

Assessment of Postnatal Women's Satisfaction Regarding the Nursing Care in the Obstetric Hospitals in Mosul City

تقييم رضا النساء بعد الولادة حول العناية التمريضية في المستشفيات النسائية في مدينة الموصل

Yamama Zuhair Abdulkarim*

الخلاصة:

خلفية البحث: رضا النساء استخدام كمؤشر دال (حيوي) لنوعية الخدمات التي تقدم من قبل العاملين في العناية الصحية. وبناءً على ذلك كان التكهّن (التنبؤ) الأكثر أهمية لرضا النساء عن العناية في المستشفى والذي يتصل برضاها عن العناية التمريضية. رضا النساء عن العناية التمريضية بعد الولادة مهم لأي سياسة متبعة في العناية الصحية وذلك لأن الممرضات يشكلون غالبية مقدمين العناية للنساء ٢٤ ساعة.

الهدف: هدفت الدراسة الحالية الى تقييم رضا النساء ما بعد الولادة عن العناية التمريضية في مستشفيات النسائية في مدينة الموصل.

المنهجية: أجريت دراسة وصفية في الخامس عشر من تشرين الثاني ٢٠١٣ لغاية الخامس عشر من شهر نيسان ٢٠١٤ وفي مستشفيان في مدينة الموصل وهي (مستشفى البتول و الخنساء التعليمي) اخذت عينة عشوائية لاختيار (٣٠٠) مشاركة . صححت الاستمارة البحثية بواسطة (١١) من اخبراء ، واستخدم معامل الارتباط للكشف عن ثبات الاستبانة الذي كان ($r = 0.89$) البيانات التي جمعت في البحث تم تفسيرها من خلال استخدام الاحصاء الوصفي (التكرار و النسبة المئوية) من خلال استخدام الاحصاء الاستنتاجي (تحليل التباين).

الاستنتاج: اظهرت النتائج بشكل عام الى عدم وجود رضا للنساء ما بعد الولادة في بعض جوانب العناية التمريضية في مستشفيات النسائية في مدينة الموصل.

التوصيات: الدراسة الحالية توصي بعمل برنامج و دورات تدريبية تعليمية للممرضات للرقى بمعلوماتهن والجانب العملي لديهن وكذلك تطوير مهارات الاتصال بين الممرضات والمرضى لتقديم مستوى عالي بنوعية العناية التمريضية ورضى المرضى بشكل كامل علما انه سيتم ارسال نسخة من مخرجات البحث الى دائرة صحة نينوى لغرض أخذها بنظر الاعتبار.

الكلمات المفتاحية: رضا، النساء، العناية التمريضية، بعد الولادة.

ABSTRACT

Background: the satisfaction of women has considered as a significant pointer of the services quality that provided by the professional of health care. Postnatal women satisfaction upon the services and care of nursing is useful and important for the agencies of health care because nurses present the majority of health care and provide the nursing care 24 hours a day for women.

Aim of study: The aim of the current study is to assess the postnatal women's satisfaction regarding the nursing care in the obstetric hospitals in Mosul city.

Methodology: A descriptive design was carried-out from 15th of November 2013 to 15th April 2014, and conducted in two hospitals in the Mosul city (Al-Batool and Al-Khanssa) teaching hospitals. A random sample was used for selecting (300) participation. The questionnaire research is corrected by (11) of college of nursing experts. The reliability of the questionnaire estimated through coefficient correlation method which indicates 0.89. The data were analyzed using a descriptive and inferential statistical analysis.

Conclusions: the study concludes that it is generally no satisfaction of postnatal women in several aspects of nursing care in gynecological hospitals in Mosul city.

Recommendation: the current study recommends that program and training courses should be done for nurses to advance their information and training aspect and improve their communication skills with the patients to present a significant level of nursing care to improve the patients' satisfaction in general. The outcomes of the present study will send to the Nineveh Health Directorate to get them in view.

Keyword: Postnatal, women, Satisfaction, Nursing care.

