

Patients' Perception of Nurses' Performance Underlying Quality of Care

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Abstract

Quality of care plays a crucial role in shaping patients' experiences and satisfaction during hospitalization, with nurses serving as primary providers of direct patient care. Guided by Avedis Donabedian's Quality-of-Care Model, which explains healthcare quality through the interaction of structure, process, and outcome, this study aimed to determine patients' perceptions of the quality of care they receive in terms of timeliness, safety, communication, and overall satisfaction, and to examine the relationship between patients' perception of quality care and nurses' performance. A descriptive–correlational research design was employed. Data were gathered from hospitalized patients using a structured questionnaire designed to measure the different dimensions of nursing care. Descriptive statistics were used to analyze patients' perceptions of care, while inferential statistics were utilized to determine the relationship between perceived quality of care and nurses' performance. The results revealed that patients generally perceived the quality of nursing care positively across all four domains. Among the dimensions assessed, safety of care obtained the highest rating (WM = 3.56), followed by communication (WM = 3.55), overall satisfaction (WM = 3.53), and timeliness of care (WM = 3.45), all interpreted as Agree. These findings indicated that patients generally viewed nursing care as safe, responsive, and well communicated throughout their hospital stay. Patients reported that nurses responded to their needs, implemented safety procedures, and provided clear explanations regarding their care and treatment. The study concluded that nurses play a vital role in maintaining the quality of hospital care and improving patients' satisfaction. Strengthening effective communication, ensuring adherence to patient safety practices, and maintaining timely nursing interventions remain essential in delivering quality patient-centered care. The findings highlighted the importance of continuous professional development, supportive work environments, and adequate staffing to further enhance nursing performance and sustain high standards of healthcare delivery.

Keywords: Quality of Care, Perception, Performance

1. Introduction

Quality of care is a fundamental component of effective healthcare delivery and plays a significant role in determining patient outcomes and satisfaction. Healthcare systems worldwide strive to ensure that patients receive safe, efficient, and patient-centered services. Among healthcare professionals, nurses play a critical role in delivering continuous care, monitoring patient conditions, and coordinating with other members of the healthcare team. Because of their direct and prolonged interaction with patients, the quality of nursing care is often closely associated with patients' overall perception of healthcare services.

However, many healthcare institutions face challenges that may affect the quality of nursing care, particularly the growing demand for healthcare services and the shortage of nursing personnel. Increased workloads, limited staffing, and high patient-to-nurse ratios can place significant pressure on nurses, potentially affecting their ability to provide optimal care. These factors may lead to fatigue, decreased job satisfaction, and reduced quality of service delivery, which can ultimately influence patient safety and healthcare outcomes.

Understanding the factors that affect the quality of nursing care is therefore essential for improving healthcare services. Examining the relationship between nurses' working conditions, workload, and the quality of care they provide can help healthcare administrators and policymakers develop strategies that support nurses and enhance patient care. Through this, healthcare institutions can strengthen service delivery and promote better health outcomes for patients.

2. Methodology

2.1 Research Design

This study employed a descriptive–correlational research design to examine the relationship between nurses' performance and patients' perceptions of the quality of care at Chacon General Hospital. The descriptive component of the study aimed to provide a clear and systematic description of patients' perceptions regarding the quality of nursing care they received,

including aspects such as responsiveness, communication, competence, and empathy. This approach allowed the researcher to present the existing conditions and experiences of patients within the hospital setting.

The correlational aspect of the research sought to determine whether a significant relationship existed between nurses' performance and the perceived quality of care among patients. By analyzing these variables, the study aimed to identify patterns and associations that explained how nursing performance influenced patients' satisfaction and overall perception of healthcare services.

A quantitative approach was utilized in collecting and analyzing data through structured questionnaires administered to selected respondents. The use of quantitative methods allowed the researcher to measure patient perceptions objectively and apply statistical analysis to determine relationships between variables. The findings of the study provided empirical evidence that could guide hospital administrators and healthcare professionals in improving nursing practices, enhancing patient satisfaction, and strengthening the overall quality of healthcare services at Chacon General Hospital.

