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# Clients' satisfaction with home care services at king Khalid university hospital, Riyadh 2022

# BY

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#### Abstract

Clients' satisfaction with nursing care is an important determinant of the quality of the provided health care and the aim of this research will be to investigate clients' satisfaction for home care services at King Kahlid university hospital, Riyadh.Research questions is what are the socio- demographic characteristic related to clients visited by nursing staff? Alsowhat are the socio- demographic characteristics of nurses they provide home care services? .Research methodology is a quantitative exploratory, cross sectional, correlative design will be conduct in this research. the researcher found that there was a communication gap between nurses and their patients that This is due to the patient and his look towards the nurse. To guarantee nature of nursing care. The general well being suggestion identified with quiet disappointment of care may prompt patients belittling private medicinal services suppliers and bring about staggering expense when contrasted with government human services administrations. The researcher provide the following recommendations: to provide training and qualifying courses for nurses working in the field of home health care Research The nurse is fully aware of the patient's family, psychological and financial conditions. To increase the level of nursing services provided attention to the general appearance of the disease and to speak with the patient in understandable language and not to use the purely scientific language with the patient. Nursing staff members should coordinate with the patient according to a specific schedule and order so that the customer's satisfaction with the service is good.

Keyword: Nurse -Home Healthcare - Clients' satisfaction, home care services.



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#### Introduction

Clients' satisfaction with nursing care is an important determinant of the quality of the provided health care. A satisfied client is more likely to develop a deeper and longer lasting relationship with their medical provider, leading to improved compliance, continuity of care and ultimately better health outcomes (Ramsaran, 2008). To provide high-quality care, providers must understand and respect their clients' needs, attitudes, and concerns. Client satisfaction is defined as client-reported outcome measure while the structures and processes of care can be measured by client-reported experiences (Findik et al., 2010).

Home health care is a system of care provided by skilled practitioners to clients in their homes under the direction of a physician. Home health care services include nursing care; physical, occupational, and speech-language therapy; and medical social services (CMMS, 2006). Most researches identify the goals of home health care services are to help individuals to improve function and live with greater independence; to promote the client's optimal level of well-being; and to assist the client to remain at home, avoiding hospitalization or admission to long-term care institutions (Shaughnessy et al., 2002&ANA,2010).

Physicians may refer clients for home health care services, or the services may be requested by family members or clients. In the United States, home health care services provided by 8,090 home health care agencies, for more than 2.4 million elderly and disabled people annually. Common diagnoses among home health care patients include circulatory disease (31 % of clients), heart disease (16 %), injury and poisoning (15.9 %), musculoskeletal and connective tissue disease (14.1 %), and respiratory disease (11.6 %) (CMMS 2006).

Home health care across Europe, nursing care services such as changing stomas, urinal bags and help with bladder catheterization (in 26 countries); help with skin care, disinfection and prevention of bedsores (26 countries) and help with using medicines (25 countries) is also available in the majority of the countries. In Austria, funding of this



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type of care is limited to four weeks. In countries where municipalities are responsible for this type of care, the funding may vary by municipality (e.g. in Bulgaria and Finland). In Cyprus, funding depends on the home region and income of the recipient (WHO, 2012).

Over the past few decades, Arab countries have witnessed marked improvements in the health status of their population, as evidenced by economic, social and health indicators. The Health care sector in the Middle East and North Africa region are mainly managed by the Government through the Ministry of Health and the authorities that operate under its management in each country (Kronfo, 2012). The U.A.E. Healthcare Sector, Ministry of Health (2007), oversaw 16 hospitals and 67 clinics across the country (US-UAE, 2016). In Saudi Arabia, the Ministry of Health is the major government agency entrusted with the provision of preventive, curative and rehabilitative health care for the Kingdom's population. The Ministry provides primary health care services through a network of health care centers (comprising 1,925 centers), the referral system which provides curative care for all members of society from the level of general practitioners at health centers to advanced technology specialist curative services through a broad base of general and specialist hospitals (220 hospitals) (MOH,KSA 2006).