* Lecturer, College of Nursing, Mosul University, E-mail: yamama.zyhair@uomosul.edu.iq

INTRODUCTION

Previous studies indicate that the satisfaction of postnatal women used as pointer to indicate the quality services that presented by the professionals of the health care. The most important predictor of women's overall satisfaction with hospital care is particularly related to their satisfaction with nursing care ^(1, 2). Women satisfaction is defined as the extent of the resemblance between the expected quality of care and the actual received care. Postnatal women satisfaction with nursing care is important for any health care agency because nurses comprise the majority of health care providers and they provide care for women 24 hours a day ^(3, 4, and 5). Other previous studies of medical care quality are increasing the important as a health care research component. The patients' opinion of services is being consideration in the quality assessments. However, the quality of nursing care evaluating involves the measurement of its benefits to women and the community at large ⁽⁶⁾. The emerging health

care literature suggests that women satisfaction is a dominant concern that is intertwined with strategic decisions in the health services. Women satisfaction should be as indispensable to assessments of quality as to the design and management of health care systems ^(7, 8). It is necessary to monitor quality services in the hospital by the management.

Assessment of care adequacy must go beyond the usual measures of structure, process and outcome variables to include consumer evaluation of quality, indeed any evaluation of care outcome may be incomplete without including outcomes as perceived by the women ⁽⁹⁾. Postnatal women satisfaction with nursing care is one of the 21 indicators identified by the American Nurses Association as having a strong “theoretical link to the availability and quality of professional nursing services in hospital settings ⁽¹⁰⁾. Women satisfaction is probably the most difficult to measure in hospitals, but its importance in determining quality of care cannot be set aside. It is also important to note that since most of the health care in hospital is nursing care, nursing care most closely influences the women's satisfaction with the overall quality of care ⁽¹¹⁾. Finally measuring the satisfaction of postnatal women allows the identification of possible problems and suggests ways of improving the quality of care or public health interventions ⁽¹²⁾. Throughout the world women satisfaction studies are widely used to evaluate the quality of care as well as public health program's acceptability and impact ⁽¹³⁾.

The assessment and measurement of women satisfaction has increased in popularity due to three changes in health care. First, the role of clinicians has changed from one of helping women through their illness to where the clinician is expected to either cure the women or alleviate chronic symptoms. Second, the rise of the women's rights movement, which presents women as consumers of health care, has led to women views being taken into account during medical decision-making. Third, women perspectives are increasingly sought for inclusion in the monitoring of health care and the legitimizing of healthy policy ^(14, 15).

AIM OF STUDY

The general aim is to assess the postnatal women's satisfaction regarding the nursing care in the obstetric hospitals in Mosul city. The study objects to identify the relationship between postnatal women's satisfaction with some demographic data such as (age, occupation, level of education, residence, gravidity). The other objects are to identify the relationship between postnatal women's satisfaction with date of admission to hospital (number of days stay in hospital, previous admission to hospital, reason for choosing this hospital and name of the hospital).

METHODOLOGY

The study adopted descriptive study to determine the postnatal women's satisfaction regarding the nursing care in the obstetric hospital in Mosul city. The study started in the 15th of November 2013 to the 15th April 2014. Prior to the actual collection of the data; formal administration approval was obtained from the department of health Nineveh province to conduct the study. The present study conducted into two obstetric hospitals in the Mosul city, which are Al-Batool teaching hospital and Al-Khanssa teaching hospital. A randomly sample was used for selecting the participation (300) the sample derived from two hospitals and is contained of (150) Al-Batool and (150) Al-Khanssa. Data was collect by using a structured questionnaire from previous studies.

It divided into three parts. Part one: Is related to the demographical data about the sample (age, occupation, educational level, residence, gravidity). Part two: It is including date of admission to hospital this part consisted of four questions about (name of hospital, number of days stay in hospital, previous admission to hospital, and reason for choosing this hospital).

Part three: It consist of (5) aspects. This part includes in general (30) statement about the postnatal women's opinion about the nursing care. These items were measured; three scale options were used in the rating scale: (1) complete satisfied (2) quiet satisfied (3) not satisfied. To ensure the validity of the questionnaire from instrument, the questionnaire was established through penal of (11) experts chosen to examine the questionnaire. The reliability of the questionnaire estimated through coefficient correlation method which indicates (0.89). The data were analyzed using a descriptive and inferential statistical analysis.

