

ABSTRACT

The quality of nursing care occupies a high position in the sphere of medical services provided by nurses. It is one of the most important elements affecting patient satisfaction from care. Therefore, it is important to assess the quality of nursing care by patients during staying at the hospital. Patients expect from nurses to solve health problems at a high level and satisfaction with perioperative care depends on the extent to which the service provided is expected or experienced. Undertaking research in this area seemed to be interesting. In the available literature, there is no studies related to nursing care among patients treated and operated on maxillofacial surgery departments.

The aim of the study was to attempt the quality of nursing care in the perioperative period, after facial surgery, with using the Polish version of the NEWCASTLE patient satisfaction scale.

Materials and methods

The research was a survey and was conducted in 522 patients in the period from January 1, 2018 to December 31, 2018, operated at the Department of Maxillofacial Surgery. Finally, 501 patients who correctly completed the questionnaire participated in the project. This represented 96% of the 522 respondents who were given the questionnaires at the start of the study. The study group was dominated by men (58.7%), women constituted 41.3% of the respondents. The age of the respondents was from 18 to 75 years old. The largest group were respondents with secondary education (47.7%), then with basic education (29.7%), higher education (17.4%) and primary education (5.2%). The majority of the respondents are alive in the city (68.7%), and others in the countryside (31.3%). The majority of the respondents are married (n=243; 52.5%). 90.2% of patients were hospitalized for the first time and 98.8% were treated surgically. The most common reason of hospitalization was malignant tumors located on the face and in the oral cavity (n=139; 27.7%), and 121 (24.2%) patients were hospitalized for injuries and fractures in the bones of the facial part of the skull. The 16 (3.2%) patients participating in the study were operated due to genetic defects of the facial part of the skull (orthognathic operations). In addition, 98 patients had multimorbidity. The shortest stay at the Clinic was 3 days, the longest was 28. From all respondents, only 8 (1.6%) confirmed that they were aware of the presence of a nurse delegated for individual care during their stay. The others people from research did not know or did not receive personalized nursing care. In the study group, 317 (63.3%) patients rated the care they received as high at 6–7 points. From research group, 171 (34.1%) patients rated the care at 4–5 points and 13 respondents, which constituted 2.6%, rated the care at 1–3 points. To the question “How would you rate your current stay in the ward overall?” only 90 people answered. The remaining 411 respondents did not answer for this question, which may indicate a misunderstanding the question.

In the majority (84.5%) of the respondents did not show symptoms of depression, and 76.7% did not show symptoms of anxiety. Significant anxiety disorders were found in 15 (3.1%) cases, and in 5 (1%) cases, patients significant symptoms of depression.

The research was conducted using the Polish version of the NEWCASTLE patient satisfaction scale, where the patients assessed the experience of the care received, the level of self-satisfaction. The third part of the questionnaire contains demographic and social data. The Hospital Self-Report Scale for Anxiety and Depression presents an assessment of anxiety and depression in hospitalized patients. The pain monitoring and treatment card contains data of the type of procedure, comorbidities, and treatment applied. The Numerical Rating Scale (NRS) reflects the severity of pain. The Serquel scale is a method that examines the quality of the service by measuring the differences between the subjective perception and the actual level of meeting the patient's expectations.

Conclusions

The respondents showed that the increase in experience, increases satisfaction with the care received. It was rated in a wide range from fair to very good. Care based on a holistic assessment of needs, positively affects the patient's well-being and holistic nursing care. Patients operated on due to genetic defects statistically more often assessed the quality of nursing care better in terms of postoperative pain monitoring than other patients, despite the fact that they experienced a higher intensity of postoperative pain. Informing the patient about methods of pain monitoring, and then controlling the intensity of pain and early recognition of the severity of anxiety and depression in patients operated in the maxillofacial region, increases satisfaction with nursing care in the postoperative period. A good flow of information between the nurse and the patient based on a holistic assessment of the patient's needs in the perioperative period, has a positive effect on the well-being of patients and nursing care. Patients indicated the need for personalized nursing care, i.e. with the participation of one assigned nurse for the duration of their stay in the ward.

Key words

Nurse; quality of nursing care; nursing care in maxillofacial surgery