



# NURSING CARE PRACTICES AND PATIENT SATISFACTION AMONG PARTURIENTS IN THE OBSTETRIC UNIT

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## Abstract

In Hospital management and also in the health care industry Nursing Care Practices are regarded as one of the highest roles in their framework. Nursing Care is one of the most important signs of medical service quality that can be achieved by the Medical Health care Industry. In the research analysis of this study, various challenges regarding the nursing practices in various health care sectors have been done here. The problems of those studies have been briefly described here with the use of various charts, graphs and data tables. The solutions to those problems have also been analyzed and described here with the challenges. The future of nursing care has also been provided here with various useful effects in the upcoming time.

**Keywords:** Parturients, Obstetric, Nursing, Patient, Management, Health Care, Hospital

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## 1. Introduction

In hospital management, one of the major and key elements is the quality of Nursing. It is one of the most competitive advantages that is being provided in the health sector. The nursing care system is one of the most important signs of a medical service quality assessment that can be provided inside a hospital quality level. It

also reflects the epitome of the whole hospital's quality level. Poor nursing quality has various effects, such as increased numbers of patient facilities, complication rates, infection rates, and adverse nursing events (Hepsiba et al. 2022).

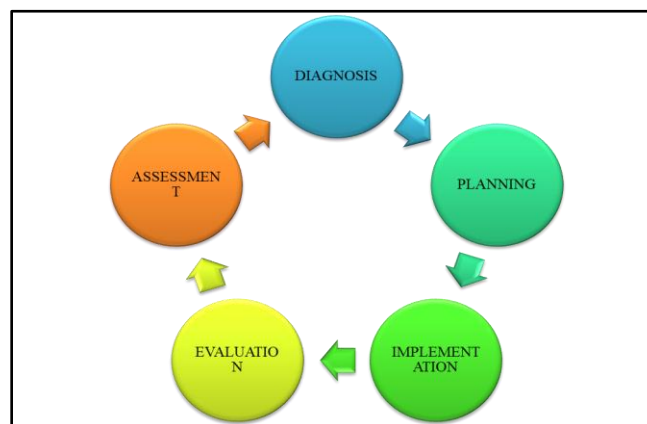


Figure 1: Structure of Nursing Process

(Source: Created by Author)



The events that indulge in adverse nursing care such as medication errors, catheter reset, and oxygens error use, can also cause various degrees of damage to patients, and sometimes it can also cause death. The evaluation of quality nursing care happens by a key link that is known as quality nursing management. In the case of guiding nurses' work, various factors react, such as fundamental basis or nursing management, the criterion of assessing nursing services. The enhancement of good quality nursing and also nursing management level and its cultivation of nursing staff is done by setting up a scientifically advanced quality evaluation system for nursing care (Luo et al. 2022). In nursing care management the various patient safety goals that are mainly focused on are the correct identity of the patients, improved staff communication, using medicines safely, using alarms safely, prevention of various infections, identifying the patient's safety risks, prevention of mistakes in any surgery, etc.

## 2. Significance of the Study

The significance of this study is to provide the various kinds of primary and secondary data of the survey regarding today's topic named "Nursing care practices and patient satisfaction among Parturients in the Obstetric unit". A thorough analysis of this study has been done here and various objective has been notified here. The various solutions to those challenges have been provided here with a brief description. The various sectors related to the hospital management and health sectors will benefit from this study and its analysis as it will provide them with various kinds of data related to various medical conditions of the patients that will be very useful in the pharmaceutical industry and also in various types of research that are developing various kinds of immunity

drugs (Vieira et al. 2019). There are four types of results that have been found

## 3. Aim & Objective

### Aim:

This study aims to provide the secondary data that has been found from a deep analysis of this study. The various challenges that have risen from this challenge have been thoroughly analyzed and various solutions to those problems have been provided in this study.

### Objectives:

- To analyze the knowledge-based practice in the care of Parturients in the Obstetric unit
- To analyze the currently used patient care for stimulating patient satisfaction
- To analyze the currently used approaches of patient care in gaining stable patient satisfaction
- To analyze the existing environment of the Obstetric unit for making validated care for Parturients

## 4. Methodology

Secondary data has been collected from various books, journals, and websites in this part. The data has also been collected from various research that was previously conducted (Negi et al. 2022). This data has been provided here with the help of various graphs, tables, and charts. The survey will provide a specific data table for the study that has been specifically analyzed here with the help of various data tables. This data table will provide various kinds of research data that have been taken here as a survey with a satisfactory table format.