RESULTS:

Table (1): Distribution of the (300) participants according to socio- demographic data

Demographic characteristics		Frequency	Percentage
Age	15-18 years	30	10.00
	19-22 years	64	21.34
	23-26 years	77	25.68
	27-30 years	66	21.99
	31-34 years	28	9.33
	35-38 years	26	8.67
	39-42 years	6	1.99
	43-46 years	3	1.00
Occupation	Employer	18	6.00
	Housewife	282	94.00
Educational level	Illiterate	81	27.00
	Read and write	11	3.67
	Primary school	145	48.33
	Secondary school	29	9.67
	Institute	10	3.33
	College and Above	24	8.09
Residence	Rural women	96	32.00
	Urban women	204	68.00
Gravidity	Primi	90	30.00
	Multi	210	70.00

Table (1) demonstrates demographic characteristics of the study sample. The table shows the highest percent (25.6%) of the sample were from the age group (23-26) years. The majority 94% of the study sample were housewife. The highest percentage 48.3% of study sample regarding educational level were primary school graduated.

Table (2): Distribution of the (300) participants according to the admission to the hospital

Date of admission to hospital		Frequency	Percentage
Number of days in hospital	1 day	95	31.67
	2 days	143	47.67
	3 days	46	15.33
	4 days	12	4.00
	5 days	2	0.67
	6 days	2	0.67
Previous	yes	178	59.33
	no	122	40.67

admission			
Reason for choosing this hospital	Modern facilities available	4	1.33
	Quality care by the staff nurses	30	10.00
	referral from hospital to another	30	10.00
	Availability of good doctor	77	25.67
	Near from habitation	154	51.33
	Present relative in hospital	5	1.67
Name of hospital	Al-Batool	150	50.00
	Al-Kanssa	150	50.00

The highest percentage 47.6% of study sample stay at hospital for two days, and regarding the reason for choosing the hospital, the highest percentage (51.3%) of them were because near their homes. The table also shows that (59.33) of the participants had a previous admission.

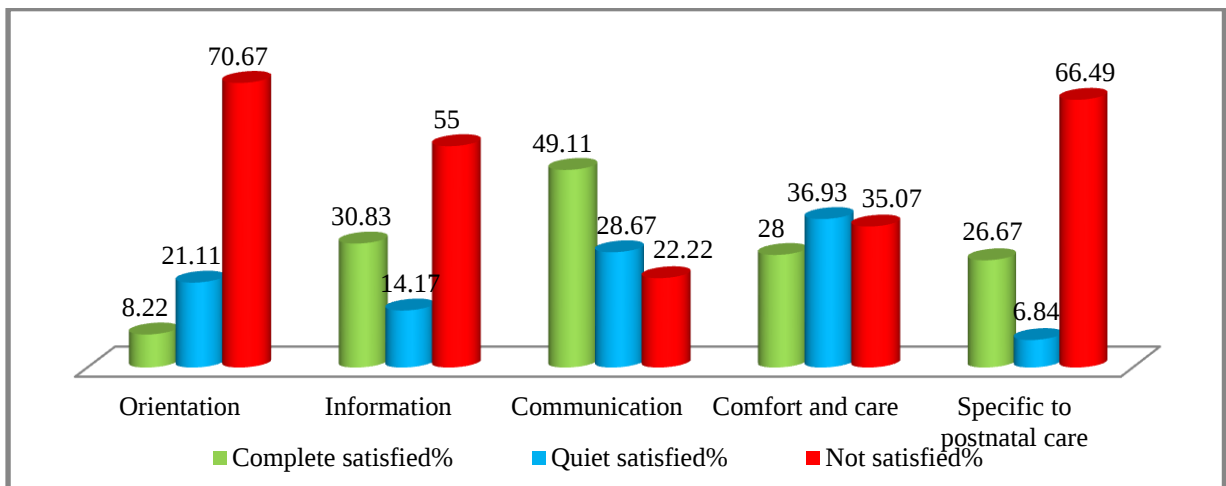


Figure (1): shows the distribution percentage of the postnatal women's satisfaction according to the five aspects in Al-Batool teaching hospital. It indicates the highest presents is regarding to orientation aspects indicates (70, 67%).