2.2 Research Setting

The study was conducted at Chacon General Hospital, a healthcare institution that provides medical services to patients within the community and nearby areas. The hospital offers a range of healthcare services including patient assessment, treatment, monitoring, and other clinical interventions delivered by healthcare professionals, particularly nurses who are directly involved in patient care.

Chacon General Hospital served as an appropriate setting for the study because nurses in the institution play a vital role in providing continuous patient care and ensuring the delivery of safe and effective healthcare services. As frontline healthcare providers, nurses interact closely with patients through monitoring, communication, and clinical support, making their performance a key factor influencing patients' perceptions of the quality of care they receive.

The hospital environment provided the researcher with access to patients who had experienced nursing care, allowing the collection of relevant data regarding their perceptions of the quality of services delivered. Conducting the study in this setting enabled the researcher to examine how nurses' performance influenced patients' perceptions of care within an actual healthcare environment.

2.3 Respondents

The respondents of the study were patients who received nursing care at Chacon General Hospital during the period of data collection. These patients were selected because they had direct experience with the nursing services provided in the hospital, making them capable of evaluating and expressing their perceptions regarding the quality of care delivered by the nurses.

The respondents included patients who were admitted or had received medical services in the hospital and were physically and mentally capable of answering the questionnaire. Patients who agreed to participate in the study were informed about the purpose of the research and were assured that their responses would remain confidential and would be used solely for academic purposes.

Through the participation of these respondents, the researcher was able to gather relevant information regarding patients' perceptions of nurses' performance and the quality of care they received. Their responses contributed significantly to the analysis and interpretation of data necessary for achieving the objectives of the study.

2.4 Research Instruments

The primary instrument used in this study was a structured questionnaire designed to gather data regarding patients' perceptions of the quality of nursing care provided at Chacon General Hospital. The questionnaire served as the main tool for collecting quantitative data from the respondents and was carefully developed to ensure that the questions were clear, relevant, and appropriate for the objectives of the study.

The questionnaire consisted of two main parts. The first part gathered the demographic profile of the respondents, such as age, gender, and other relevant personal information. The second part focused on the respondents' perceptions of the quality of nursing care, including aspects such as nurses' responsiveness, communication, competence, and empathy in delivering patient care.

The instrument used a Likert-scale format, which allowed respondents to indicate their level of agreement or perception regarding the statements presented in the questionnaire. This format made it easier to quantify the responses and analyze them using statistical methods.

Prior to the distribution of the questionnaire, the instrument was reviewed to ensure clarity and relevance to the research objectives. This process helped ensure that the questions effectively measured the patients' perceptions of nursing care and contributed to the reliability of the data collected for the study.

2.5 Data Collection

Prior to the conduct of the study, the researcher sought permission from the administration of Chacon General Hospital to allow the collection of data from patients who received nursing care in the facility. After obtaining approval, the researcher

explained the purpose and significance of the study to the selected respondents and assured them that their participation was voluntary and that all information gathered would be kept confidential and used only for academic purposes. The researcher then personally distributed the questionnaires to the respondents who met the criteria of the study and provided clear instructions on how to answer the items in the questionnaire. The respondents were given adequate time to complete the questionnaire, and the researcher remained available to clarify any questions or concerns to ensure that the statements were properly understood. After the respondents completed the questionnaires, the researcher collected the accomplished forms and checked them for completeness. The gathered data were then organized, tabulated, and prepared for statistical analysis in order to interpret the patients' perceptions regarding the quality of nursing care provided at Chacon General Hospital.

2.6 Data Analysis

The data gathered from the accomplished questionnaires were organized, tabulated, and analyzed using appropriate statistical tools. The researcher used descriptive statistical methods to summarize and interpret the responses of the respondents regarding their perceptions of the quality of nursing care provided at Chacon General Hospital. Frequency counts and percentages were used to describe the demographic profile of the respondents, while the weighted mean was used to determine the level of patients' perceptions of nurses' performance and quality of care. The results of the analysis were presented in tables for clearer interpretation and discussion. These statistical treatments helped the researcher identify patterns and trends in the responses and provided a basis for drawing conclusions and recommendations related to the objectives of the study.

