is the clients' perception in the performance of nursing students in terms of Knowledge?
2. What is the clients' perception in the performance of nursing students in terms of Skills?
3. What is the clients' perception in the performance of nursing students in terms of Attitude?
4. How can the student nurse's performance be improved base on the client's perception?

Significance of the Study

This research study can help the nursing students to determine if they are meeting the standards of their professional practice. It also provides an opportunity to the client to verbalize their advices, opinions as well as suggestions towards the nursing students. Furthermore, this study contributes to the knowledge, skills and attitude of the nursing students in relation to the quality nursing care provided by them based on their patient’s perceptions. This study will be very significant as well to the nursing students because it will heighten their awareness regarding improvement in providing quality nursing care.

For the Clinical instructors, it will help them to evaluate the student’s performances in providing quality nursing care based from the direct receiver of their care.

For the School Administrator, the evaluation made by the patients will give them accurate information about the knowledge, skills and attitude of the nursing students that will help them evaluate the quality of nursing education given by the clinical instructors.

Conceptual Framework



The Conceptual Framework that was used is patterned on the concept of data gathering.

The Input was divided into knowledge, skills and attitude. The knowledge was based on the students understanding of medication as well as health teachings, the

skills was divided into morning care and bedside procedures lastly, the attitude of the Nursing students based on the 6 C's which are care, compassion, competence, communication, courage, commitment.

The Process' first step was to select the respondent's using purposive sampling through formulation as well as the distribution of survey questionnaires to the targeted patients of Baliuag District Hospital, next was to analyze and interpret the data gathered using frequency and percentage and weighted mean for the researchers to assess the differences in the perception of the respondents.

The Output includes formulation of action plan to improve and/or maintain the quality care provided by the nursing students. If the patients perceived a deficit in knowledge of the student, we will provide a plan to enhance student knowledge regarding the medication and health teachings, then if the patient's perceived a deficit in skills of the student, the researches will provide a plan to enhance student skills regarding to morning care and providing bed side procedures as well as the attitude of the nursing students.

Research Design

The Descriptive design was used to determine Patients' Perception on the Quality of Nursing Care rendered by the Baliuag University College of Nursing students. The purpose of the descriptive studies is to explore and explain while providing additional information about a topic. This is where research is trying to describe what is happening in more detail, filling in the missing parts and expanding our understanding. This is also where as much information is collected as possible instead of making guesses.

Sampling Technique Used

Purposive criterion sampling was utilized by the researchers for the study. To be included, the following

eligibility criteria were considered.

1. Respondents should be patients from Baliuag District Hospital's Medical Ward
2. Respondents were admitted and stayed for 2 days minimum in the Medical ward.
3. Respondents should be conscious, coherent and willing to participate.

Data Gathering Instrument

The Researchers used survey questionnaire that was formulated by the researchers which contains questions about personal data that includes age, gender, civil status and their number of stay in the hospital and other questions that may be relevant to the study. To elicit answers from these questions, they used close ended questions to gather the information needed.

On the second part of the survey questionnaire, the researchers utilized a 3-point Likert type of questions which assessed the student nurse's ability to perform different activities that pertain to the knowledge, skills and attitude.

The statistical analysis method that the researchers used are frequency and percentage for the biographical data (age, gender, marital status, days of hospitalization, days of being taken care of by the nursing student), standard deviation to determine the distribution of data and weighted mean for the 3-point Likert scale questionnaires and the interpretation of the weighted mean are as follows:

- 1.0 - 1.50 - The student nurse did not perform the needed task under the specific area.
- 1.51 - 2.50 - The student nurse has performed the task under the specific area, but the activity or procedure is either incomplete or improper based on the patient's perception.

- 2.51 - 3.0 - The student nurse properly and completely performed the task under the specific areas.

