

**BUSITEMA
UNIVERSITY**
Pursuing Excellence

**PATIENT SATISFACTION WITH NURSING CARE AT MEDICAL AND
SURGICAL WARDS OF MBALE REGIONAL REFERRAL HOSPITAL**

By

NAMUNYALA EMMANUEL

BU/UP/2017/1772 BSN-IV

SUPERVISOR

DR. ROSE CHALO NABIRYE

**A RESEARCH DISSERTATION SUBMITTED TO THE DEPARTMENT OF NURSING
IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF THE
DEGREE OF BACHELOR OF SCIENCE IN NURSING OF BUSITEMA UNIVERSITY**

2022

DECLARATION

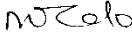
I, Namunyala Emmanuel declare to the best of my knowledge that this is my original work and never has it been submitted anywhere for any purpose.

Signature  Date: 30th January, 2022

Namunyala Emmanuel, BU/UP/2017/1772BNS IV 0702729461/0777801526

APPROVAL

This research dissertation has been submitted with my approval as University Supervisor and Course Coordinator

Signature  Date: 30th January, 2022

Dr. Rose Chalo Nabirye, (RNM, MPH, PhD). Research Supervisor and Course Coordinator
Research, BUFHS, Tel: 07045929

ACKNOWLEDGEMENT

I can't thank you enough, Dr. Rose Chalo Nabirye, my supervisor, for sharing your great research insights and experience with me throughout this research. I am grateful for your comments and recommendations all through. Your relentless tenacious passion and dedication to perfecting this work cannot be overstated. Thank you very much Doctor! I would also like to thank the Newcastle Satisfaction with Nursing care Scale (NSNS) original authors at the University of Newcastle for their permission to use the NSNS questionnaire in this study. Special thanks to Professor Elaine McColl, for her guidance on the adoption and use of the questionnaire in a Ugandan setting.

I'd also like to thank Sr. Lydia Ssenyonga, the Nursing Department's Head, and the entire nursing team. My heartfelt gratitude goes to Busitema University's Faculty of Health Sciences for providing us with this learning opportunity and for incorporating research into our curriculum. Finally, as for my parents and siblings, you are a source of comfort and love to me. Thank you for providing me with the resources I required at any time. Thank you much; I adore you.

ABSTRACT

Introduction

The majority of studies from developing countries show that patient satisfaction with nursing care is below average. That means that more than half of the patients are dissatisfied, despite the fact that satisfaction is directly related to better health outcomes. In Uganda, overall patient satisfaction with health care delivery is still extremely low (25% in 2018). Patient satisfaction with nursing care remains unresolved in Uganda. If interventions are to be developed to improve overall patient satisfaction, assessments in different health-care capacities may be necessary to identify gaps. As a result, patient satisfaction with nursing care outcomes from this study could be extremely beneficial in this endeavor.

Objectives:

- 1) To assess the level of patients' satisfaction with nursing care provided in the medical and surgical wards of Mbale RRH.
- 2) To determine factors that may affect patients' satisfaction with nursing care.

Methods

The study was done from November to December of 2022 at Mbale Regional Referral Hospital using a cross-sectional study design. Simple random sampling technique was employed to recruit 213 sampled study participants. A data collection tool with patients' descriptive characteristics and the Newcastle Satisfaction with Nursing Scale (NSNS) was utilized. Stata version 15 was used to analyze the data, which was presented in tables and graphs. To identify factors associated with patient satisfaction with nursing care, bivariable and multivariable logistic regressions were computed. The significance and strength of the association was declared using P-values < 0.05 with (CI) of 95%

Result

A total of 213 patients participated. Participants average age was 40.7 (SD, 14.7, min=18 and max=77) years. The mean score the patients obtained from the Satisfaction with Nursing Care Scale (NSNS) was 67.413±16.1 (min=30.263 and max=94.737) on 0-100 scale. After dichotomizing satisfaction into 'satisfied' and 'not satisfied' using the mean satisfaction score as the cut off, 50.23% (n=107) of the study participants were satisfied with the care provided by nurses. Patients were more satisfied with the amount of time nurses spent with them