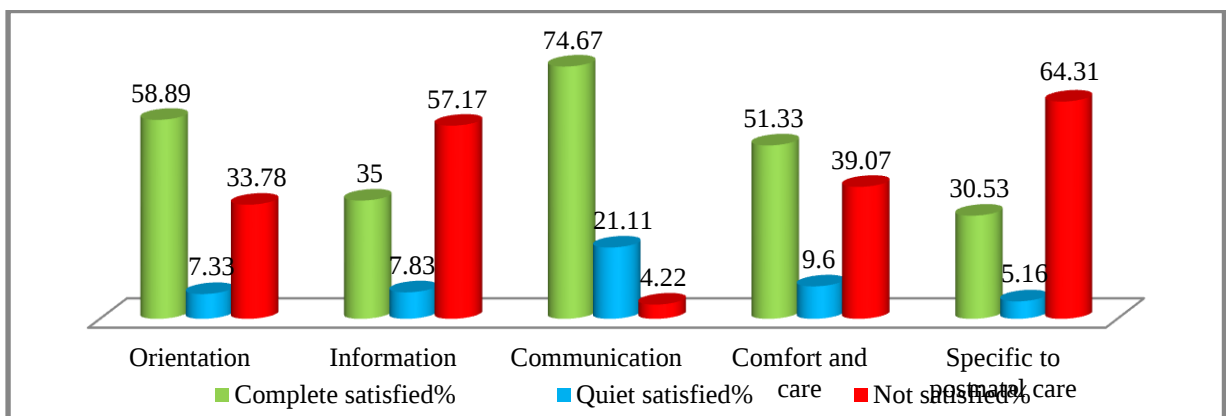


Figure (2): shows the distribution percentage of the postnatal women's satisfaction

according to the five aspects in Al-Khanssa teaching hospital. The figure illustrates that (64.31) of the subjects were not satisfied about specific to postnatal care. While, (74.67%) of them were quiet satisfied about the nurses' communication skills.

Table (3): distribution of women's satisfaction level according to its aspects

No	Question of postnatal woman satisfied	Complete satisfied		Quiet satisfied		Not satisfied		Total	
		F	%	F	%	F	%	F	%
A	Orientation								
1	I was given a warm welcome and made me comfortable on admission	165	55.0	73	24.3	62	20.7	300	100
2	I was oriented to the health team members and postnatal unit	116	38.7	43	14.3	141	47.0	300	100
3	I was oriented about visiting hours for family and doctors	21	7.0	12	4.0	267	89.0	300	100
B	Information								
4	I was informed about ward routines	1	0.3	2	0.7	297	99.0	300	100
5	I was informed regarding rules and regulations of the hospital	1	0.3	--	--.	299	99.7	300	100
6	Nurses used to convey message, which I hesitated to ask my doctor	208	69.3	71	23.7	21	7.0	300	100
7	I was informed about informed consent before any procedure	185	61.7	59	19.6	56	18.7	300	100
C	Communication								
8	All my questions were answered promptly with positive attitude	188	62.7	82	27.3	30	10.0	300	100
9	Nurses maintained a good IPR with myself and my family members	125	41.7	96	32.0	79	26.3	300	100
10	Nurses answered all doubts asked by me concerning my treatment results and prognosis	244	81.3	46	15.4	10	3.3	300	100
D	Comfort and care								
11	I got help when needed	161	53.7	59	19.6	80	26.7	300	100
12	Nurses were calm and approachable	92	30.7	90	30.0	118	39.3	300	100
13	Nurses assisted me in keeping myself clean and groomed	152	50.7	15	5.0	133	44.3	300	100
14	I felt safe and secured throughout the day and night during my hospital stay	164	54.7	89	29.6	47	15.7	300	100

No	Question of postnatal woman satisfied	Complete satisfied		Quiet satisfied		Not satisfied		Total	
		F	%	F	%	F	%	F	%
15	There was no noise at night in the ward	26	8.7	96	32.0	178	59.3	300	100
E	Specific to postnatal care								
16	I was assisted to go to toilet and got information regarding personal hygiene during postnatal period	54	18.0	26	8.7	220	73.3	300	100
17	I was assisted in early ambulation	44	14.7	17	5.6	239	79.7	300	100
18	The nurses checked my vital signs regularly	123	41.0	46	15.3	131	43.7	300	100
19	I was taught about involution of uterus	27	9.0	38	12.7	235	78.7	300	100
20	I was explained how to take care of my breast and minor breast problem in postnatal period and its management	19	6.3	6	2.0	275	91.7	300	100
21	I was informed regarding nutrition, sleep and rest in the postnatal period	123	41.0	7	2.3	170	56.7	300	100
22	My medication / treatment was administered at the proper time	226	75.3	39	13.0	35	11.7	300	100
23	I was told regarding lochial flow and was told how to detect excessive bleeding during the puerperal period	5	1.7	--	--.	295	98.3	300	100
24	I was advised about postnatal exercise	55	18.3	--	--.	245	81.7	300	100
25	I was assisted with episiotomy care and told how to detect signs and symptoms if the infection and how to detect it	60	20.0	41	13.7	199	66.3	300	100
26	I was assisted with giving bath and diaper care cord and eye care and detect signs and symptoms of infection in my baby	149	49.7	9	3.0	142	47.3	300	100
27	I was taught about the importance of colostrum and exclusive breast feeding	96	32.0	11	3.7	193	64.3	300	100
28	I was assisted to position my baby during and after feeding and was taught to burp my baby after breast feeding	99	33.0	8	2.7	193	64.3	300	100