For the Percentage:

Computation of the percentage was made using this formula.

$$\text{Percentage (\%)} = \frac{F \times 100}{N}$$

Where:

% = Percentage

F = Frequency or number of responses to each item

N = Total number of the respondents

For the Standard Deviation:

Computation of standard deviation was made using this formula:

For the Weighted Mean:

Computation of the weighted mean was made using this formula.

$$WM = \frac{F \times DoC}{N}$$

Where:

WM = Weighted Mean

DC = Degree of Occurrence

N = Total number of respondent

On the third part of the survey questionnaire, the researchers used an open-ended type of question to know the comments or suggestions of the respondents' on how the nursing students can improve or maintain their nursing care.

Data Collection Procedure

The researchers sent request for approval to

conduct the research in Baliuag District Hospital. Next is the formation of a permission letter to the Medical Director of Baliuag District Hospital thru the Chief Nurse where the study will be conducted.

The researchers conducted the data collection last October 19 and 26, 2018. The respondents, who were eligible patients that expressed general willingness to participate were asked to take parts in the study. The researchers explained to the respondents the purpose of the study. They were given the questionnaire and instructed to answer it. The researchers also asked the respondents to approach them if they need help. After the respondents completed answering the survey questionnaires, the researchers collected the questionnaires.

Ethical Consideration

The researchers will keep the personal information of participants and it will remain confidential from start to finish, the data will be temporarily stored in the researcher's personal computers and will be deleted once the research has been completed.

Results

Table 1. Distribution of Respondents According to Age

Age	Frequency	Percentage	Standard Deviation
20-30	7	19	4.16
31-40	2	5	
41-50	2	5	
51-60	14	38	
61-70	7	19	
71-80	4	11	
81-90	1	3	
N = 37		100	

Table 1 shows that ages 51 – 60 accounts for the highest percentage of 38% of patients admitted in Medical Ward. Next is 19% accounting for ages 20-30 years old and another 19% of ages 61-70 years old. According to Department of Health (2015), Patients aged 65 to 69 made up the single largest group of hospital admissions.

Table 2. Distribution of Respondents According to Gender

Gender	Frequency	Percentage	SD
Male	20	54%	1.5
Female	17	46%	
N = 37		100%	

Table 2 shows that the male patients has the highest number with a percentage of 54% while females have a percentage of 46%. Based on the latest population statistics by Philippine Statistical Authority (2017), Bulacan's male population was 1,655,917 while female has a population of 1,636,154 which explains in part why the hospital has more male patients than female.

Table 3. Distribution of Respondents According to Marital Status

Marital Status	Frequency	Percentage	SD
Single	27	73%	10.35
Female	6	16%	
Widowed	4	11%	
N = 37		100%	

Table 3 shows that 73% of the patient's population are single, 16% are married and 11% are widowed. The single accounts for the greatest population. According to the study made by Robards (2013), unmarried individuals generally report poorer health and have a higher mortality

risk. It also said that single individuals are more active in school work that is why they are more likely to have stresses which could lead to diseases or illness.

Table 4. Distribution of Respondents According to Religion

Religion	Frequency	Percentage	SD
Roman Catholic	31	83%	12.62
Born Again Christian	4	11%	
Iglesia Ni Cristo	1	3%	
Jehovah	1	3%	
N = 37		100%	

Table 4 shows that 83% of the patient's population are Roman Catholic, 11% are Born Again-Christian, Iglesia Ni Cristo are 3% and Jehovah are 3%. Patient's religion is mostly Roman Catholic. According to World Atlas (2018), Roman Catholic is the largest religion in the Philippines that accounts for 70% of population followed by Born Again-Christian which is the second largest religion in our country having 17% of the country's population.

Table 5. Distribution of Respondents According to Length of Stay in the Hospital

Days of Hospitalization	Frequency	Percentage	SD
2 Days	31	83%	15.77
3 Days	4	11%	
N = 37		100%	

Table 6 shows that 95% of the patients was taken cared of by the student nurses for 2 days and 5% of the patients was taken care by the student nurse for 3 days. Based on the criteria, foreligibility of being a respondent, the patient should be taken care of by the student nurse for a

minimum of 2 days or above and should be conscious and coherent to be able to answer the questionnaires.