(2.88 ± 0.88) and there always being a nurse around if they needed one (2.83 ± 0.84). Patients were least satisfied with the amount of privacy nurses gave them (2.48 ± 1.07) and how nurses listened to their worries and concerns (2.57 ± 1.06). Regarding the factors affecting the satisfaction, patients aged below 45 and those with higher levels of education were least satisfied whereas patients who were admitted to a surgical ward, who had a chronic condition, and those who had spent more than 10 days on the ward were more satisfied than their counterparts.

Conclusion

In this study, the level of patient satisfaction with nursing care was average. It shows that the care needs of hospitalized patients are yet not satisfied to some extent. These findings may motivate hospital administrators, authorities, and nurses to pay more attention to patients' distinct characteristics, concerns, and anxieties, as well as maintaining patient privacy when providing care. Improving personnel to minimize workload, improving ward architecture and providing privacy screens, and scheduling refresher trainings will all help to improve the quality of care offered and hence increase patient satisfaction.

TABLE OF CONTENTS

DECLARATION	i
APPROVAL	ii
ACKNOWLEDGEMENT	iii
ABSTRACT.....	iv
TABLE OF CONTENTS.....	vi
LIST OF ABBREVIATIONS AND ACRONYMS	viii
LIST OF FIGURES	ix
CHAPTER ONE: BACKGROUND.....	1
1.1 INTRODUCTION	1
1.2 RESEARCH PROBLEM STATEMENT	2
1.3SIGNIFICANCE/JUSTIFICATIONS	4
1.4STUDY OBJECTIVES	4
1.4.1 General objectives	4
1.4.2Specific objectives	4
1.5 RESEARCH QUESTIONS	4
1.6 CONCEPTUAL FRAMEWORK	4
CHAPTER TWO: LITERATURE REVIEW	8
2.1 Introduction	8
2.2 Patient satisfaction	8
2.3 Patient's health condition and satisfaction with care	10
2.4. Patient satisfaction and quality of care	11
2.5. Nursing care and patient satisfaction	12
2.6. Conclusion of literature review	17
CHAPTER THREE: MATERIALS AND DATA COLLECTION METHODS	18
3.1 RESEARCH DESIGN	18
3.2 STUDY SITE	18
3.3 TARGET POPULATION	19

3.4 SAMPLE SIZE	19
3.5 DATA COLLECTION METHODS AND TOOLS	20
3.6 SAMPLING STRATEGY	21
3.7 CRITERIA FOR SAMPLE SELECTION	21
3.7.1 Inclusion Criteria.....	21
3.7.2 Exclusion Criteria.....	22
3.8 QUALITY ASSURANCE.....	22
3.9 DATA MANAGEMENT	22
3.9.1 Data storage and protection.....	22
3.9.2Data Analysis.....	22
3.9.3 Data Presentation	23
3.10 ETHICAL CONSIDERATIONS	23
3.11 DISSEMINATION OF RESULTS	23
3.12 LIMITATIONS	23
CHAPTER FOUR: RESULTS	24
a) Socio-demographic and related characteristics if study participants	24
b) Other patient related characteristics.....	25
c) Overall rating of nursing care and hospital stay.....	25
d) Satisfaction with nursing care.....	26
e) Factors influencing patient satisfaction with nursing care	29
CHAPTER FIVE: DISCUSION AND CONCLUSION.....	31
5.1 DISCUSION.....	31
5.2 CONCLUSION AND RECOMMENDATIONS	34
REFERENCES	36
APPENDICES	43
APPENDIX1. INFORMED CONSENT.....	43
APPENDIX2. QUESTIONNAIRE	47
APPENDIX 3: REC / IRB APPROVAL.....	53
APPENDIX 4: ADMINISTRATIVE PERMISSION LETTER	55