## 5. Results of the Data Tables

In this portion of the study, various tables regarding the various issues that have been found in the deep analyses of this study have been provided by the use of various data tables.



Essential Elements of Patient Satisfactions	Feedback from Patients (%)
Communication with nurses	32%
Information about Medicines	18%
Responsibility of Hospital Staff	42%
Communication with Doctors	31%
Pain Management	64%
Quality and Cleanliness of Hospital Environments	49%
Discharge Instruction	46%
Rating of the overall services provided to the patient	32%

Table 1: Essential Elements of Patient Satisfaction  
 (Source: Created by Author)

In the above-provided table 1, the various factors regarding the satisfaction of the patients have been provided here with the help of a data table (Zhao et al. 2022). In the case of communication with the nurses, a total of 32% of patients have felt satisfied by that which is a very low number for a key factor in nursing care a major improvement needs to be provided to them with the help of proper training and proper monitoring. 18% of the patients have an understanding of the medicines that have been used for their treatment, it is a very low number in the case of understanding which shows that a proper communication gap is present here. The staff of a medical facility must always let the patients know about the medicines that will be used for their treatment. To solve this problem the hospital must provide helping desks where

the information regarding the medicines must be made available to the patients and their family members. In this study, it has been seen that only 42% of the staff felt responsible for their work in a hospital. In the case of understanding and communicating with the doctors, only 31% of the patients have understood the instructions that have been provided by the doctor (Contino et al. 2020). To solve this problem a middle consultant is needed who will be able to make the patients understand what the doctor is saying. In the case of pain management, only 64% of the patients have been satisfied with it, here this needs to be improved towards 100%, as in any medical facility one of the major factors is pain management.



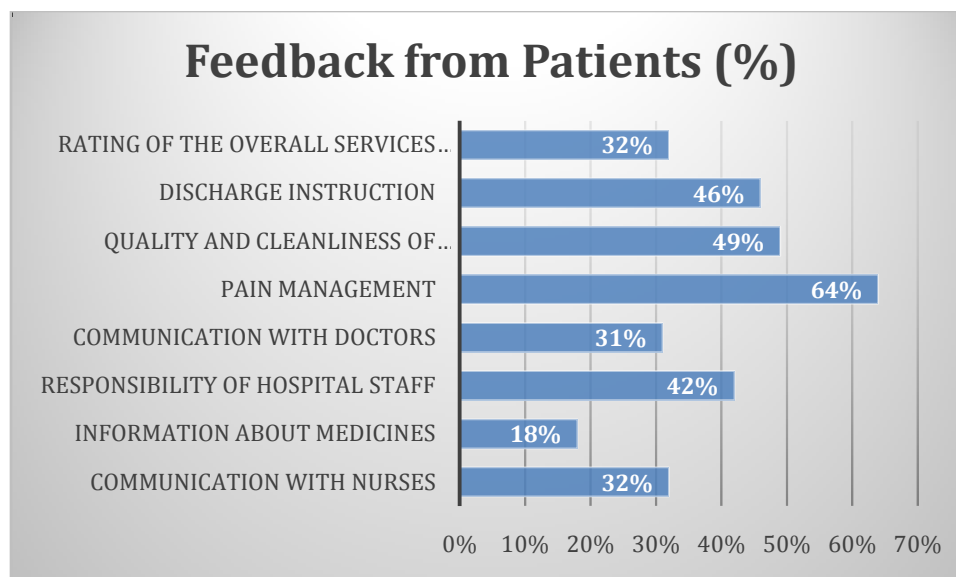


Figure 2: feedback from patients  
(Source: Author)

Quality and cleanliness in a healthcare unit are very necessary as they can have various kinds of viruses and bacteria. The healthcare units need to be always cleaned, but here only 49% of the patients have felt that the quality of cleanliness has been achieved. At the time of discharging various information and regularities needs to be maintained by the hospital as they have some of their specific protocols in the framework (Nodine et al. 2020). Only 46% of the patients have found that the instruction that is given by the personnel is useful to rest have found this instruction either confusing or do not understand them properly. This problem needs to be solved by using more middle envoys who will make it understandable to normal people with minimal education. The overall satisfaction of other factors has only shown interest to the 32% of the patients only.