The home health care environment differs from hospitals and other institutional environments where nurses work. Home health care nurses work alone in the field with support resources available from a central office. The nurse-physician work relationship involves less direct physician contact, and the physician relies to a greater degree on the nurse to make assessments and communicate findings. Home health care nurses spend more time on paperwork than hospital nurses and more time dealing with reimbursement issues. Certain distinctive characteristics of the home health care environment influence patient safety and quality of outcomes, the high degree of patient autonomy in the home setting, limited oversight of informal caregivers by professional clinicians, and situational variables unique to each home (NAHHC&H 2006 & Anthony et al., 2005).

A research done by Dabale et al. (2015), to explore the clients' satisfaction and health delivery services in public clinics in Mutare, Zimbabwe. Findings indicated that, there was a relationship between health service delivery and client's satisfaction.



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However, other factors such as clients' socio demographic factors have effect on the clients' satisfaction. Another research done by Senarath &et al. (3013) to assess patient satisfaction with nursing care and related hospital services, and association between satisfaction and patient characteristics at the National Hospital of Sri Lanka. The results found that, the proportion satisfied with "interpersonal care" was 81.8 %, "efficiency and competency", 89.7 %, "comfort and environment", 59.2 %, "cleanliness and sanitation", 48.7 %, and "personalized and general information", 37.4 %.

Another research done by Mohamed et al., (2015), to determine the level of patients' satisfaction with the primary health care services provided in Majmaah city, Kingdom of Saudi Arabia; and to identify the reasons behind satisfaction or dissatisfaction and to determine the effect of the social factors on the level of satisfaction. The research showed that Patients' level of satisfaction was 82%. The reasons behind satisfaction were cleanliness of the facilities and technical competencies of the staff (33.1% and 24.2%). The most reason behind dissatisfaction was the unsuitable buildings (29%). Significant association was found between the level of patients' satisfaction about PHC centers services and the respondents' level of education.

Community Nurses need to understand the strengths and weaknesses of the services they provide to better serve clients' needs. This is because a client satisfied with care offered, has a chance of seeking care from the same place it was offered and will likely comply with treatment regimes. Also, nurses need to understand that care cannot be of high quality unless the client is satisfied. Client satisfaction should thus remain a requirement for obtaining health care goals. Nurses can identify areas in need of improvement in order to affect quality care. Knowing the causes of dis- satisfaction and problems encountered in the provision of nursing services especially those that may have been prevented, allows health care workers to focus on areas in need of improvement (Ndambuki, 2013).

#### Significance of the research

Over the past 20 years, clients' satisfaction has gained increasing attention as meaningful and essential sources of information for identifying gaps and developing an effective action plan for quality improvement in healthcare organizations. However, there



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are very few published studies reporting of the improvements resulting from feedback information of clients' satisfaction surveys, and in most cases, these studies are contradictory in their findings.

Clients' satisfaction can be a very useful tool for medical & nursing practices if they are used appropriately. This research will to know potential problems are not obvious seen during performing nursing duties. It is important to be open to every idea during the practices process to promote active participation and useful suggestions for how the practice could improve.

# Aim of the research

The aim of this research will be to investigate clients' satisfaction for home care services at King Kahlid university hospital, Riyadh.

# **Research questions**

- 1. What are the socio- demographic characteristic related to clients visited by nursing staff?
- 2. What are the socio- demographic characteristics of nurses they provide home care services?
- 3. Do the clients' satisfied by home care services?
- 4. Is there a correlation between clients' satisfaction and their socio- demographic characteristic & nursing staff characteristics?

#### **Research methodology**

#### **Research Design:**

Quantitative exploratory, cross sectional, correlative design will be conduct in this research.

# **Research setting:**



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This research will be conduct at clients' home affiliated to Home Care Department at King Kahlid University Hospital at Riyadh. This hospital is a representative Ministry of higher education. Home Care Nursing Services provided since 1437H, the services provided by 3 nurses and more than 1000 visited /year, for different diagnosis.