Table 7. Quality of Nursing Care in Relation to Knowledge as Perceived by the Respondents

Knowledge	Weighted Mean	Interpretation
1. Binibigyan ako ng impormasyon patungkol sa kung ano ang pangalan ng gamot, sa paanong paraan ito binibigay sa akin, at tuwing kailan	2.94	The student nurse properly and completely informed and explained to the patient about the name of the drug, route and frequency
2. Binibigyan ako ng impormasyon patungkol sa dahilan kung bakit binibigay, ano and kahalagahan at maaaring epekto ng gamut sa aking katawan	2.92	The student nurse properly and completely informed the patient why the drug is given, what is the importance of the drug, and the action of the drug to the body.
3. Binibigyan ako ng impormasyon o aral patungkol sa aking sakit at mga bagay na maaaring maktulong sa mabilisan kong pag galing	2.97	The student nurse properly and completely gave health teachings to the patient that may help for his/her fast recovery
4. Binibigyan ako ng impormasyon patungkol sa kahalagahan ng masusustansyang pagkain pati na rin ang pag papanatili ng malinis na pangangatawan.	2.89	The student nurse properly and completely gave information about the importance of eating nutritious foods and maintaining good personal hygiene

Table 7. Continuation

Knowledge	Weighted Mean	Interpretation
5. Binibigyan ako ng impormasyon patungkol sa mga posibilidad na Gawain o bagay na maari kong gawin sa aming tahanan, pag dumating na ang takdang araw ng pag labas ko sa ospital	2.84	The student nurse properly and completely gave information about the discharge teachings for the patient.

Table 7 shows that the highest weighted mean falls on the area wherein the student nurse properly and completely gave health teachings regarding the disease and the ways to help for faster recovery as perceived by the patient.

The student nurses have learned from different nursing subject that makes them knowledgeable about the disease process, signs and symptoms, complications, diagnostic test, risk factors and treatment and management. It has also been practicing during skills laboratory to completely explain the procedures to the patient before doing it that makes them competent in explaining certain procedure that can easily be understood by the patient.

Table 8. Quality of Nursing Care in Relation to Skills as Perceived by the Respondents

Skills	Weighted Mean	Interpretation
6. Ang student nars ay binibigyan akong alaga	3.0	The student nurse properly and completely gave care to the patient.

Table 8. Continuation

Skills	Weighted Mean	Interpretation
7. Ang student nars ay pinapanatili ang aking kaginhawaaan	2.97	The student nurse properly and completely maintained the comfortability of the patient.
8. Ang student nars ay pinapanatili ang aking kaligtasan	3.0	The student nurse properly and completely maintained the safety of the patient.
9. Ang student nars ay pinapanatili ang kalinisan at kaayusan ng aking paligid	2.89	The student nurse properly and completely maintained cleanliness and orderliness of the patient's surroundings.
10. Ang student nars ay hindi nagmamadali sa mga gawain	2.95	The student nurse properly made time to come back to the patient.

Table 8 shows that the highest weighted mean in skills is the student nurse properly and completely gave care to the patient and the student nurse properly and completely maintained the safety of the patient.

According to Adventist Health System (2014), Jean Watson's Human Caring Theory states that caring is the essence of nurses. A large part of caring model involves helping the patient find meaning in illness and suffering to restore the patient's harmony which explains why patients perceived that the student nurses completely gave care to the patient. The student nurse continuously monitors the patient from time to time for any health changes, so they are taught to give instructions for the patients and the relatives to practice safety. The student nurses also perform intervention to promote safety like raising the side rails and eliminating

environmental hazards as much as possible.

Table 9. Quality of Nursing Care in Relation to Attitude as Perceived by the Respondents

Attitude	Weighted Mean	Interpretation
11. Ang student nars ay nag papakilala bago makipag usap sa akin	2.89	The student nurse properly and completely introduced himself to the client before starting a conversation.
12. Ang student nars ay gumagamit ng po at opo kapag nakikipag usap sa akin	2.97	The student nurse properly used 'po and opo' during a conversation.
13. Ang student nars ay bumabalik upang ako'y kamustahin	2.97	The student nurse properly checked the patient to ask for his or her condition.
14. Ang student nars ay nakikinig saaking hinaing	3.0	The student properly listened to the patient's concern.
15. Ang student nars ay hinihikayat akona mag sabi ng aking nararamdaman	2.97	The student nurse properly encouraged the patient to verbalize his or her concerns.

