



A STUDY TO ASSESS THE SATISFACTION AMONG PATIENTS UNDERGOING GI ENDOSCOPY IN SELECTED HOSPITAL, DEHRADUN, UTTARAKHAND

Nursing

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ABSTRACT

Anxiety is one of the emotional and behavioural characteristics that may vary from person to person. Symptoms of anxiety is normal part of every person's life sometimes due to which person's satisfaction can vary. One of the important diagnostic tool for examine the upper gastro intestinal tract is endoscopy. Endoscopy is a procedure usually done for purposes of diagnosis. It helps in increasing the rate for accuracy in diagnosis, decrease in complications etc and usually creates anxiety in patients. To enhance the satisfaction, need to evaluate and describe elaborate about the endoscopy procedure to the patient undergoing GI endoscopy. Nurse plays an important role in preparing patients for procedure before, during and after the procedure. **METHOD-** A quasi experimental study was carried out among 107 patients (55 in experimental group and 52 in control group) underwent GI endoscopy. Likert scale and opinionnaire was used to check the satisfaction of the patient undergoing GI endoscopy. **RESULT-** The result of the study revealed that (70.91%) (71.15%) participants were between 30-40 years of age. (56.4%) were male in experimental group and in control group both are in equal number, (38.18%) were graduate and above and (28.85%) had education till high school, (52.72%) (34.6%) had private job and (70.91%) (69.2%) didn't had knowledge regarding endoscopy procedure and (25.5%) had diagnosis indigestion and (28.8%) ulcer in experimental and control group respectively. (51%) responded good regarding manner of team members, description of the procedure (55%) and overall rating of visit (54%). Majority of sample agreed (64%) to visit again in the same facility for the procedure. Level of anxiety and satisfaction had weak negative correlation. **CONCLUSION-** The present study conclude that there were enhancement in the satisfaction level of patients underwent GI endoscopy.

KEYWORDS

Effectiveness, Satisfaction, Level of Anxiety, Patients, GI endoscopy

1. INTRODUCTION

Health is an holistic approach which include all physical, mental and social components. If there is any alteration due to unmet needs of the person then it may lead to unhealthy behaviour. Due to disequilibrium develop in health status of the person may develop anxiety and changes in physiological parameters and satisfaction that leads to disease condition. Symptoms of anxiety is normal part of every person's life sometimes due to which person's satisfaction can vary. One of the important diagnostic tool for examine the upper gastro intestinal tract is endoscopy. Endoscopy is a procedure usually done for purposes of diagnosis. **Vadhanan prasanna et.al (2017)**, total anxiety prevalence was 31% in which females had (39.5%) and male had (21.2%) of pre-procedural anxiety. To address anxiety and enhancing the satisfaction, need to evaluate and describe elaborate about the endoscopy procedure to the patient undergoing GI endoscopy. Nurse plays an important role in preparing patients for procedure before, during and after the procedure which can be useful for enhancing the satisfaction of the patients undergoing GI endoscopy. **In 2014, Das Sasmita et al.** conducted a study on the effect of teaching assisted by video on awareness, pre procedural anxiety level and satisfaction of patients undergoing upper Gastro intestinal endoscopy. The result shows that awareness and satisfaction scores were increased in experimental group succeeding endoscopy procedure.

Literature Review

Muhammad Omar Qureshi, et.al. (2013) conducted a study in shifa international hospital with aim to evaluate the quality and patient satisfaction in endoscopy unit with 1028 patients. Conclusion was that procedure quality and satisfaction level of patients underwent a gastroscopy or colonoscopy was good. The influencing factors for satisfaction of those patients are associated with communication between doctor and patients, manner of the doctor's and time taken to wait for the procedure. For enhancing standards, feedback information in an endoscopy unit may be useful, which also include the performance of endoscopists.

2. Problem statement and objectives

2.1 Problem Statement

A study to assess the satisfaction among patients undergoing GI

endoscopy in selected hospital, Dehradun, Uttarakhand.

2.2 Objectives

1. To assess the satisfaction level of the patients underwent GI endoscopy in experimental and control group.
2. To find the correlation between level of anxiety and satisfaction of patients underwent GI endoscopy.