# Subjects:

Sample size will be estimated according to statistical calculation formula. It is depending on the type of data, research design & the definite population. The formula will be

used:

New SS = 
$$\frac{SS}{1 + (\frac{SS-1}{Pop})}$$

SS = Sample size. Z = Given z value p = Percentage of population C = Confidence level Pop = Population

The sample technique will be convinces sample. Inclusion criteria will be clients who had more than 3 visits at their home.

#### Results

In this chapter, the results of the statistical analysis of the sample data will be extracted using the SPSS statistical program. The sample size of the study was 60 workers who received home health care services at the King Kahlid university hospital,Riyadh. This chapter consists of two parts: Demographic data for the sample of the study and the second part. Data analysis The satisfaction of the customers about the home health care service through the study questions.

#### Results

- Demographic data analysis



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Tables 1 to Table 7 answer the first question in the study which states "What are the socio-demographic characteristic related to clients visited by nursing staff?".Table 1 show that the distribution of the gender where there are 0.50% are male and 0.50% are female As shown in Figure 1.

Gender	Frequency	Percent		
Male	30	50.0		
Female	30	50.0		
Total	60	100.0		

Table 1. Distribution of clients according to gender



Fig1. Distribution of clients according to gender

Table 2 shows that the proportion of married couples in the study is 33.3% and the divorced 5%, as well as the proportion of widows is 58.3% of the sample of the sample as shown in Figure 2.

Table 2. Distribution of clients according to marital status

Marital status	Frequency	Percent
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Married	20	33.3
Divorced	3	5.0
Widowed	35	58.3
Total	58	96.7
System	2	3.3
Total	60	100.0



# Fig 2. Distribution of clients according to marital status

Table 3 shows that 15% of the sample does not read or write, 15% of the sample of the sample are of primary education with 25% of the sample, 30% of them are of secondary education, 20% of them are university graduates and 10% Only as shown in Figure 3.

<b>Educational level</b>	Frequency	Percent
Does not read and write	9	15.0
Primary	15	25.0
Intermediate	18	30.0
Secondary	12	20.0
University and above	6	10.0

Table 3. Distribution of clients according to educational level



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# Fig 3. Distribution of clients according to educational level

Table 4 shows the Distribution of clients according to those who resides at home . We find that those living with Alone members of the family are 1.7% .Those living with their relatives are equal 91.7% and the others is 6.7% as shown in Figure 4.

Table 1	Distribution	of alianta	agaanding	to thogo	who	magidag	at hama
Table 4.	DISTRIDUTION	of chefts	according	to those	WIIO	resides	at nome

Who resides at home?	Frequency	Percent
Alone members of the family	1	1.7
Relatives	55	91.7
Other	4	6.7
Total	60	100.0



Fig 4. Distribution of clients according to those who reside at home

Table 5 shows the Distribution of clients according to care at home. Found that 3.3 are take personally care and 3.3% by his husband and 15% by his wife We also find that 61.7% of households receive home health care through **Daughters** and 8.3 and there is 5% by his brothers, and 5% by a medical staff and 2% other methods, as shown in Figure 5

Care at home	Frequency	Percent
I personally	2	3.3
Husband	2	3.3
Wife	9	15.0
Daughters	37	61.7
Brothers	5	8.3
Medical staff	3	5.0
Other	2	3.3
Total	60	100.0

Table 5. Distribution of clients according to care at home



# Fig 5. Distribution of clients according to care at home

Table 6 shows that 20% of the sample of the study of the level of income less than 5000 riyals and 15% of their income from 5001 riyals to 7000 riyals, as well as we find that those who entered from 7001 riyals to 10000 riyals accounted for 43.3% More than 10,000 riyals worth 20%, as shown in Figure 6.

Table 6. Distribution of clients according to monthly income

Monthly income	Frequency	Percent
Less than 5000	12	20.0
5001-7000	9	15.0
7001-10000	26	43.3
More than 10000	12	20.0
Total	59	98.3
Missing	1	1.7
Total	60	100.0

Fig6. Distribution of clients according to monthly income



Table 7shows that 78.3% of the sample of the study income is not enough that only 20% of the sample of the study income is sufficient and 1.7% did not answer the question shown in Figure 7.