LIST OF ABBREVIATIONS AND ACRONYMS

Mbale RRH	Mbale Regional Referral Hospital
BUHFS	Busitema University Faculty of Health Sciences
HDRC	Higher Degree of Research Committee
WHO	World Health Organization
OECD	World Bank and Organization for Economic Co-operation and Development
HSDP	Health Sector Development Plan
IMCHB	Interaction Model of Client Health Behavior
QPP	Quality from the Patient's Perspective
PSNCQQ	Patient Satisfaction with Nursing Care Quality
NSNS	Newcastle satisfaction with nursing care scale
ENCS	Experience of Nursing Care Scale
SNCS	Satisfaction with Nursing Care Scale
PSNC	Patient satisfaction with nursing care scale

LIST OF FIGURES

1. **Figure1.** Illustrates a modified IMCHB of (Cox, 1982) to explain the concept of patient satisfaction with nursing care according to Wagner and Bear, 2009 11

LIST OF TABLES

Table 1: Socio – demographics.....	24
Table 2: Other patients’ related characteristics	25
Table 3: Mean satisfaction (NSNS) scores according to demographics and related characteristics.....	27
Table 4: Percentage and mean distribution (with standard deviations) per item of patient satisfaction with nursing care.....	28
Table 5: Predictors of patient satisfaction with nursing care.....	30

REFERENCES

- Afework, E., Yabebal, A., Sewunet, A., & Belachew, T. (2019). Patients' satisfaction and associated factors towards nursing care in Dessie Referral Hospital, Northeast Ethiopia. *Clinical Journal of Nursing Care and Practice*, 3(1), 053–058. <https://doi.org/10.29328/journal.cjnnp.1001018>
- Aga, T. B., Ferede, Y. M., & Mekonen, E. G. (2021). Satisfaction and associated factors towards inpatient health care services among adult patients at Pawie General Hospital, West Ethiopia. *PLoS ONE*, 16(4 April), 1–11. <https://doi.org/10.1371/journal.pone.0249168>
- Aiken, L. H., Sloane, D. M., Ball, J., Bruyneel, L., Rafferty, A. M., & Griffiths, P. (2018). Patient satisfaction with hospital care and nurses in England: An observational study. *BMJ Open*, 8(1), 1–8. <https://doi.org/10.1136/bmjopen-2017-019189>
- Akbas, M. (2019). Patient satisfaction on nursing care: The case of gynecology and obstetrics clinics. *Acta Bioethica*, 25(1), 127–136. <https://doi.org/10.4067/S1726-569X2019000100127>
- Akin, S., & Erdogan, S. (2007). The Turkish version of the Newcastle Satisfaction with Nursing Care Scale used on medical and surgical patients. *Journal of Clinical Nursing*, 16(4), 646–653. <https://doi.org/10.1111/j.1365-2702.2006.01583.x>
- Alasad, J., Tabar, N. A., & Aburuz, M. E. (2015). Patient satisfaction with nursing care: Measuring outcomes in an international setting. *Journal of Nursing Administration*, 45(11), 563–568. <https://doi.org/10.1097/NNA.0000000000000264>
- Alsaqri, S. (2016). Patient Satisfaction with Quality of Nursing Care at Governmental Hospitals, Ha'il City, Saudi Arabia. *Journal of Biology, Agriculture and Healthcare*, 6(10), 128–142. www.iiste.org
- Ammo, M. A., Abu-Shaheen, A. K., Kobrosly, S., & Al-Tannir, M. A. (2014). Determinants of Patient Satisfaction at Tertiary Care Centers in Lebanon. *Open Journal of Nursing*. <https://doi.org/10.4236/ojn.2014.413100>
- Aveling, E. L., Kayonga, Y., Nega, A., & Dixon-Woods, M. (2015). Why is patient safety so hard in low-income countries? A qualitative study of healthcare workers' views in two African hospitals. *Globalization and Health*, 11(1), 4–11. <https://doi.org/10.1186/s12992-015-0096-x>