3. MATERIAL AND METHODOLOGY

In current study Quantitative research approach was used, Quasi experimental research design (pretest-posttest control group design) was carried out among 107 (55 in experimental group and 52 in control group) patients undergone GI endoscopy, which were selected through systematic random sampling. To avoid the biasness data for the control group was taken first after that data for experimental group has taken. Data was collected by using respective tools, baseline data tool was used for demographic variables, Likert scale and opinionnaire was used to check the satisfaction of the patient underwent GI endoscopy.

Analysis and Interpretation

Table No. 1 Frequency and percentage distribution of the base line data (n = 107)

S.no	Demographic Variable	Groups	
		Experimental (n ₁ = 55)	Control (n ₂ = 52)
		F (%)	F (%)
1.	Age		
	18-29	16 (29.09)	15 (28.85)
	30-40	39 (70.91)	37 (71.15)
2.	Gender		
	Male	31 (56.4)	26 (50)
	Female	24 (43.6)	26 (50)
3.	Educational Status		
	No formal ed.	04 (7.28)	04 (7.69)
	Primary	05 (9.09)	09 (17.31)
	High school	09 (16.36)	15 (28.85)
	Intermediate	16 (29.09)	10 (19.23)

	Graduate or above	21 (38.18)	14 (26.92)
4.	Occupation		
	Govern. Job	08 (14.6)	12 (23.1)
	Private Job	29 (52.72)	18 (34.6)
	Self employed	06 (10.91)	05 (9.6)
	Unemployed	12 (21.81)	17 (32.7)
5.	Knowledge regarding endoscopy procedure		
	Yes	16 (29.09)	16 (30.8)
	No	39 (70.91)	36 (69.2)
6.	Diagnosis		
	Ulcer	12 (21.8)	15 (28.8)
	Indigestion	14 (25.5)	07 (13.5)
	Constipation	13 (23.6)	06 (11.5)
	Dysphasia	03 (5.5)	09 (17.3)
	vomiting	06 (10.9)	08 (15.4)
	Gastritis	05 (9.1)	07 (13.5)
	Diarrhoea	02 (3.6)	0 (0)

Table no 1- Illustrates that majority of study participants were between 30-40 years of age (70.91%) (71.15%). More than half sample in experimental group were male (56.4%) and in control group both are in equal number, Majority were graduate and above (38.18%) in experimental group and education till high school (28.85%) in control group. Majority of participants were having private job (52.72%) (34.6%) and didn't had knowledge regarding endoscopy procedure (70.91%) (69.2%) and Most of the sample having diagnosis indigestion (25.5%) and ulcer (28.8%) in experimental and control group respectively.

Table 2: Description of satisfaction level after endoscopy procedure in experimental and control group (n = 107)

Q1	Manner of team members	
	Very good	38 (36%)
	Good	55 (51%)
	Fair	14 (13%)
Q2	Description of the procedure	
	Very good	25 (23%)
	Good	58 (55%)
	Fair	24 (22%)
Q3	Overall rating of visit	
	Very good	11 (10%)
	Good	57 (54%)
	Fair	39 (36%)
Q4	Visit again	
	Yes	69 (64%)
	No	38 (36%)
Q5	Time to get appointment	
	Minimum time	5-10 minutes
	Maximum time	1 and half hour
Q6	Waiting for the procedure	
	Minimum time	5 minutes
	Maximum time	30-40 minutes
Q7	Discomfort felt during procedure	
	Most replies	Feeling of vomiting while inserting tube

The above table illustrate that more than half sample responded good regarding manner of team members (51%), description of the procedure (55%) and overall rating of visit (54%). Majority of sample agreed (64%) to visit again in the same facility for the procedure, minimum time was (5-10 minutes) (5min) and maximum time was (1&half hour) (30-40min) for time to get appointment and waiting for the procedure respectively. Majority of the sample gave answer like Feeling of vomiting while inserting tube for the discomfort they felt during the procedure.

Table 3: Correlation between level of anxiety and satisfaction level in experimental group (n = 55)

S.no	Variable	r value	p value
1	Level of anxiety (State + Trait) and Satisfaction level	-0.05	0.67

Table shows that the correlation value between post level of anxiety in experimental group and satisfaction level was negative correlation (r = -0.05) which was not significant that means whether the anxiety increase or decrease there would be no changes in the satisfaction level

in experimental group.

