

The Level of Satisfaction with the Nursing Functions Rendered by Level IV Students of Davao Doctors College

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ABSTRACT

The study aimed to determine the level of satisfaction on the nursing functions rendered by the level IV students of Davao Doctors College, Davao City. It utilized the descriptive-correlational research design that involved the 84 clinical instructors of the institutions, 141 staff nurses and 120 patients of Davao Doctors Hospital. The primary source of data included those provided by the respondents in the survey instrument. The statistical techniques used in the study were weighted mean, t-test, Pearson product moment Coefficient of Correlation and the stepwise regression analysis. The patient rated all the nursing functions rendered by the students as satisfactory while staff nurses rated the function of a "caregiver" as satisfactory. Being a health educator was rated by the clinical instructor as moderately satisfactory. The overall rating on the nursing functions was satisfactory. On the level of satisfaction on nursing functions, the clinical instructors and the patients were satisfied on the nursing functions rendered by the level IV students while the staff nurses were moderately satisfied. The overall rating was satisfactory. There is a significant relationship between the nursing functions and the level of satisfaction on the nursing functions rendered by the students. All the nursing functions-planner, caregiver, health educator and the coordinator determined the level of satisfaction of the respondents on the nursing functions rendered by the level IV students. There is evidence that the nursing students perform their functions in accordance with the standards of professional health care practice. They are fully aware of their roles in the delivery of quality nursing care. The ratings of the respondents verified the level of satisfaction on the services rendered by the student nurses as they performed their nursing functions. The professional knowledge, skills and competencies of the nursing students on their responsibility as a nurse affect the level of satisfaction of the staff nurses and patient as an outcome of nursing care. The staff nurses, clinical instructors and the patients differ in their ratings on the level of satisfactions on the nursing functions as rendered by the student nurses. The four nursing functions are important elements in attaining the level of satisfaction on the performance of its roles as medical practitioner.

Keywords: *Level of Satisfaction, Nursing functions, Nursing processes*

INTRODUCTION

Over the years, the nursing profession has been sustained on the ideals of quality service. Nursing is committed to custom made service for all individuals regardless of nationality, social and economic status. Competent nursing service demonstrates conviction by ensuring that the health needs of patients are substantially responded in a manner that shows personal concerns as an individual. When nurses perform nursing

practice as such they are responsible and accountable for the quality of services in their duties. Hence, nurses should ensure that their levels of competencies are always maintained at the maximum level. Failure and negligence in the delivery of service result to undesired harm and damage to the patient and the family.

Nurses are expected to adhere to high standards of demeanor that is expected of a reasonably cautious sensible nurse (Venozon, 2002). RA # 9173, entitled the Philippine Nursing Act of 2002 was enacted to regulate nursing practice in the Philippines. It is now the law that governs nurses and the practice of their profession in the country.

However, with the observations now of student nurses, Ponteras (1998) affirms that student nurses do not carry out and accomplish professional nursing service. It was pointed out that although students are not considered employees of the organization of the hospital they are serving, the student nurses are delegated with the legal responsibility of executing and providing nursing care to patient under close monitoring and supervision of the clinical instructors. The patients therefore can presume and believe that the nature and extent of the nursing care extended by the nursing students will be an approach coherent and in harmony with the one rendered by professional nurses.

Fourth year nursing students are required to do clinical service. During this period, they are exposed to the rudiments of actual nursing service in the various facets of hospitals operations. During the clinical service, the clinical instructors facilitating and supervising the activities of the students nurse ensure that they follow the standard of nursing care.

For the past years, a series of discussion were carried out on the performance of nursing students during their hospital exposures. A number of clinical instructors, staff nurses and patients evaluated the level of performance of the roles and functions of the student nurse to the patients and they observed that many students fail to write in the patient's evaluation form before discharge; they are very noisy during duty hours causing disturbance to the patient; they cannot answer questions when asked by the patients about their disease, condition, treatments, procedures and medications; some are impolite and there seemed to be an absence of caring touch. It should always be remembered that nursing education is an avenue for improving patient's living condition (Schaefer, 2002).

Davao Doctors Hospital, an ISO 900 certified hospital has a number of times forwarded to the Davao Doctors College of Nursing a number of non-conformances allegedly committed by nursing students. Some of these complaints were raised by patients themselves.

It is for this reason that the study is conducted in order to validate the alleged non-conformity of nursing students on their performance on the missing functions in determining patient's level of satisfaction, patients being direct beneficiaries of the nursing care thereby evaluating the efficiency of nursing students.