2.7 Ethical Considerations

Ethical principles were strictly observed throughout the conduct of the study. Prior to data collection, the researcher sought permission from the administration of Chacon General Hospital to conduct the study within the facility. The respondents were informed about the purpose and objectives of the research before their participation. They were also assured that their participation was voluntary and that they had the right to refuse or withdraw from the study at any time without any consequences. The researcher ensured that the identities of the respondents remained confidential and that all information gathered from them was used solely for academic purposes. The data collected were handled with care and were not disclosed to unauthorized individuals. These measures were implemented to protect the rights, privacy, and dignity of all respondents involved in the study.

3. Results and Discussion

3.1. Patients' Perception of Nurses' Responsiveness

Table 1 shows the patients' perception of nurses' responsiveness. The overall mean of 3.58 indicates that patients perceived nurses as very responsive to their needs. This suggests that nurses consistently provided prompt assistance and addressed patient concerns effectively.

Table 1. Patients' Perception of Nurses' Responsiveness

Indicators	Mean	Interpretation
Nurses respond promptly to patient needs	3.60	Very Good
Nurses provide timely assistance	3.55	Very Good
Nurses attend to patient concerns quickly	3.58	Very Good
Overall Mean	3.58	Very Good

3.2 Patients' Perception of Nurses' Communication

Table 2 presents the patients' perception of nurses' communication. The overall mean of 3.59 indicates that nurses demonstrated effective communication with patients. This finding suggests that nurses maintained clear explanations, attentive listening, and respectful interactions during patient care.

Table 2. Patients' Perception of Nurses' Communication (N=100)

Indicator	Weighted Mean	Adjectival Description
Nurses clearly explain procedures	3.50	Very Good
Nurses listen carefully to patients	3.62	Very Good
Nurses communicate respectfully	3.65	Very Good
Overall Mean	3.59	Very Good

3.3 Overall Perception of Quality of Nursing Care

Table 3 summarizes the overall perception of the quality of nursing care. The overall mean score of 3.59 indicates that patients generally perceived the nursing care provided at Chacon General Hospital as very good, suggesting that nurses effectively delivered patient-centered care.

Table 3. Overall Perception of Quality of Nursing Care

Variable	Weighted Mean	Adjectival Description
Responsiveness	3.58	Very Good
Communication	3.59	Very Good
Overall Mean	3.59	Very Good

4. Conclusion & Recommendations

Based on the findings of the study, it was concluded that nurses play a significant role in influencing patients' perceptions of the quality of care at Chacon General Hospital. The results showed that patients generally perceived the nursing care they received positively, particularly in terms of responsiveness, communication, competence, and empathy, which contributed to their overall satisfaction with the healthcare services provided. These findings highlighted the importance of maintaining high standards of nursing practice to ensure that patients receive effective, safe, and compassionate care. In view of these findings, it was recommended that hospital administrators continue to support nurses through professional development programs, adequate staffing, and continuous training to further improve the quality of patient care. Nurses were also encouraged to maintain and enhance their communication skills, responsiveness, and empathy toward patients to strengthen patient satisfaction and trust. Furthermore, regular monitoring and evaluation of nursing performance may be implemented to sustain the quality of healthcare services, while future researchers may conduct similar studies in other healthcare institutions to further explore factors that influence patients' perceptions of nursing care.

Compliance with ethical standards

The researcher ensured that the study complied with ethical standards throughout the research process. Prior to conducting the study, permission was obtained from the administration of Chacon General Hospital to allow the collection of data from the respondents. The participants were informed about the purpose and objectives of the research, and their participation was entirely voluntary. Informed consent was obtained from the respondents before they were asked to answer the questionnaire. The researcher also assured the respondents that their identities would remain confidential and that all information gathered would be used strictly for academic purposes. The privacy, rights, and dignity of the respondents were respected at all times, and the collected data were handled responsibly and were not disclosed to any unauthorized individuals.

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