Income sufficient	Frequency	Percent	
Enough	47	78.3	
Insufficient	12	20.0	
Total	59	98.3	
System	1	1.7	
Total	60	100.0	

Table 7. Distribution of clients according to income sufficient



Fig 7. Distribution of clients according to income sufficient



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To answer the second question in the study which states "What are the sociodemographic characteristics of nurses they provide home care services?"

Tables 8 to Table 16 answer the third question in the study which states " Do the clients' satisfied by home care services?"

Table 8 .show that customer satisfaction for all questions about the communication skills between the client and the caregiver , We find that all answers are strongly satisfied except for a question "use means to communicate information" . The items which received the highest mean scores is item number 2 with mean = 4.83 and standard deviation is =0 .493, then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied . In the second order, the number 2 comes with an average of 4.82 and a standard deviation of 0.537, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied except for the number 6, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.701 andstandard deviation 0.5721.

Table 8 D	escriptive	Statistics	for the	communicati	ion skills	between	client
and the ca	aregiver						

Items	Ν	Minimu	Maximu	Mea	Std.	Interpretation
		m	m	n	Deviatio	
					n	
corregiver smile	6	2	5	1.82	537	Strongly
caregiver sinne	0	2	5	4.02	.557	satisfied
corregiver econoration	6	2	5	1.83	403	Strongly
caregiver cooperation	0	2	5	4.03	.493	satisfied
service provider answer	6	2	5	4.80	490	Strongly
your questions clearly	0	2	5	4.00	.490	satisfied
the service provider shows	6	3	5	1.83	/18	Strongly
respect for you	0	5	5	4.03	.410	satisfied



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Total Sample	6 0	Grand	Mean	4.701	0.5721	
maintains frankness with clines	6 0	3	5	4.80	.443	Strongly satisfied
listen to what the client says	6 0	2	5	4.75	.628	Strongly satisfied
at hte end of hte visit, a summary of hte care provided is presented and focuses on important gudelines	6 0	2	5	4.45	.832	satisfied
uses simple and clear words	6 0	3	5	4.55	.649	Strongly satisfied
use means to communicate information	6 0	3	5	4.48	.701	satisfied
speaks in understandable language	6 0	3	5	4.70	.530	Strongly satisfied

Table 9 .show that customer satisfaction for all questions about the Personal Relationship between client and the caregiver , We find that all answers are strongly satisfied except for a question " call you in your name or nickname " . The items which received the highest mean scores is item number 6 with mean = 4.81 and standard deviation is =0 .503, then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied . In the second order, the number 7 comes with an average of 4.81 and a standard deviation of 0.504, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied except for the number 2, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.6871 and standard deviation.595 .



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# Table 9. Descriptive Statistics for the Personal Relationship between client and the

	Ν	Minimu	Maxim	Mean	Std.	Interpretation
		m	um		Deviati	
					on	
the caregiver						
introduces his/ her	60	3	5	4.73	.578	Strongly satisfied
name						
call you in your	60	1	5	4 28	865	satisfied
name or nickname	00		Ũ	1.20	.000	suisited
introduce the team	60	3	5	4.62	.691	Strongly satisfied
work durig visit	00	Ū	Ũ	1.02	.001	Subligity sublide
keep privacy during	60	3	5	4.78	.524	Strongly satisfied
care	00	Ū	Ũ		.021	Subligity sublide
committed to						
professional and	60	3	5	4 77	500	Strongly satisfied
ethical conduct	00	Ū	Ũ		.000	Subligity sublide
during the visit						
committed to						
professional and	60	2	5	4 82	503	Strongly satisfied
ethical conduct	00	_	Ũ	1.02	.000	Subligity sublice
durign the visit						
able to be patient	60	2	5	4.81	.504	Strongly satisfied
Total Sample	60	Grand	Mean	4.687	0.595	

caregiver

Table 10 .show that customer satisfaction for all questions for the Caregiver members, We find that all answers are strongly satisfied except for a question " coordination and scheduling of the visit " . The items which received the highest mean scores is item number 1 with mean = 4.79 and standard deviation is =0 .4.54, then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied . In the



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second order, the number 5 comes with an average of 4.78 and a standard deviation of 0.490, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied except the item number 2, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.702 and standard deviation 0.587.