No	Question of postnatal woman satisfied	Complete satisfied		Quiet satisfied		Not satisfied		Total	
		F	%	F	%	F	%	F	%
29	Nurses taught me to detect sign and symptoms of neonatal conditions	11	3.7	6	2.0	283	94.3	300	100
30	I was educated about immunization and weaning of my baby	196	65.3	16	5.4	88	29.3	300	100

This table demonstrates that the highest percentage for the satisfied (81.3%) of study sample refer to item ten. While the almost percent for not satisfied were (98.3) of the study sample indicating in item 23.

Table (4): Analysis of variance for the difference between mean of postnatal women's satisfaction with nursing care and their demographic characteristic

variables	source	DF	SS	MS	F	P	Sig
Age	Regression	1	0.061	0.061	1.33	0.250	NS
	Error	298	13.667	0.046			
Total		299	13.728				
Occupation	Regression	1	0.050	0.050	1.08	0.299	NS
	Error	298	13.678	0.046			
Total		299	13.728				
Education level	Regression	1	0.608	0.608	13.81	0.000	S
	Error	298	13.120	0.044			
Total		299	13.728				
Residence	Regression	1	0.135	0.135	2.96	0.087	NS
	Error	298	13.593	0.046			
Total		299	13.728				
Gravidity	Regression	1	0.017	0.016	0.36	0.551	NS
	Error	298	13.711	0.046			
Total		299	13.728				

This table demonstrates a significant difference at (p. Value < 0.00) between mean of postnatal women's satisfaction with nursing care and their educational level of the patients.

Table (5): Analysis of variance for the difference between mean of the satisfaction of postnatal women with nursing care and their date of admission to the hospital

variables	source	DF	SS	MS	F	P	Sig
Number of days in hospital	Regression	1	0.073	0.073	1.60	0.207	NS
	Error	298	13.655	0.046			
Total		299	13.728				
Previous admission	Regression	1	0.306	0.306	6.79	0.010	S
	Error	298	13.422	0.045			
Total		299	13.728				
Reason for choosing this	Regression	1	0.072	0.072	1.57	0.211	NS
	Error	298	13.656	0.046			

hospital							
Total		299	13.728				
Name of hospital	Regression	1	2.888	2.888	79.39	0.000	S
	Error	298	10.840	0.036			
Total		299	13.728				

This table shows a significant difference (p. value< 0.010) between mean of the satisfaction of postnatal women with nursing care and their previous admission of patient. While the significant difference (p value <0.000) between mean of the satisfaction of postnatal women with nursing care and their name of hospital.

DISCUSSION

The satisfaction of postnatal women is an important indicator of the quality outcome of health care in the hospital setting. The satisfaction of women measurement with nursing is particularly important since nursing service is often a primary determinate of overall satisfaction during a hospital stay ⁽¹⁶⁾. The satisfaction studies can function to give providers of care some idea of how they would have to modify their provision of services in order to make their women's more satisfied. Moreover, satisfied women's usually trust their health care providers, and as a return, they comply with medical and nursing order. Then, eventually, the women's healing process is enhanced and at the same time, they disseminate their experiences to others which increase the number of women's who uses the services, if not satisfied the opposite may happen ⁽¹⁷⁾. The findings of the present study show that table (1) demonstrates the demographic characteristics of the study sample, it presents that the highest percentage (25.6%) of the sample were aged (23-26) years. (94%) of the sample were housewives. The table also shows that (48.3%) of the participants were having a primary school as educational level. With regard to the residence, the highest percentage (68%) of the sample was residing in the rural. Regarding the gravidity, primigravidae were constituted (30%) of the sample, while multi gravidae was found to be (70%) of the total sample as shown in table (1). Table (2) demonstrates the date of admission to the hospital, the table consisted majority percentage (47.6%) of the sample of the number of day study in hospital (2days), and the highest percentage (59.3%) of them were having a previous admission, while the highest percentage (51.3%) were near from habitation in the reason for choosing this hospital. Table (3) shows the frequency and the percentage of a complete satisfied, quiet satisfied, and not satisfaction in two hospitals selecting in the present study, this table illustrates that the orientation aspect were noticed the majority percentage of the complete satisfied for the first statement indicating (55%), while (89%) of them were not satisfied with a statement (I was oriented about visiting hours for family and doctors). The second aspect (information) presents the highest percentage of the complete satisfied for the sixth statement indicated (69.3%). In addition, the communication aspect appears that the highest percentage of satisfied for the statement ten (81.3%). The fourth aspect (comfort and care) shows that the highest percentage of the complete satisfied for a statement fourteen presented (54.7%) , while they were not satisfied a statement twelve (39.3%). The final aspect (specific to postnatal care) demonstrates that the complete satisfied highest percentage with a statement twenty-two (75.3%), while they were not satisfied with thirty-second statement indicated (98.3%). A previous study

