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Concept analysis in literature

Patient’s expression of satisfaction or dissatisfaction is a practical tool used for evaluating the quality of healthcare services provided by hospital. It is an effective indicator that provide patient’s judgment on the services delivered by healthcare providers. Wagner and Bear (2009) explains that, “patient satisfaction is an important indicator of quality of care, and healthcare facilities are interested in maintaining high levels of satisfaction in order to stay competitive in the healthcare market”. Patient perspective is crucial for determining the strengths and weaknesses of hospitals and clinics. Hospitals and healthcare organizations have adopted the practice of conducting surveys for analyzing patient perceptions regarding quality of care. The concept of patient satisfaction is long established in social sciences and medicine. Satisfaction can also be interpreted as healthcare providers ability of addressing patient’s needs (Parse, 2006). Patient’s expression on satisfaction has direct implications for the healthcare providers and organizations.

Concept analysis approaches are presented by healthcare researchers for understanding the theoretical framework of the topic under discussion. Patient satisfaction can be seen as client’s behavior or responses towards staff’s competency and ability of handling them. According to the Maslow’s hierarchy needs satisfaction of the patient changes over time when the need arises. Rodgers introduced a progressive, evolutionary method for providing deeper analysis of the concept. Robust body of literature must be considered for defining the concept of choice. With growth of healthcare industry patient satisfaction has become essential criteria for organization’s survival. Healthcare institutes are thus motivated to supervise quality of care and initiate delivery enhancements that lead to high levels of patient satisfaction. Rather than relying on a fixed phenomena it is more appropriate to examine the dynamic process (Ng & Luk, 2018). Formal thematic analysis is also practical method of determining the meaning and themes of patient satisfaction.

Attitude is a psychological predisposition used for determining the concept of patient satisfaction. The concept analysis reflects that patients expressed satisfaction when they find the services and responses of healthcare providers appropriate (Patricia Cronin & Coughlan, 2010). Satisfaction is thus evaluated on the basis of patient’s views towards healthcare staff including doctors, nurses and consultants. Clients express satisfaction when they find staff compassionate, friendly, courteous, approachable and kind. The level of respect, individual attention and responsiveness are common factors considered by patients in sharing their views on satisfaction. The degrees of healthcare providers involvement in patient care is linked to patient satisfaction. Attitudes and behavior of providers has significant impact on patient’s participation in the process of treatment.

Competency and professional skills of providers are prominent factors that influence patient satisfaction. The concept analysis depicts that patient’s are more likely to relate their satisfaction with the professional competency of nurses and doctors (Ng & Luk, 2018). It can be stated that patient’s satisfaction increase with the competency of healthcare providers. This indicates that providers that incorporate thinking and knowledge of their role in healthcare settings are professionally competent. They are capable of communicating the disease or treatment plan with the patient and help them throughout the process of diagnosis. Doctors and nurses that manage to apply professional behavior effectively receive positive patient’s views (Wagner & Bear, 2008). Application of all aspects of nursing and doctors profession is more likely to yield high patient’s satisfaction. Clients value healthcare service according to the performance of the provider. Better performance reflects positive correlation with client satisfaction and vice versa.

Patient expectation is a common indicator used for evaluating their satisfaction. Healthcare organization evaluates how physician or nurse responds to client’s need for visiting the hospital. Patients often visit hospitals for in search for physician’s assurance or information. Physicians focusing on specific actions only leads to patient’s dissatisfaction (Parse, 2006). Another criteria for evaluating satisfaction is by considering quality of communication. Doctors and nurses that are capable of conveying the disease, treatment plan and self-care in appropriate manner are more likely to attain client’s satisfaction. Patients expect to receive positive treatment from the staff. They feel positive when they believe that the physician has taken the problem seriously and provided adequate information regarding the disease (Patricia Cronin & Coughlan, 2010). Patients exhibit high satisfaction when they find that the doctor has command on the medical issue and obtained all background information. Patients rate satisfaction according to physician’s competency of providing medical advice.

Healthcare settings that encourage client’s control in decision-making are more likely to attain satisfaction. Patient’s involvement in the process of medical treatment remains an effective criterion for evoking satisfaction. When clients are allowed to share their views, ideas, concerns and expectations regarding healthcare service they tend to be more satisfied (Parse, 2006). Under such conditions patients are willing to accept doctor’s advice. Patient satisfaction is linked to time spent by healthcare providers on each visit. Increase in the length of visit is more likely to enhance client’s satisfaction. Patient rate high satisfaction when he believes that the care provider has given adequate time to the patient. Time affects the quality of client-doctor’s interaction and accuracy of treatment (Wagner & Bear, 2008).

Today healthcare institutes need to maintain high levels of patient satisfaction for surviving in the competitive healthcare market. The concept of patient satisfaction continues to evolve as hospital’s criteria of evaluating it change over time. common indicators used for assessing satisfaction include; providers ability of addressing patient’s expectations, time spend on each visit, professional competency and quality of care.

References

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