Items	N	Minimu m	Maximum	Mean	Std. Deviati on	Interpretatio n
show you the ID work	60	3	5	4.79	.454	Strongly satisfied
coordination and scheduling of the visit	60	1	5	4.40	.960	satisfied
visits are made on time	60	3	5	4.77	.533	Strongly satisfied
commitment to the time of attendance and completion of service	60	3	5	4.77	.500	Strongly satisfied
clartify hte reason for hte visit	60	3	5	4.78	.490	Strongly satisfied
Total Sample		60	Grand Mean	4.702	0.5874	

Table 10 . Descriptive Statistics for the Caregiver members

Table 11 .show that customer satisfaction for all questions for the quality of the health care provide by the service provider, We find that all answers are strongly satisfied. The items which received the highest mean scores is item number 1 with mean = 4.78 and



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standard deviation is =0.524 then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied. In the second order, the number 5 comes with an average of 4.77 and a standard deviation of 0.533, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.731 and standard deviation 0.570.

 Table 11 . Descriptive Statistics for the quality of the health care provide by the service provider

	N	Minimu m	Maxim um	Mean	Std. Deviatio n	Interpretatio n
know and identify your health needs	6 0	2	5	4.78	.524	Strongly satisfied
explain nursing procedures before they are clearly implemented	6 0	2	5	4.75	.541	Strongly satisfied
involves you in identifying health needs	6 0	2	5	4.75	.541	Strongly satisfied
it works to take into consideration the pasychological. physical and spiritual state	6 0	2	5	4.75	.571	Strongly satisfied
explains how to take medical food/ medicine	6 0	2	5	4.77	.533	Strongly satisfied
provides education and advice to hte clients	6 0	2	5	4.68	.624	Strongly satisfied
one of your family members on care like "Giving injections/	6 0	2	5	4.63	.688	Strongly satisfied



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wound parts						
all equipment used in care must be brought like "sterilizing and cleaning tools for wound, dessing, injection, pressure, temperature, and sugar measuring instruments'	6 0	2	5	4.77	.563	Strongly satisfied
he works hard to solve hte complications during the visit, whether administrative or health care	6 0	3	5	4.77	.533	Strongly satisfied
it is committed to providing occupational safety guidelines such as 'electricla safety, burn & falls	6 0	3	5	4.67	.601	Strongly satisfied
health supplies such as 'dressing, injection, blood pressure monitoring, temperature monitoring, temperature and blood sugar monitoring'	6 0	3	5	4.73	.516	Strongly satisfied
transfer the customer to hte competent authority if necessary	6 0	2	5	4.73	.607	Strongly satisfied
Total Sample	6 0	Grand	Mean	4.731	0.570	

Table 12 .show that Descriptive Statistics for the service provider work to preserve customer right, We find that all answers are strongly satisfied. The items which received



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the highest mean scores is item number 2 with mean = 4.71 and standard deviation is =0.589 then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied. In the second order, the number 3 comes with an average of 4.75 and a standard deviation of 0.544, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.738 and standard deviation 0.5652.

 Table 12 . Descriptive Statistics for the service provider work to preserve customer

 right

	Ν	Minimu	Maxim	Mea	Std.	Interpertaion
		m	um	n	Deviati	
					on	
be careful to wash your	59	3	5	4.71	.589	Strongly
hands before and after						satisfied
any nursing procedures to						
prevent infection						
wear goves while	59	3	5	4.76	.536	Strongly
providing nursing care						satisfied
sterile tools are used if	59	3	5	4.75	.544	Strongly
necessary						satisfied
the client converts to a	59	3	5	4.73	.582	Strongly
specialist if necessary						satisfied
defends and maintains	59	3	5	4.74	.575	Strongly
hte rights of hte client						satisfied
Total Sample	60	Grand	Mean	4.738	0.5652	

Table 13 .show that Descriptive Statistics for the service provider responsible for he confidentiality of the patients disease data



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, We find that all answers are strongly satisfied. The items which received the highest mean scores is item number 3 with mean = 4.80 and standard deviation is =0.576 then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied. In the second order, the number 4 comes with an average of 4.79 and a standard deviation of 0.58, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.738 and standard deviation 0.5652.