### 6. Data Analysis

In this portion of the study, the various objectives that have already been found here and the challenges regarding those studies have been analyzed here with various kinds of solutions. Such as

- **Challenges regarding the knowledge-based practice in the care of Parturients in the Obstetric unit:**

In the case of managing the various challenges that are related to the practices of parturients in the obstetric unit, various problems have been found. A critically ill parturient patient poses various unique challenges in the obstetrician unit. The use of various anesthesia, essay, and research has comprehensively described the various issues regarding anesthetic management in parturients with various co-morbidities (Rodrigues et al. 2021). It has raised a major concern regarding the challenges that can be faced in the obstetrical critical care units.



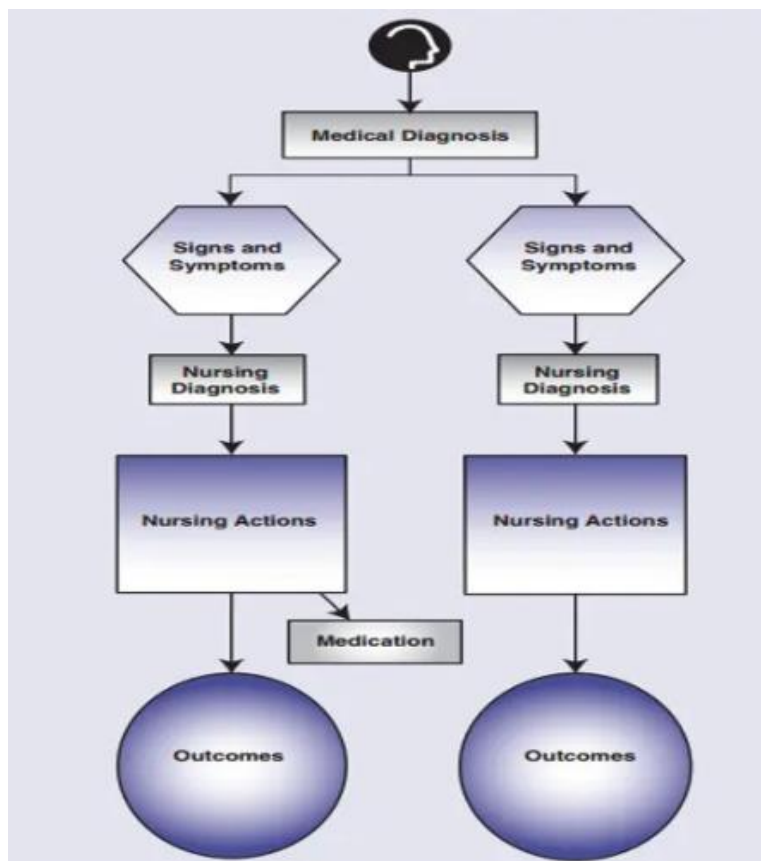


Figure 3: Nursing Structure Diagram

(Source: Author)

In the case of considering the various factors of morbidity and mortality, the above-mentioned objectives have been marked and considered an important quality assurance indicator in the significance of the assumed dimensions. In the process of childbirth, the various concepts that are present in parturient patients can be very complicated as they can also lead to maternal morbidity necessities. All these factors can create various kinds of problems in the obstetric unit's own ICUs. In the case of managing the medical issues that are related to critically ill obstetric patients, the nurses must gain complete knowledge about the patients before admitting them to the ICU of the critical care Obstetric unit (Moore et al. 2020). The

knowledge will provide the surgeon or the doctor with the medical health problems and information of that particular patient and will assess them in handling the critical situation of that particular patient.

- **Challenges regarding the currently used patient care for stimulating patient satisfaction:**

In in-hospital management and nursing care, the satisfaction of the patients is a major need. The various outcome can be related to patient satisfaction, such as clinical outcomes, patient retention, medical malpractice claims, etc. In hospital management and also in the nursing care industry the satisfaction of customers can be supported by different studies.