The study is anchored on the Goal Attainment Theory advocated by King (1989). It presents various notions that human beings are open system in continuous interaction with the environment. The framework of King is composed of 3 interesting systems: the personal system, the interpersonal system and the social system. The system is personal when it relates to relevant concept of perception, self, growth and development, body image, space, learning and time. The patient is a personal system within a social system so that the nurse and the patient experience each other where the situation calls for an act, a reaction and transaction. Nursing is process of human interactions as nurses and patients communicate to mutually set goals, explore and agree on the means to reach and achieve these goals. This theory is applicable in the present study as nursing students are concerned and focus their attention on the welfare of the

patients. When nurses use the transaction process in which mutual goal setting is the critical variable, goals are achieved in almost everyday situations which represent outcome.

Interactions that lead to transactions between the nurse and the patient result in goal achievement that refers to outcomes. The implementation of the nursing functions to patient will enable the realization of mutual goal setting and actions. When the nurse and the patient transacts, goals are achieved and effective goal-directed nursing occurs. The attainment of the goal in the theory of King is the meeting of the goals and standards of the nursing process that is referred to as Assessment, Diagnosing, Outcome Identification, Planning, Interaction and Evaluation towards patient satisfaction on nursing function is the primary focus of the study which directly relates to the theory of King.

It is the purpose of the study to determine the level of satisfaction on the performance of the nursing functions rendered by Level IV students of Davao Doctors College. The determination focused on the nursing process in terms of assessment, planning, diagnosis, intervention, outcome identification and evaluation. It also determined the level of satisfaction on nursing functions in terms of the nurse being a planner, caregiver, health educator and coordinator. The study also evaluated the significant relationship between the nursing process system and the level of satisfaction in nursing functions. It went further to find out which of the nursing process system will determine the level of satisfaction on nursing functions.

METHODS

The purposive sampling method was utilized in the selection of the patients wherein a set of criteria was followed to get the desired sample of the study. Patients should be confined for at least 3 days to determine the nursing care rendered by the 4th year nursing students. They must be 18 years of age or more and capable of answering the questionnaire. To qualify the patients must be admitted during the period of January to March 2007 and were confined in Davao Doctors Hospital for 3 days. Complete enumeration was used in the selection of the clinical instructors and staff nurses as respondents of the study.

The study utilized a researcher-made questionnaire that was modified from the unpublished study of Lim (1998) and Ponteras (1998). The research instrument was submitted to research authorities for content validation. The questionnaire has 2 parts. Part I consisted of items on nursing functions and Part II contained items on the level of satisfaction on the nursing functions. The reliability coefficient is .86 which is considerably high. Permissions from the office of the Director of Davao Doctors College, Dean of the College of Nursing and the Director of Nursing Service were obtained to conduct the study. The statistical techniques used in the study were the weighted mean which was used to determine the average rating of the nursing functions and the level of satisfaction; ANOVA which was used to determine the significant differences in the ratings of the respondents on the level of satisfaction of the nursing functions; Pearson-Product Moment Coefficient of Correlation which was used to determine the significant relationship between the nursing functions and the level of satisfaction; and Stepwise Regression Analysis which was employed to find out which of the nursing functions will determine the level of satisfaction.

RESULTS

On nursing process, in terms of assessment, the item *"the student nurse asks permission from the patient with utmost respect and courtesy to conduct interview related to the condition and physical examination"* was rated "satisfactory" and the highest rating while the lowest is the item *"follows a correct mode of examination (like IPPA, RLQ, RUQ, LUQ) while examining the abdomen IAPP is used"* with the verbal description of "moderately satisfactory". The overall mean however is satisfactory.

In terms of diagnosis the overall rating is satisfactory and the respondents rated the item *"answers the patients' questions about the normal ranges of vital signs and laboratory results"* as the highest while the lowest is the item *"identifies to the patients the risk factors that cause the development of the problem"* which was rated "satisfactory".

In terms of outcome identification, the respondents rated highest the item *"encourages the patient and the family members to cooperate to meet the goal/objectives which is the desired state of health"* rated "satisfactory" while the item *"considers to the patient resources available needed to plan for and treat each of the patients' identified problems"* got the lowest rating and verbally described as "satisfactory". The overall mean also shows a satisfactory rating.

In terms of planning, the highest item rated "satisfactory", is *"readily provides nursing care when the situation calls for"*, the lowest is the item of *"providing orientation and explanation to patient and family members prior to performing procedures/treatment"* described as "satisfactory". The same verbal description of "satisfactory" is also given to the overall result.

In terms of intervention, the highest rating which was described as "satisfactory" is the item *"constantly visits the patients' rooms to reassess the patients' condition"* and the lowest which was also described as "satisfactory" is *"explained the reason of the outcome of the patients' condition"*. The grand average of the nursing process is shown in Table 1.

Table 1. Summary of Verbal Description Ratings of the Nursing Process

Level of Satisfaction	Patients	Staff Nurses	Clinical Instructors	Average
1. Assessment	S	S	S	S
2. Diagnosis	S	MS	MS	S
3. Outcome Identification	S	MS	MS	S
4. Planning	S	MS	S	S
5. Intervention	S	MS	S	S
6. Evaluation	S	MS	S	S

On the level of satisfaction on nursing functions, in terms of planner, the item *"provides patient preparation to gain trust and cooperation from the patient and the family members"* is rated the highest with a verbal description of "satisfactory" while the item *"formulates nursing care plan for an efficient individualized nursing care"*, got the lowest with a verbal description of "satisfactory".