- Baker, S. C., Watson, B. M., Jamieson, B., & Jamieson, R. (2020). How Do Patients Define Satisfaction? The Role of Patient Perceptions of Their Participation and Health Provider Emotional Expression. *Health Communication*, 00(00), 1–10. <https://doi.org/10.1080/10410236.2020.1808409>
- Barone, M., Cogliandro, A., Morelli Coppola, M., & Persichetti, P. (2017). The Importance of Patient Satisfaction. *Plastic and Reconstructive Surgery*. <https://doi.org/10.1097/prs.0000000000003538>
- Basu, S., Andrews, J., Kishore, S., Panjabi, R., & Stuckler, D. (2012). Comparative performance of private and public healthcare systems in low- and middle-income countries: A systematic review. *PLoS Medicine*. <https://doi.org/10.1371/journal.pmed.1001244>
- Batbaatar, E., Dorjdagva, J., Luvsannyam, A., Savino, M. M., & Amenta, P. (2017). Determinants of patient satisfaction: A systematic review. In *Perspectives in Public Health*. <https://doi.org/10.1177/1757913916634136>
- Binsalih, S., Waness, A., Tamim, H., Harakati, M., & Al Sayyari, A. (2011). Inpatients' care experience and satisfaction study. *Journal of Family and Community Medicine*, 18(3), 111. <https://doi.org/10.4103/2230-8229.90009>
- Chen, H., Li, M., Wang, J., Xue, C., Ding, T., Nong, X., Liu, Y., & Zhang, L. (2016). Factors influencing inpatients' satisfaction with hospitalization service in public hospitals in Shanghai, People's Republic of China. *Patient Preference and Adherence*. <https://doi.org/10.2147/PPA.S98095>
- Chow, A., Mayer, E. K., Darzi, A. W., & Athanasiou, T. (2009). Patient-reported outcome measures: The importance of patient satisfaction in surgery. In *Surgery*. <https://doi.org/10.1016/j.surg.2009.03.019>
- Cox, C. (1982). An interaction model of client health behavior: theoretical prescription for nursing. *Advances in Nursing Science*, 5, 41–56.
- Doe, M. (2019, June 9). *Blood, Sweat and Intussusception: OOPE in Mbale, Uganda - Adventure Medic*. <https://www.theadventuremedic.com/adventures/blood-sweat-and-intussusception-oope-in-mbale-uganda/>
- Dorigan, G. H., Oliveira, H. C., & Guirardello, E. B. (2015). Predictors of patients' experiences and satisfaction with nursing care in medical-surgical wards. *Texto e Contexto Enfermagem*,