Table 13 . Descriptive Statistics for the service provider responsiple for heconfidentiality of the patients disease data

	N	Minimu m	Maxim um	Mea n	Std. Deviatio n	Interpertaio n
the client's illness is not disclosed to any person who has nothing to do with teh client's treatment	59	3	5	4.76	.536	Strongly satisfied
maintains client data in a file	59	3	5	4.75	.544	Strongly satisfied
do not leave the client file for anyone to see it	60	2	5	4.80	.576	Strongly satisfied
document the client's data in hte medical record	60	2	5	4.79	.585	Strongly satisfied
write down all his	60	2	5	4.77	.585	Strongly



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care in hte medical						satisfied
record						
one does not have						
access to hte details						
of the medical results						Strongler
only for the client or	60	2	5	4.77	.585	Strongly
the responsible						sausned
person from the						
members of his family						
Total Sample	60	Grand	Mean	4.738	0.5652	

Table 14 .show service provider adapt the client with the case of the home environment, We find that all answers are strongly satisfied. The items which received the highest mean scores is item number 5with mean = 4.78 and standard deviation is =0.524 then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied. In the second order, the number 2 comes with an average of 4.60 and a standard deviation of 0.694, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.50 and standard deviation 0.941.

# Table 14 . Descriptive Statistics for the service provider adapt the client with the case of the home environment

	N	Minimu m	Maxim um	Mea n	Std. Deviati on	Interpertaion
helps to arrange the house to suit hte needs of hte client	60	1	5	3.98	1.334	Strongly satisfied



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provides prosthetic dvices	60	2	5	4.60	.694	Strongly satisfied
provides the necessary assistance to care for the client and his/ her family	60	1	5	4.53	.911	Strongly satisfied
explainshteimportanceofcleaningandarrangingthehouseofofthe	60	1	5	4.55	1.246	Strongly satisfied
explains hte importance of personalizig hte customer's personal tools and not sharing others	60	3	5	4.78	.524	Strongly satisfied
<b>Total Sample</b>	60	Grand	Mean	4.50	0.9418	

Table 15 .show that the caregiver and his transactions wih the clients family , We find that all answers are strongly satisfied. The items which received the highest mean scores is item number 3 with mean = 4.73 and standard deviation is =0.482 then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied . In the second order, the number 5 comes with an average of 4.70 and a standard deviation of 0.591, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are strongly satisfied, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.682 and standard deviation 0.588.



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Table 15 . Descriptive Statistics for the caregiver and his transactions wih the cli	ents
family	

items	N	Minimu m	Maxi mum	Mean	Std. Deviati on	Interpertaio n
a family member chooses to responsible for customer care	60	3	5	4.70	.591	Strongly satisfied
train hte responsible person to provide care to the client	60	1	5	4.62	.715	Strongly satisfied
helps to provide moral support to the client responsible person	60	3	5	4.73	.482	Strongly satisfied
helps identify the sources of financial support if hte client or person needs it	60	3	5	4.68	.567	Strongly satisfied
Total Sample	60	Grand	Mean	4.6825	0.58875	

Table 16 .show that Overall satisfaction with home care services provided by the hospital , We find that all answers are strongly satisfied. The items which received the highest mean scores is item number 3 with mean = 4.74 and standard deviation is =0.548 then found that the value of the average according to Lycard fife scale meets the answer Strongly satisfied . In the second order, the number 5 comes with an average of 4.73 and a standard deviation of 0.555, where it corresponds to the answer Strongly satisfied. By following the table, we find that all the responses of the sample of the study sample are



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strongly satisfied, they correspond in the five-dimensional scale and the overall mean of the responses of the study sample is strongly satisfied with the average 4.716 and standard deviation 0.5556.

