

Original Article

Patients' Perception of Individualized Care and Satisfaction with Nursing Care Levels in Turkey

Eylem Pasli Gurdogan, PhD, MSN, BSN

Assistant Professor, Department of Nursing, Trakya University Faculty of Health Sciences, Edirne, Turkey

Ummu Yildiz Findik, PhD, MSN, BSN

Associate Professor, Department of Nursing, Trakya University Faculty of Health Sciences, Edirne, Turkey

Buket Kara Arslan, RN

Nurse, Department of Nursing, Trakya University Health Research and Practice Hospital, Edirne, Turkey

Correspondence: Eylem Pasli Gurdogan, Assistant Professor, Department of Nursing, Trakya University Faculty of Health Sciences, Edirne, Turkey e-mail: e.gurdogan@gmail.com

Abstract

Background: The most important responsibility of nurses is to practice nursing care by respecting the individualism and uniqueness of their patients. Patient satisfaction is an important indicator to evaluate the quality of nursing care that was provided.

Aim: The aim of the study was to determine the perception of individualized care, satisfaction with nursing care levels and the relationship between them.

Methods: The sample for this study, which was planned as descriptive and cross-sectional, was constituted of 425 patients who were staying at the internal medicine and surgical clinics of a university hospital in Turkey. Data was collected using 'Patient Information Form', 'Individualized Care Scale' and 'Satisfaction with Nursing Scale'.

Results: The mean age of the patients was 57.70 ± 14.51 years, the average duration of hospital stay was 11.03 ± 10.15 days and 52.9% of the patients were staying at internal medicine clinics. The patients' realization of nursing care (3.65 ± 0.82), perception of the individualism in nursing care (3.88 ± 0.69) and satisfaction with nursing care (71.41 ± 17.63) scores were found to be above average. A positive correlation was found between satisfaction with nursing care and perception of individualized care ($p < .001$).

Conclusion: Patients are aware of individualized care, and individualized care increases the level of patients' satisfaction with nursing services. It is important that nurses provide specific and individualized care for their patients.

Key words: Nursing, Individualized Care, Patient Satisfaction