Patent satisfaction and the structural factors of Norwegian intensive care nursing

Background:
Patient satisfaction has become an important outcome with which to evaluate healthcare and is considered a nursing-sensitive patient outcome and one indicator of the quality of care. Nursing is part of the total healthcare system. Process and structural factors influence patient satisfaction with nursing care. Relatively few patient satisfaction studies have been undertaken in intensive care units.

Purpose:
The aim of this study was to describe patient satisfaction with nursing care in three different Norwegian Coronary Intensive Care Units and compare the results with other structural factors such as nursing competence, skill-mix, clinical experience, nurse to patient ratio and number of beds.

Methods:
A descriptive and comparative design was employed and 150 patients at three Coronary Intensive Care Units were included. Patient satisfaction data was collected using the Intensive Nursing Care Quality Instrument (59 items). The data collected was comprised of two parts: a questionnaire and information on the structural factors of the organisational structure. The data was analysed using descriptive statistics.

Results:
Patients expressed overall satisfaction with the nursing care. No clear association was found between patient satisfaction and nursing competence, skill-mix, clinical experience, nurse to patient ratio and number of beds. When comparing results between units, significant differences were seen for 17 out of 46 questions.

Conclusions:
The results provide insight into how critical care staffing and skill-mix affect patient satisfaction and guide future nursing research in this subject area.