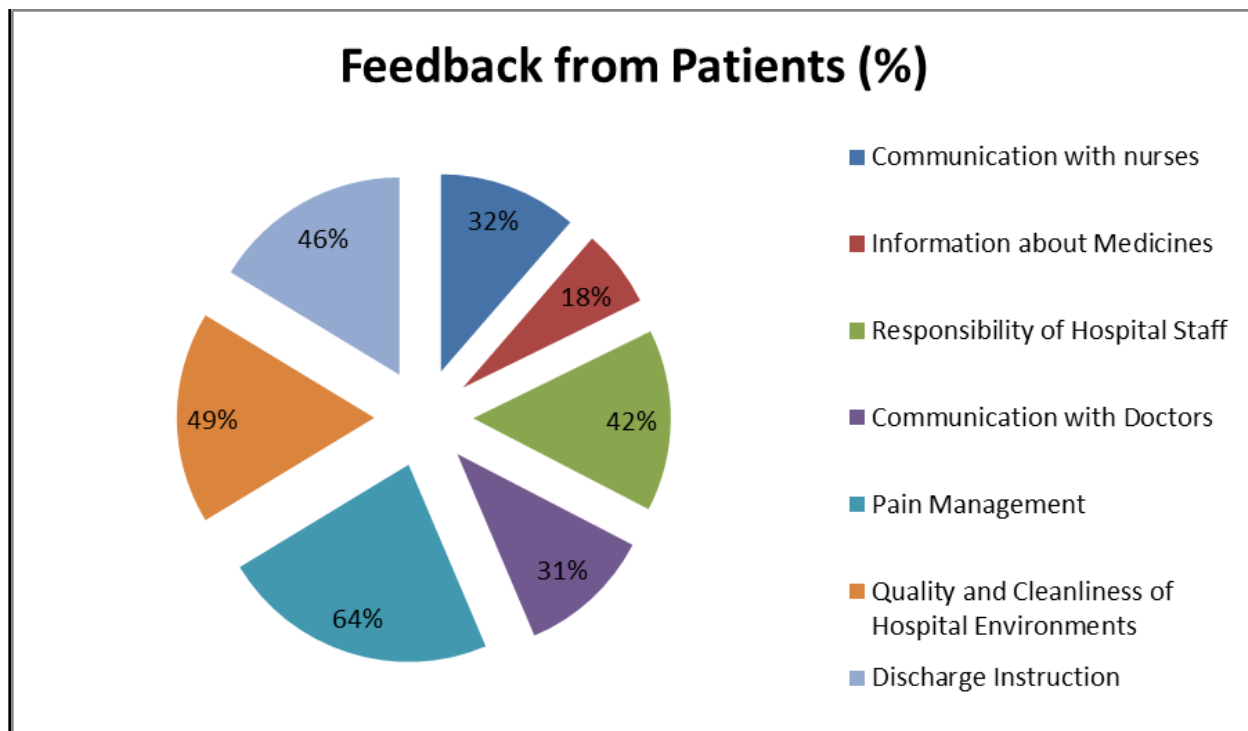


Figure 4: Patient Feedback in Nursing Care  
(Source: Created by Author)

- ❖ The satisfaction of patients will lead to customer loyalty.
- ❖ According to the TARPs(Technical Assistant Research Programs), the satisfaction of the customers has been acknowledged as the number one priority (Tehsin et al. 2018). If any problems occur in the alienation of customers the staff that is present there, must take responsibility for any occurred problems.
- ❖ The dissatisfaction of the customers is also a key role in this sector. It has been estimated that in the USA, the loss of patients and patient dissatisfaction has cost them loss around \$200,000 in income over their lifetime.
- ❖ To increase productivity the increased amount of staff morale will also reduce the turnover
- ❖ Reduced amount of risk in the malpractices will also suit here as a major problem. In the case of patient

satisfaction rate and medical malpractice, the inverse correlation has been reported as a major factor here.

- ❖ It has been noticed by the International Organisation of Standardization (ISO), National Accreditation Boards for Hospitals (NABH), and Joint Commission on Accreditation of Healthcare Organizations (JCAH)) have noticed that the various accreditations process has a major quality service issue.
- ❖ Increased amounts of personal and professional satisfaction of patients have improved the various care that will make them happier (Zhang et al. 2021). A happier surgeon and doctor will be happier to work with the patients.
- **Challenges regarding the currently used approaches of patient care in gaining stable patient satisfaction:**

One of the main focuses of patient care is the gain of stable patient satisfaction including visiting the environment, various medical



expenses, attitudes toward services, various medical technology, and medical facilities all of them included here create various factors that are influencing the patient's satisfaction. The main thing comes from basic demography and sociological characteristics of the previously mentioned factors. In the support of various

kinds of relationships in between the patient and physicians communication, in case of organizations and their various facilities, a collaboration of various medical cares and lastly the access of relevant pieces of information in regards to the support of various patients and their health care services (Awoleke et al. 2021).

