



## PATIENTS GRATIFICATION WITH THE VALUE OF NURSING CARE IN THALASSEMIA UNITS

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### Abstract-

The purpose of this study is to evaluate patients Gratification with the Value of nursing care in thalassemia units. A cross-sectional and descriptive research design was used. An Arabic version of the “*Patients Gratification with nursing care Value questionnaire*” was used. A convenience sample of 377 thalassemia patients from three public hospitals in Jaipur was used. Overall, participants were satisfied with the Value of nursing care and the health services they received during their hospitalization. Total high scores were given for the level of nursing skills and competencies, ease of getting information, responses to patient's calls, and maintaining patient's privacy. However, participants reported some concerns regarding the structure of these units and the availability of some services, as well as the system for dispensing medication. Nevertheless, patients were willing to recommend the units to their families and friends. Significant positive relationships were found between patients Gratification with different nursing care practices and with overall Value of nursing care, overall hospitals' Value of care, and recommending the hospital to families and friends. Self-rated health and frequency of hospitalization were the only significant predictors for overall Value of nursing care. Conclusion-Improving nursing care practices play an important role in shaping nurses and hospitals Value of the care among patients in thalassemia units. Implication for nursing management: Policy makers and hospitals administrators should focus on nursing training programs that improve patients Gratification and Value of nursing care in thalassemia units.

## **Introduction**

Patients Satisfaction with nursing care is considered an important factor or predictor of the value of care that patients receive. For example, good nursing care includes the following: adequate skills, appropriate staffing levels, appropriate nursing attitudes, effective communication, effective administrative systems, and good community involvement.

Patients diagnosed with thalassemia major visit the hospital frequently and regularly; visits can range from two to three weeks for blood transfusions, a life-saving treatment, accompanied by chelation therapy. Health services are virtually free for all Jordanian patients diagnosed with thalassemia through the Ministry of Health (Ministry of Health. However, the health system, like many health systems in the world, faces a huge workload with overstretched resources and a shortage of health care providers). This may be related to regional political instability and the large number of refugees coming into the country from surrounding countries (High Health Council, 2015).

In general, the health system faces major challenges, especially in terms of lack of resources and issues of administration. These challenges mean that the emphasis is on shortening the length of hospitalization, on cost-effectiveness and on accelerating the number of patients diagnosed with different types of diseases. These growing changes and challenges affect nurses' job satisfaction and the value of nursing care as well as patient satisfaction. The value of care provided is defined as nurses' nursing practices according to hospital care standards and job description requirements (Grujic, O'Sullivan, & Wehrmacher, 1989). This research could be the first in the field to measure patient satisfaction with the value of nursing care provided to patients diagnosed with thalassemia major in Jordan. The aim of the study was to investigate patient satisfaction with various nursing care procedures and to measure the relationship between patient satisfaction with various nursing care procedures and overall satisfaction with nursing and hospital care.

## **Literature review**

Overall, it was found that inadequate nursing care can influence negatively on patients' experience in hospitals, and is related to dissatisfaction. On the other hand, regular and effective nursing was found to positively impact on patients Gratification. It was argued

that the time spent on nursing consultations had an impact on patients' satisfaction: patients with longer consultations were found to be more pleased

#### Research design and sampling

A cross-sectional and descriptive research design was used. The hospital-based study was carried out in thalassemia units located in three public hospitals. It is worth mentioning that thalassemia units in Jaipur are only available via the public health service and no private services are available. It is estimated that the number of thalassaemic patients in Jaipur about 1400 patients. With 95% confidence interval and 5% margin of error.

#### Participants' characteristics

Table 1 lists the results from the first part of the questionnaire in detail. A total of 377 out of 400 questionnaires were completed and returned from the three hospitals (response rate = 94.3%). Of the 377 participants, 49.6% were male ( $n = 187$ ) and 50.4% female ( $n = 190$ ). The largest patient age group was adolescent and young adults, aged 14–40 ( $M = 21$  years old;  $SD = 5.4$ ). Most patients received regular blood transfusion every three weeks ( $n = 135$ ; 35.8%) or four weeks ( $n = 168$ ; 44.6%), and

#### Discussion

Our findings show that 81.1% of the participants were highly satisfied with the overall nursing care in the thalassemia units and would recommend them to their family and friends. High Gratification will lead to the building of a deep relationship between patients and nurses which may lead to better health outcomes. Total high scores were given for nursing care and concern, information given to patients, patient's privacy, and the skill and competence of nurses. In

#### Conclusion

The results indicate that most of the BTM patients were satisfied overall with the Value of nursing care they received in the thalassemia units. Total high scores were given for the level of nursing care and concern, the information given to patients, patient's privacy, and the competence of nurses. However, participants reported some concerns regarding the units' structure and the availability of some services as well as the system for dispensing medication. Nevertheless, patients were.

#### Implications

This study described patients Gratification with the Value of nursing care in thalassemia units and identified the major issues and challenges facing patients. The results add a new line to the literature and to the nurses' knowledge about the patients Gratification with the Value of nursing care. The findings could be the basis for future researchers and educational programs to increase and strengthen nursing care in thalassemia units. Also, it could be used as a guideline for policy

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