In terms of caregiver, the respondents rated the item *"demonstrate sense of warmth, compassion, courtesy and acceptance in the delivery of care"* as the highest which is described as "satisfactory" while the lowest is the item *"helps the patient prevent possible complications through turning to side at interval, keeping the back always dry, encouraging deep breathing and coughing exercises"* with same verbal description of "satisfactory".

In terms of health educator, a "satisfactory" rating was given to the item *"provides explanation to the patient and family members for every treatment and nursing procedures done to the patient"* and a "moderately satisfactory" rating was given to *"gives counseling to patient and family members related to the potential's health problem"*. The overall rating was moderately satisfactory.

In the items of coordinators, the respondents rated the item *"demonstrates a helpful attitude towards family health care"* as the highest with satisfactory rating while the other item of *"coordinates with health agencies like social workers, DOH (Department of Health), pharmacy, etc."* was rated "moderately satisfactory" and has the lowest rating. But the overall mean for coordinator was "satisfactory". The summary of ratings is shown in Table 2.

Table 2. Summary of verbal description ratings of the Nursing Functions

Nursing Functions	Patients	Staff Nurses	Clinical Instructors	Average
1. Planner	S	MS	S	S
2. Caregiver	S	S	S	S
3. Health Educator	S	MS	MS	MS
4. Coordinator	S	MS	S	S
Overall Average	S	MS	S	S

There is significant relationship between the nursing process and the level of satisfaction on nursing functions and there is significant difference in the ratings of the respondents on the level of satisfaction on nursing function rendered by the 4th year nursing students.

Among the six nursing processes, only assessment, diagnosing, outcome, identification, planning and evaluation are the significant determinants of the level of satisfaction on the performance of nursing functions.

A better understanding of the roles and functions of nurses permits the nurse administrators to design educational interventions that enhance nurses' awareness on excellent care and patient satisfaction. Furthermore, the findings of the study showed that the grand mean result in the utilization of the nursing process is only satisfactory.

Among the six nursing processes, assessment, diagnosis, outcome identification, planning, evaluation are the significant determinants of the level of satisfaction in the performance of nursing functions. Classroom and clinical strategies need to be made

more effective such as the use of more case studies in the classroom and internalization and application in the laboratory. Lemonidou, *et al* (2004) noted that clinical experience and course material support the intellectual, moral and ethical development of students. The overall satisfactory result of the study is a challenge for further improvement of roles and functions of nurses for excellent delivery of nursing services.

CONCLUSIONS

The fourth year nursing students are organized and systematic in providing nursing care because of its satisfactory utilization of the nursing process thus able and ready to be expressed in the clinical setting as staff nurses.

A satisfactory utilization of the nursing process also shows a satisfactory performance on nursing functions while poor utilization of nursing process is not systematic and organized in his/her nursing care would also cause poor performance in nursing functions.

The fourth year nursing students are able to provide a quality nursing care which helps in the fast recovery of patients' health condition. It was also found out that there are differences in the ratings of the respondents on the level of satisfaction on nursing functions which can be due to a person's status, experience, level of education, expectations and maturity. Planner, caregiver, health educator and coordinator are part of action stage because when nurse plans, gives care, educates and coordinates, he/she also is actually performing the interventions to the client.

RECOMMENDATIONS

From the findings of the study, the following recommendations are offered for consideration. To the *Health Administrators* as partners in molding student nurses' skills and competencies, a continuous collaboration with the College of Nursing should be maintained as well as standardized nursing practiced should be continually ideally implemented so as to provide a fruitful learning to the students. For the *School Administrator*, they should aim high in producing competent nurses and should not be satisfied with the average level of skills. Therefore, they should provide a competency based BSN curriculum coupled with a highly effective monitoring and evaluation. A stiffer admission program and retention policy should be considered so as to ensure a highly competent and capable student may graduate in Bachelor of Science in Nursing. To the *Level IV Clinical Instructors*, they should be encouraged to undergo sufficient and adequate trainings, seminars and workshops in order to further enhance the nursing skills and therefore would become more efficient clinical instructors aiming to improve the transfer of knowledge and competence. To the *Staff Nurses*, it is important that it should be instilled in their mind and heart their extended role as mentor of the nursing students and should therefore act as model to them especially on the deal use of nursing process as well as the performance of nursing functions in rendering quality nursing care. The *Student Nurses* for their part should continually aim high in gaining competent nursing skills and should internalize the essence of proper utilization of nursing process because it facilitates satisfactory performance of nursing functions, thus causing an organized and systematic nursing care to patients.

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