conducted on 150 patients in the hospitals of Mekkah Almukarama in (2013) found that the majority of the patients were satisfied only with nurses communication aspect, while another study conducted in Tanzania in (2008) indicated that the most patients were satisfied with the care and services that they received ^(18,19) Table (4) indicates a significant difference between mean postnatal satisfaction of the women with nursing care and their educational level of women's, while shows no significant difference mean postnatal women's satisfaction with nursing care and their (age, occupation, residence and gravidity). Another study indicated no significant relationship between the postnatal women's satisfaction and all the demographic variables and except with the education of the women and satisfaction of the women with information given by nurses to his family and friends about women's condition ⁽²⁰⁾. Finally, table (5) presents a significant difference between the mean of postnatal women's satisfaction with nursing care and their (previous admission and name of hospital). A quite similar result is shown in a previous study, which concluded that there was a direct influence of the stay length aspect on the women satisfaction regarding the professional domain. Those women who admitted to the hospital for (4-7) days indicated a higher level of satisfaction than those who hospitalized within the unit for less than three days ⁽²¹⁾. A previous study also showed that along stay is related with a satisfaction in a higher level, although the researcher did not mention the causes for such results, it means that a longer time of hospitalization provides more opportunities to experience the dynamics of the unit, especially those concerning procedures and routines ⁽²²⁾. Figure (1) shows that only (8.22%) of the participants have completely satisfied with the orientation aspect in AL-Batool hospital teaching hospital. While, (56.89%) of the participants from AL-Khanssa hospital teaching hospital has completed satisfied with the same aspect this is shown in figure2. In comparison of the second aspect (information aspect), figure (1) illustrates that (30.83%) of the participants have complete satisfaction with this aspect in AL-Batool hospital. This result is approximately equal from the result of this sample in AL-Khanssa hospital, which presents (35%) of them complete satisfaction (figure 2). The finding in the figure (2) also presents that (74.67%) of the sample in AL-Khanssa hospital have complete satisfaction in the communication with the nurse. While, (49.11%) in AL-Batool hospital shows figure (1). In addition, the result shows that (28%) of the sample have complete satisfactions about that comfort and care that receive in AL-Batool hospital figure (1). While the women in AL-Khanssa hospital illustrate higher satisfaction in comfort and care equally (51.33%) of them, Figure (1) and figure (2) show nearly equal results in satisfaction about the specific postnatal care in both hospital, which illustrate (26.67%) and (30.53%) respectively. In general, the findings shows that there were high satisfaction in participates women AL-Khanssa hospital in comparison with participates from AL-Batool hospital. A study indicated a moderately satisfied in postnatal women in all hospital that investigated ⁽⁹⁾, while another study concluded that there is no significant differences in women's satisfaction regarding nursing care that provided in three hospitals that it were chosen in this study ⁽¹⁸⁾.

CONCLUSION:

The study concludes that it is generally no satisfaction of postnatal women in several aspects of nursing care in gynecological hospitals in Mosul city. It also concludes that there is a significant relationship between women satisfaction and educational level of them, as well as there is a significant relation between women satisfaction and (previous admission, and the name of hospital).

RECOMMENDATIONS:

1. Nursing curriculums should give attention for developing the communication skills of their students side by side with cognitive and psychomotor skills and nurses should practice these skills in their working places.
2. Women's suggestion for improving the quality of nursing care provided should be taken into considerations through the use of the present study findings to improve the nursing care quality.
3. Further studies should be conducted concerning the satisfaction of women with nursing care provided in all obstetric hospital.
4. The outcomes of the present study will send to the Nineveh Health Directorate to get them in view.

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