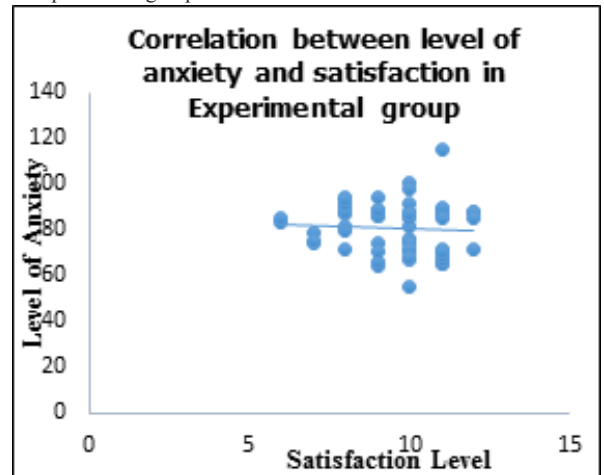


Figure No. 1: Scattered diagram of correlation between level of anxiety and satisfaction in experimental group

Table 4: Correlation between level of anxiety and satisfaction level in control group (n = 52)

S.no	Variable	r value	p value
1	Level of anxiety (State + Trait) and Satisfaction level	-0.36	0.007

Table shows that There was negative correlation (r = -0.36) between post level of anxiety and satisfaction level in control group which means if level of anxiety is increased then satisfaction would decreased in control group.

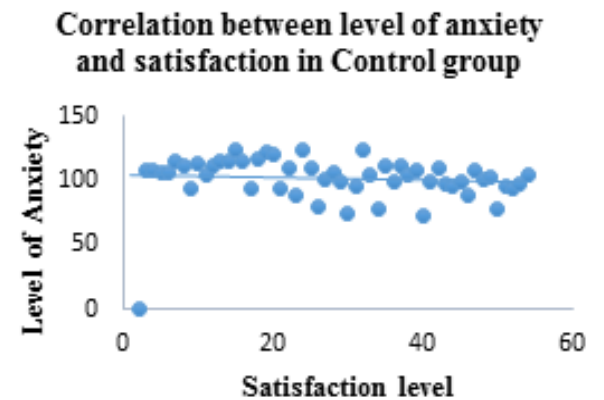


Figure No. 2: Scattered diagram of correlation between level of anxiety and satisfaction in control group

DISCUSSION

In current study, findings suggest that more than half sample responded good regarding overall rating of visit (54%) and majority of sample agreed (64%) to visit again in the same facility for the procedure, study done by **Russell Loftus et al. (2013)**, findings suggested that more than half of the respondents (59%) were highly satisfied with the procedure and also more than half (56%) were agreed to return for repeat procedures under similar circumstances.

Strengths

The current study had following strengths

- The researcher used standardized tool for the assessment of anxiety.
- The sample size calculation was done to determine the appropriate sample size.

Limitations

The current study had following limitations

- The study was conducted in one setting only.
- It was sometimes difficult to assess satisfaction of the patient.
- Feedback from the sample did not taken due to lack of time.

Nursing implications

Nursing Practice

After getting the procedural many patients satisfaction had enhanced. Therefore nurse should be capable and skilful with the methods to reduce the anxiety due to endoscopy to improve the satisfaction of patient during the endoscopy.

Nursing Education

It emphasize more on imparting health information regarding interventions to enhance the satisfaction after the procedures. Nursing personnel can use the preparatory informatics for educating patients in the endoscopy unit.

Nursing Administration

The nurse administrator should arrange continuing nursing education for other and could prepare some written policies about the evidence based practice to enhance the satisfaction of the patient.

Nursing Research

There was no standardized tool to assess the satisfaction level among patients undergoing endoscopy. The researcher developed the likert scale & opinionnaire to assess the satisfaction. Further study can be done with large sample size, promote reliability and validity of this tool

Recommendations

- Implementation of behavioural intervention to reduce the anxiety and enhancing the satisfaction can be done.
- Implementation of any other intervention (like video assisted teaching etc) can be done to enhance the satisfaction.
- Comparison between two different interventions can be done to check the effectiveness on the level of satisfaction.

CONCLUSION

The present study conclude that there were enhancement in the satisfaction level of patients underwent GI endoscopy and level of anxiety and satisfaction had weak negative correlation.

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