Factors in Improvement of Patient Satisfaction	Percentage (%)
Communication Problems	40
Instructional Problems	38
Case management	12
Other	10

Table 2: Factors in the improvement of Patient Satisfaction  
 (Source: Created by Author)

In the above-provided table 2, we can see that various factors have been provided in the case of improving patient satisfaction. It has shown that 40% of the problems that occur in the patient's satisfaction are related to communication issues. 38% of problems are also from the instruction and the policies that are present in that current health care facility. To improve the problems some new policies must be added that can be understandable by the majority of human beings that use the facility. 12% of problems related to the patient's satisfaction are related to case management, to improve these problems the right information regarding the patients must be provided at the

time of admission (Jimerson et al. 2020). And the last 10% of problems in patient satisfaction are related to various issues like lack of time, lack of staff, bad behavior of the employees, etc.

- **Challenges regarding the existing environment of the Obstetric unit for making validated care for Parturient:**

At the time of examination of the various triage process that is being classified and prioritizing the patients that are using the examination process. The obstetric triage unit is the main entry point of a hospital where the environment needs to be always accessible to medically unfit patients.





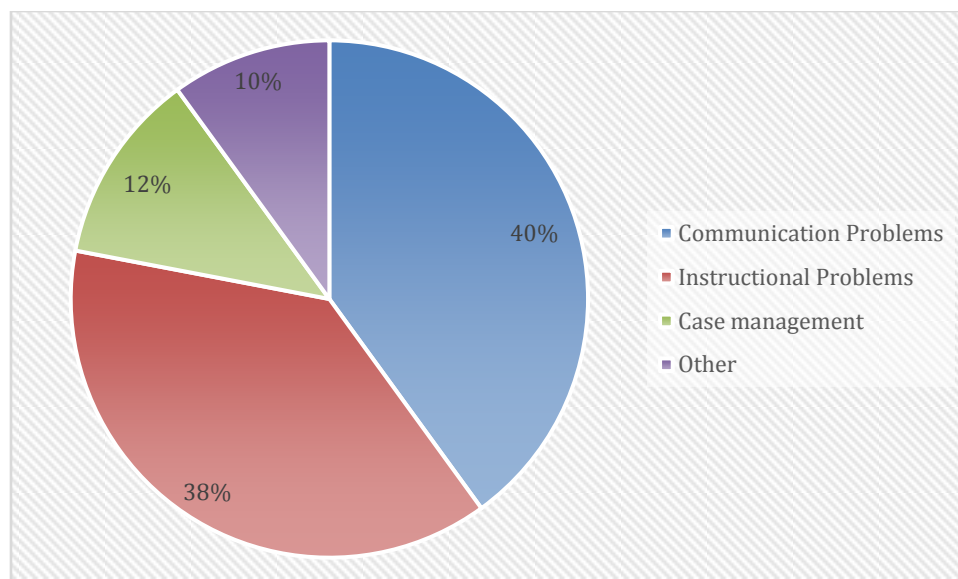


Figure 5: Challenges in Nursing Care  
(Source: Created by Author)

The main purpose of this unit is to provide an energy assessment to ensure that women, fetuses, and newborns will receive time-to-time care from nursing care in their various clinically ill conditions. It is very essential to provide high-quality midwifery triage due to the frequent referral of emergencies in the Department of Obstetrics and Gynecology (Plough et al. 2018). The proper environment of the Obstetric unit will provide high-quality services for the patients and will also have a great demand and customer loyalty.

### 7. Conclusion

From the analysis of this study, we can conclude that the various challenges that have been found from this analysis of the topic named “Nursing Care practices and patient satisfaction among Parturients in the Obstetric Unit” has been found and analyzed here with a brief discussion. The solution to the challenges such as the solution of the knowledge-based practice in the care of Parturients in the Obstetric unit, the solution of the currently used patient care program for stimulating patient satisfaction, a solution to the approaches of patient care in gaining stable patient satisfaction and lastly the solution to the existing environment of the

Obstetric unit for making validated care for Parturients has been provided and discussed here with the help of various kinds of tables, graphs and various kinds of data charts.

### 8. Recommendations

As the rise of various new diseases has increased the demands of the health care facility, the future of nursing approaches has a big leap that will create huge demand. With the increase of COVID-19, the global demand for nurses has increased drastically over the past couple of years. As more than a million nurses will retire around the year 2030, there will be a huge demand for them in the market and a huge number of requirements will be taken here. With time, the new generation of people is getting more dependable on others in their old age the need for nurses will increase as well. With time, more family nurses will be needed for every individual family out there as the dependency on family nurse practitioners will increase more in future times as well. The field of nursing mostly consists of women nurses, as society is entering a new stage of gender neutrality and the increased demand for work has also increased the demand for male nurses in the health sector. It looks the future of





nursing care is as bright as it seems from today's viewpoint.

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