Descriptive Statistics								
	Ν	Minimu	Maxim	Mea	Std.	Internertaio		
		m	um	n	Deviati	n n		
					on	11		
the system of transferring	6	3	5	4.72	.555	Strongly		
care from hospital to home	0					satisfied		
and home visits								
availability of health team	6	3	5	4.67	.572	Strongly		
members	0					satisfied		
meeting health needs in	6	3	5	4.74	.548	Strongly		
general	0					satisfied		
the health team generally	6	3	5	4.72	.555	Strongly		
meets home care requests	0					satisfied		
quality of care provided	6	3	5	4.73	.548	Strongly		
	0					satisfied		
Total Sample	6	Grand Mean						
	0			4.716	0.5556			

- Correlation between clients' satisfaction and their Socio- demographic characteristic ?

Table 17 . Correlation between demographic characteristic and satisfaction

Demographic factor	Person Correlation	2- Tailed sig
Gender	0.068	0.558
Marital status	0.451	0.044
Educational level	0.124	0.589
Resides at home	0.512	0.017



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Income sufficient	0.491	0.014

From table 17 there is no significant correlation between gender and satisfaction because the value of the correlation was free weak and we see that the significant value is equal to 0.558>0.05 that means there no significant correlation between gender and he satisfaction. To the Marital status correlation value of the correlation was equal to 0.451 and we see that the significant value is equal to 0.044<0.05 that means there significant correlation between Marital status and The satisfaction.For the Educational level there is no significant correlation between Educational level and satisfaction because the value of the correlation was free weak and we see that the significant value is equal to 0.589>0.05 that means there no significant correlation between Educational level and the satisfaction. In the Resides at home correlation value of the correlation was equal to 0.51 and we see that the significant value is equal to 0.017<0.05 that means there significant correlation between Resides at home and The satisfaction. For the Income sufficient the correlation value was equal to 0.491 and we see that the significant value is equal to 0.014<0.05 that means there significant correlation between Income sufficient and The satisfaction.

# Discussion

In this chapter, the researcher presents and discusses the results obtained through the statistical analysis in the previous chapter and compared with the results of previous studies in terms of conformity with these studies or differences with them.

The aim of this study will be to investigate clients' satisfaction for home care services at King Kahlid university hospital, Riyadh.

The study aims to answer the following questions.

What are the socio- demographic characteristic related to clients visited by nursing staff?

2. What are the socio- demographic characteristics of nurses they provide home care services?



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- 3. Do the clients' satisfied by home care services?
- 4. Is there a correlation between clients' satisfaction and their socio- demographic characteristic & nursing staff characteristics?

The current study coincided with a study of (Sohail, 2005; Abramowtitz, Cote, & Berry, 1987) In terms of methodology and the method of sampling Where the current study found that there is no significant correlation between gender and satisfaction because the value of the correlation was free weak and we see that the significant value is equal to 0.558>0.05 that means there no significant correlation between gender and he satisfaction. To the Marital status correlation value of the correlation was equal to 0.451 and we see that the significant value is equal to 0.044<0.05. And also Sohail foun patient's satisfaction is fundamental importance as a measure of the quality of care because it gives information on the provider's success at meeting those client values and expectations which are matters on which the client is the ultimate authority (Donabedian, 1988). Therefore, the measurement of satisfaction is an important tool for research, administration.

In terms of customer satisfaction we find that the current study coincided with the study in India on patient satisfaction about health care services stated that the overall satisfaction level of patients for availability of services was 97% for seating arrangements, 95% about cleanliness, 93% for timing, 83% regarding services provided by the others staff and 85% for availability of sufficient doctors hospital in the department in OPD (Joshi, Sochaliya, Purani, & Kartha, 2013)

In addition, a study in Maldives revealed that patients were highly satisfied with component of patient satisfaction such as courtesy 45.8%, quality of care 44.2%, physical environment 41.8%, and convenience 24.7% and out of pocket cost 23.5%. Even though the overall satisfaction shows low but in all components patients were satisfied with services except convenience and out of pocket cost (Ibrahim et al., 2008)



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Patient characteristics are well known determinant factors of the patient satisfaction it includes age, gender, education. The expectation of being satisfied had different levels depending on a person's needs. If the consequence of receiving the service satisfied patients that service will be qualified and standardized and met patient's feeling and needs. In this research involving patient characteristics factor is affecting on patient satisfaction as includes:

Age is one of the most important background factors for causing difference of maturity on thinking, behavior and emotion. People each age have different feeling, expectation, opinion and attitude toward something when being feeling about health care service. A study stated that an older age patients scoring more highly satisfied 49% than young 29% and middle aged patients 39% in health care services. The results of the two studies are consistent with each other in terms of factors influencing customer satisfaction with home health care.