- 24(4), 1003–1008. <https://doi.org/1590/0104-0707201500002520014>
- Ehiemere, I., Nwaneri, A., Iheanacho, P., & Akpati, V. (2011). Helpless patients' satisfaction with quality of nursing care in Federal tertiary hospitals, Enugu, Southeast, Nigeria. *International Journal of Nursing and Midwifery*, 3(1), 6–13. <https://doi.org/10.5897/IJNM.9000023>
- Findik, U. Y., Unsar, S., & Sut, N. (2010). Patient satisfaction with nursing care and its relationship with patient characteristics. *Nursing and Health Sciences*, 12(2), 162–169. <https://doi.org/10.1111/j.1442-2018.2009.00511.x>
- Folami, F. (2019). Assessment of Patient Satisfaction with Nursing Care in Selected Wards of the Lagos University Teaching Hospital (LUTH). *Biomedical Journal of Scientific & Technical Research*. <https://doi.org/10.26717/bjstr.2019.17.002941>
- Franjo, J., Režić, S., & Tot, B. (2020). Patient Satisfaction with the Work of Nurses in Primary Health Care. *Zadovoljstvo pacijenata radom medicinske sestre / medicinskog tehničara u primarnoj zdravstvenoj zaštiti. Croatian Nursing Journal*. <https://doi.org/10.24141/2/4/1/1>
- Gezer, D., & Arslan, S. (2021). Patient satisfaction on nursing care: the case of in day surgery. *Cukurova Medical Journal*, 46(2), 663–669. <https://doi.org/10.17826/cumj.895225>
- Grace, G. (2018). Evaluation of Patient Satisfaction with Nursing Care at Two Public Hospitals in Kenya: An Interventional Study. *Nursing & Healthcare International Journal*, 2(4), 1–8. <https://doi.org/10.23880/nhij-16000151>
- HEPS & UNCHO. (2012). *Client Satisfaction with Health Insurance in Uganda*. December, 1–41. http://www.microfinanceopportunities.org/docs/Uganda_Client_Satisfaction_FINAL.pdf
- Kabatooro, A., Ndoboli, F., & Namatovu, J. (2016). Patient satisfaction with medical consultations among adults attending Mulago hospital assessment centre. *South African Family Practice*, 58(3), 87–93. <https://doi.org/10.1080/20786190.2016.1177977>
- Karaca, A., & Durna, Z. (2019). Patient satisfaction with the quality of nursing care. *Nursing Open*. <https://doi.org/10.1002/nop2.237>
- Kartika, I. R. (2018). Nurses–patients interaction model and outpatients' satisfaction on nursing care. *Nursing & Care Open Access Journal*, 5(2), 70–76. <https://doi.org/10.15406/ncoaj.2018.05.00123>
- Kasa, A. S., & Gedamu, H. (2019). Predictors of adult patient satisfaction with nursing care in

- public hospitals of Amhara region, Northwest Ethiopia. *BMC Health Services Research*. <https://doi.org/10.1186/s12913-019-3898-3>
- Kwesiga, D., Kiwanuka, S., Kiwanuka, N., Mafigiri, D., & Nelson, K. (2013). The clients' Voice: Satisfaction with HIV/AIDS care in a public and private health facility in Kabale District, Uganda. *Journal of AIDS and Clinical Research*, 4(7). <https://doi.org/10.4172/2155-6113.1000220>
- Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2019). Patient satisfaction with health care services; an application of physician's behavior as a moderator. *International Journal of Environmental Research and Public Health*. <https://doi.org/10.3390/ijerph16183318>
- Mathews, S. K., Secrest, J., & Muirhead, L. (2008). The interaction model of client health behavior: A model for advanced practice nurses. *Journal of the American Academy of Nurse Practitioners*, 20(8), 415–422. <https://doi.org/10.1111/j.1745-7599.2008.00343.x>
- McColl, E., Thomas, L., & Bond, S. (1996). A study to determine patient satisfaction with nursing care. *Nursing Standard (Royal College of Nursing (Great Britain) : 1987)*, 10(52), 34–38. <https://doi.org/10.7748/ns.10.52.34.s47>
- Ministry of Health. (2020). Annual Health Sector Performance Report, Financial Year 2019/20. *Ministry of Health, Uganda*. <http://library.health.go.ug/publications/performance-management/annual-health-sector-performance-report-financial-year-201920>
- Mulugeta, H., Wagnaw, F., Dessie, G., Biresaw, H., & Habtewold, T. D. (2019). Patient satisfaction with nursing care in Ethiopia: A systematic review and meta-analysis. *BMC Nursing*. <https://doi.org/10.1186/s12912-019-0348-9>
- Nabbuye-Sekandi, J., Makumbi, F. E., Kasangaki, A., Kizza, I. B., Tugumisirize, J., Nshimye, E., Mbabali, S., & Peters, D. H. (2011). Patient satisfaction with services in outpatient clinics at Mulago hospital, Uganda. *International Journal for Quality in Health Care*. <https://doi.org/10.1093/intqhc/mzr040>
- Naseer, M., Zahidie, A., & Shaikh, B. T. (2012). Determinants of patient ' s satisfaction with health care system in Pakistan : a critical review. *Pakistan Journal of Public Health*.
- Ng, J. H. Y., & Luk, B. H. K. (2019). Patient satisfaction: Concept analysis in the healthcare context. *Patient Education and Counseling*. <https://doi.org/10.1016/j.pec.2018.11.013>