Table 9 shows that the highest weighted mean is that the student nurse listen to the patient's concerns. The student nurse is taught to learn different kinds of therapeutic techniques of communication, so they can easily understand and establish rapport with their patients. Unlike any other kinds of communication, Therapeutic Communication is specifically used by nurses to have a working connection with their patients and one of the techniques used is attentive

listening. Student Nurses are taught to attentively listen to their patient's concern. According to Berman & Snyder (2015), Attentive Listening involves paying attention to both verbal and non-verbal messages of the client which explains why the respondents perceived that student nurses listen to their concerns.

Narrative presentation of open-ended question:

The researchers asked opinions, suggestions or comments from the respondents regarding how the student nurses may enhance and improve their performance in terms of their knowledge, skills and attitude. Most of them said that they are thankful that there are student nurses that are very helpful, kind, caring and responsible. They said that the student nurses are very approachable and always greet them with a smile. They also commented that the student nurses are fulfilling their duties and responsibilities. They are willing to help and take care of the patients respectfully and had long patience. A suggestion has also been made that student nurses must first smile always. It has also been mentioned that student nurses should always be punctual. As some of the respondents said, "Ipagpatuloy lamang ang magandang nasimulan".

Discussion

The Quality of Nursing Care is a vital component that defines the nursing student's Knowledge, Skills, and Attitude. The questions were raised in this study to determine the level of Knowledge, Skills and Attitude of the nursing students in the performance of nursing care as well as ways on how to improve or maintain the quality of care given by the nursing student based on the client's perception.

By using the appropriate statistical treatment such as frequency and percentage, weighted mean and standard deviation, it is found that in the area of Knowledge, a weighted mean of 2.97 shows that student nurse properly

and completely gave health teachings regarding the disease and ways to help on how a faster recovery can be achieved. In the area of skills, a weighted mean of 3.0 shows that providing care and maintaining safety to the patient has left the highest impression on the patient which means that the student nurses properly and completely performed interventions such as raising the side rails and eliminating environmental hazards. In the area of attitude, attentive listening to the patient's concern has the highest weighted mean of 3.0 which signifies that nursing students utilized different kinds of therapeutic techniques of communication and gives attention to both verbal and non-verbal cues made by the client. In Addition to that, the open-ended question regarding the suggestions and comments on ways on how to enhance and improve the performance. The patients did not directly answer the open-ended question regarding the suggestion on how to improve the quality of care provided by nursing students instead the patients answer by describing the nursing students based on how they perceived them. The patients perceived that nursing students are very kind, helpful, and responsible. They also appreciated the nursing students for being approachable and they had fulfilled their duties and responsibilities with a smile.

Recommendations

The Clinical Instructors should consider the patients' perception in evaluating the nursing students' performance in a hospital setting because the researchers believe that since they are the direct receiver of care, they receive the first-hand experience as a recipient of nursing care. Since the research data shows that the lowest weighted mean of 2.84 in the area of discharging the patient, the researchers would like to recommend that in every new clinical rotation, review the nursing students on proper ways of discharging the patient including the different discharge instructions on different cases as well as the proper way of giving instructions about the patient's home medication and follow-up schedules.

The School Administration should continuously support the college of nursing in teaching and molding their students to become globally competitive nurses in the future to maintain the excellent remarks from the patient based on the research result

A similar study can also be done in other hospital such as Bulacan Medical Center or Castro Maternity and Medical Hospital where students are having their clinical duty to validate the result. The researchers also recommend to include the other areas of Hospital such as Pediatric, Surgery, and OB GYNE ward because these areas are not covered in the study. The researchers also recommend to consider the perception of the patient's significant others to gain more feedback in terms of the quality of care provided and insights with regards to nursing students clinical performance

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