We also find that the current study agreed with the study Al-Doghaither (2004) Where both studies agreed that education was significantly associated with health care services. Those with more education were less satisfied than those less education. Another current study revealed that patients with lower educational levels (illiterate/ primary) were more satisfied than those with higher levels (secondary/ university). This may be due to that highly educated people have more critical thinking and high level of expectation in all aspects of life (Assaf, 2009).Nurse communication is most important factors which manipulate of patient satisfaction with health care services in a health care organization. Communication with patients can greatly affect the healing process. If a patient feels alienated, uninformed, or uncertain about health outcomes he/she may take longer to heal.

The results reached by the researcher in the current study coincided with a study of (Devija et al., 2012). Gilbert (1998) Where both studies agreed that outcomes including quality of life and patient satisfaction with health care service. Patients are frequently dissatisfied with information receive due to ineffective communication by the nurse in



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health care services. The proportion of dissatisfaction patient is 38% during health care services (Ong, Haes, Hoos, & Lammes, 1995). Buller and Buller (1987) stated that a positive association between nurse's expression of behavior and patients' satisfaction with health care service. Larsen and Smith (1981) studied the relationship between nurses' non-verbal activities and patient satisfaction.

The results reached by the researcher in the current study coincided with a study of Patient satisfaction is influenced by numerous factors and only continuous evaluation can identify the factors which can affect the satisfaction. Patient satisfaction depends on several aspects and it has been determined that when patient gets medical assistance needed in sufficient amount and at appropriate cost, he becomes satisfied and considers the service as accessible. Patients increasingly want to learn more about their health conditions and they want to participate in the planning, organization and decision making of services related to their health (Merkouris, Ifantopoulos, Lanara, & Lemonidou, 1999). The changes that have happened in the patients' roles are also linked to developing interest in learning more about patient satisfaction (Dzomeku et al., 2012)

there are several factors that directly or indirectly affect patient satisfaction with health care services. Those include socio-demographic factors such as those that describe the propensity of family members to use services- including family composition such as age, gender and marital status. Social structure includes education, employment, social class and ethnicity. Health beliefs are attitudes, values, and knowledge that people have about health and health services that might influence their succeeding perceptions of needs and use of health resources for medical care

organizational factors, information, work environments, physical facilities, health status, cost of health services and accessibility to health care service factor affect in patient satisfaction.

#### Conclusion



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In this study the researcher found that there was a communication gap between nurses and their patients that This is due to the patient and his look towards the nurse . To guarantee nature of nursing care. The general well being suggestion identified with quiet disappointment of care may prompt patients belittling private medicinal services suppliers and bring about staggering expense when contrasted with government human services administrations. Consequently, analyzing the things with low patients' fulfillment will empower medical attendants to distinguish the imperfections in nursing consideration and foundation suitable change. Persistent appraisal review ought to be done routinely by well being foundation in all part of nursing consideration to enhance the nature of administration.

#### **Recommendations:**

Through the results of the researches in this study, we provide the following recommendations:

- We recommend to provide training and qualifying courses for nurses working in the field of home health care Research The nurse is fully aware of the patient's family, psychological and financial conditions.

- To increase the level of nursing services provided attention to the general appearance of the disease and to speak with the patient in understandable language and not to use the purely scientific language with the patient.

-Nursing staff members should coordinate with the patient according to a specific schedule and order so that the customer's satisfaction with the service is good.

-To develop a home health care service, a specialized training center for home health care should be established in its various fields.

- raining health care researchers to use and apply methods of measuring customer satisfaction in a sound scientific manner so that the results of the studies are good and useful to the community.



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