- Nguyen Thi, P. L., Briançon, S., Empereur, F., & Guillemin, F. (2002). Factors determining inpatient satisfaction with care. *Social Science and Medicine*, 54(4), 493–504. [https://doi.org/10.1016/S0277-9536\(01\)00045-4](https://doi.org/10.1016/S0277-9536(01)00045-4)
- Njau, B. (2018). Patients ' level of satisfaction on quality of health care at Mwananyamala hospital in Dar es Salaam , Tanzania. *Kilimanjaro Christian Medical University College*, 52(10), 86–89.
- Ochan, A. W., Aaron, K., Aliyu, S., Mohiuddin, M., & Bamaiyi, P. H. (2018). Patients' Satisfaction with Healthcare Services Received in Health Facilities in Bushenyi District of Uganda. *International Journal of Science and Healthcare Research*, 3(1), 76–87.
- Piredda, M., Vellone, E., Piras, G., Fida, R., Latour, J. M., Matarese, M., Alvaro, R., & De Marinis, M. G. (2015). Psychometric evaluation of the newcastle satisfaction with nursing scales. *Journal of Nursing Care Quality*, 30(1), 84–92. <https://doi.org/10.1097/NCQ.0000000000000078>
- Quyen, B. T. T., Ha, N. T., & Van Minh, H. (2021). Outpatient satisfaction with primary health care services in Vietnam: Multilevel analysis results from The Vietnam Health Facilities Assessment 2015. *Health Psychology Open*, 8(1). <https://doi.org/10.1177/20551029211015117>
- Rahmqvist, M., & Bara, A.-C. (2010). Patient characteristics and quality dimensions related to patient satisfaction. *International Journal for Quality in Health Care*, volume 22. <https://doi.org/10.1093/intqhc/mzq009>
- Redda, E. H., & Surujlal, J. (2020). ASSESSING THE LEVEL OF PATIENT SATISFACTION ON PUBLIC HEALTHCARE FACILITIES IN SOUTH AFRICAN. *Humanities & Social Sciences Reviews*. <https://doi.org/10.18510/hssr.2020.8418>
- Resnick, A. S., Disbot, M., Wurster, A., Mullen, J. L., Kaiser, L. R., & Morris, J. B. (2008). Contributions of Surgical Residents to Patient Satisfaction: Impact of Residents Beyond Clinical Care. *Journal of Surgical Education*, 65(3), 243–252. <https://doi.org/10.1016/j.jsurg.2008.01.005>
- Robbins, A. (2015). The Problem With Satisfied Patients. *The Atlantic*, 1–7. <http://www.theatlantic.com/health/archive/2015/04/the-problem-with-satisfied->

patients/390684/

- Shewasinad, S., & Sayih, A. (2018). Assessment of Adult Patient Satisfaction and Associated Factors with Nursing Care Among Admitted Patient in Medical, Surgical, Obstetrics and Gynecology Ward in Mizan-Aman General Hospital, Bonga and Tepi Hospitals, Southwest Ethiopia 2016 JOJ Nurse Healt. *JOJ Nurse Health Care*, 8(5), 1–9. <https://doi.org/10.19080/JOJNHC.2018.08.555748>
- Shi, L., Lee, D. C., Haile, G. P., Liang, H., Chung, M., & Sripipatana, A. (2017). Access to care and satisfaction among health center patients with chronic conditions. *Journal of Ambulatory Care Management*, 40(1), 69–76. <https://doi.org/10.1097/JAC.0000000000000153>
- Shinde M, & Kapurkar K. (2014). Patient 's Satisfaction with Nursing Care Provided in Selected Areas of Tertiary Care Hospital. International Journal of Science and Research (IJSR) [revista en Internet] 2014 [acceso 18 de noviembre de 2020]; 3(2): 150-161. *International Journal of Science and Research (IJSR)*, 3(2), 150–161. <https://www.ijsr.net/archive/v3i2/MDIwMTM5MzA=.pdf>
- Shirley, E. D., & Sanders, J. O. (2016). Measuring quality of care with patient satisfaction scores. *Journal of Bone and Joint Surgery - American Volume*, 98(19), e83. <https://doi.org/10.2106/JBJS.15.01216>
- Shirley Teng, K., & Norazliah, S. (2012). Surgical Patients' satisfaction of nursing care at the Orthopedic Wards in Hospital Universiti Sains Malaysia (HUSM). *Health and the Environment Journal*.
- Tadesse Sharew, N., Teklegiorgis Bizunch, H., Ketema Assefa, H., & Dejenie Habtewold, T. (2018). Investigating admitted patients' satisfaction with nursing care at Debre Berhan Referral Hospital in Ethiopia: a cross-sectional study. *BMJ Open*, 8, 21107. <https://doi.org/10.1136/bmjopen-2017-021107>
- Tang, W. M., Soong, C., & Lim, W. C. (2013). Patient Satisfaction with Nursing Care : A Descriptive Study Using Interaction Model of Client Health Behavior. *International Jpurnal of Nursing Science*, 3(2), 51–56. <https://doi.org/10.5923/j.nursing.20130302.04>
- Thomas, L. H., McColl, E., Priest, J., Bond, S., & Boys, R. J. (1996). Newcastle satisfaction with nursing scales: An instrument for quality assessments of nursing care. *Quality and Safety in*

Health Care. <https://doi.org/10.1136/qshc.5.2.67>

- Wagner, D., & Bear, M. (2009). Patient satisfaction with nursing care: A concept analysis within a nursing framework. *Journal of Advanced Nursing*, 65(3), 692–701. <https://doi.org/10.1111/j.1365-2648.2008.04866.x>
- Wakaganda, C. (2017). *ASSESSMENT OF PATIENTS' SATISFACTION REGARDING QUALITY OF NURSING CARE PROVIDED AT RWANDA MILITARY HOSPITAL*.
- Ward, L., Sutton, S., Divall, P., & Hull, L. (2008). Practitioner commentary on Garfield E. The impact of health information delivery on the quality of patient care: whither medical information science? *Health libraries review* 1985, 2 (4), 159-169*. *Health Information and Libraries Journal*, 25, 63–65. <https://doi.org/10.1111/j.1471-1842.2008.00809.x>
- World Health Organization, World Bank Group, O. (2018). Delivering quality health services. In *World Health Organization, World Bank Group, OECD*. <http://apps.who.int/bookorders>.
- Wudu, M. A. (2021). Predictors of adult patient satisfaction with inpatient nursing care in public hospitals of eastern Amhara region, northeastern Ethiopia, 2020. *Patient Preference and Adherence*, 15, 177–185. <https://doi.org/10.2147/PPA.S294041>
- Xesfingi, S., & Vozikis, A. (2016). Patient satisfaction with the healthcare system: Assessing the impact of socio-economic and healthcare provision factors. *BMC Health Services Research*. <https://doi.org/10.1186/s12913-016-1327-4>
- Yanmis, S. (2018). Patients' Satisfaction Levels of Nursing Services at a Urology Unit of a University Hospital. *JOJ Nursing & Health Care*, 9(2). <https://doi.org/10.19080/jojnhc.2018.09.555759>
- Zhang, J., Yang, L., Wang, X., Dai, J., Shan, W., & Wang, J. (2020). Inpatient satisfaction with nursing care in a backward region: A cross-sectional study from northwestern China. *BMJ Open*, 10(9). <https://doi.org/10.1136/bmjopen-2019-034196>