

The Role of Nursing in Improving the Patient's Experience and Satisfaction with Healthcare

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ABSTRACT

Introduction: Health care organization aims at improving patient experience and satisfaction is an essential components that describe the process of health care delivery from the perspective of the individual patient. These perceptions relate to; patient-physician encounters, information sharing, and emotional support, organizational effectiveness in service delivery. The largest cadre of the healthcare workers and the first point of contact for patients, nurses, play a central role in creating and/or influencing these experiences.

Aim of work: To explore the role of nursing in improving the patient's experience and satisfaction with health care

Methods: We conducted a comprehensive search in the MEDLINE database's electronic literature using the following search terms: Role, Nursing, Improving, Patient, Experience, Satisfaction and Healthcare. The search was restricted to publications from 2016 to 2024 in order to locate relevant content. We performed a search on Google Scholar to locate and examine academic papers that pertain to my subject matter. The selection of articles was impacted by certain criteria for inclusion.

Results: The publications analyzed in this study encompassed from 2016 to 2024. The study was structured into various sections with specific headings in the discussion section.

Conclusion: This review concluded that nursing is a vital role that contributes towards the improvement of the patient experience and their satisfaction with the health care services they receive. Nurses do not only provide what patients need regarding their health but also attend to their feelings and their needs to be listened to and understood. It is widely exemplified by their ability to help foster changes within systems that directly affect patients' lives for the better. As healthcare organizations are shifting toward patients-centered models of care delivery, the role of nurses is still essential in enhancing those processes and patients' experiences.

Keywords: *Role, Nursing, Improving, Patient, Experience, Satisfaction and Healthcare*

INTRODUCTION

Patient experience and satisfaction are critical and imperative precursors of quality health care since patients have the impression of health care that they receive. These perceptions refer to the patients' expectations concerning patient-staff relations, information sharing, affection, and functions or results of health care products (Addo Junior. 2024). The key stakeholders of these

experiences are nurses – the largest group of the health care personnel and the first point of contact for patients. Indeed, being the first-line carers and point of contact with the health system, nurses are in a unique position to gauge and interact with their patients and ensure their entire physical and psychological requirements are met to create a positive perception of hospitalization (McNicholas et al., 2017).

Patient's relationship with the nurse is usually a trusting, empathetic and consecutive patient-nurse relationship. Nurses are also in a strategic place to offer a comprehensive patient care, encompassing medical needs of patients, their emotional and cultural and social status. The ability to communicate with the patients and their families allow nurses to establish, professional and caring relationships that will have patients and families presented as valued partners within patient-centered care. This collaboration means different patients gain their power and confidence required to improve the satisfaction that patients have towards such a system (Anunobi & Adedo, 2023).

Another focal area of nursing care that affects the patient is individualism. Each patient has issues and concerns, expectations and beliefs regarding their health care process. Nurses, as a result of listening to the potential clients and catering to their needs, do so through listening skills and consideration of these client needs. For instance, to cater for their needs, this is regarding medical explanation, reassuring patients with their concerns about certain procedures, or translating information to culturally sensitive patient makes the patient feel valued. Such efforts not only enhance patient satisfaction but also lead to patient compliance to treatment modalities hence enhanced patient health (Ozaras & Abaan, 2018).

Healthcare patient satisfaction is also directly linked with communication process that takes place within a care delivery team. A nurse always plays the role of a go-between the patients, the physicians and any other health care provider, passing essential information and receiving it in the right way. They assist the patient in understanding medical information and directives, respond to misconceptions or worry that could surface in the course of a disease regimen. It remains essential to act as a communicator which helps to minimize the level of patients' anxiety, enhance trust to the caregivers and create overall favorable experience in a healthcare industry (Vogus & McClelland, 2016).

Besides the provision of care to the patients, the nurses equally ensure that other changes that will make a difference across the healthcare institutions are effected. For that reason, their day to day contact with the patients allows them to understand the struggles and deficiencies in managing patient's expectations. Tenure existent knowledge for the improvement of policy change, patients' centered care models, and quality improvement of healthcare services. For instance, interventions that include the use of bedside shift reporting, this involve reporting directly to the patient or hourly rounding enhances patient satisfaction since it fosters communication and addresses calls while increasing patients perceived attentiveness thus decreasing patients' sense of abandonment (Chan et al., 2018).

However, the impact of nursing for the value added to the patients' perception of a healthcare experience does not end there. Lack of fear, pain and uncertainty are common things that patients experience in the healthcare facilities and when nurses attend to them their fears, pains and uncertainties are eased. Even things like hand-holding when a patient is undergoing a procedure, or some motivation, or just being there, do a lot to change the perception that patients have regarding care (Wilson et al., 2016).

Conclusively, this paper shows how nursing is an invaluable proposition toward improving the patient experience and satisfaction with healthcare. Hence nursing is more than treating physical symptoms, it's about piloting the boat of patients, making them feel heard, understood, and

psychologically contented or at least comfortable with their fate. What they do goes beyond individual patients' treatment and takes positive changes in patients' treatment systems. As healthcare systems increasingly prioritize patient-centered care, the contributions of nurses remain at the heart of efforts to improve patient experiences and achieve better outcomes.

AIM OF WORK

To explore the role of nursing in improving the patient's experience and satisfaction with health care

METHODS

A thorough search was carried out on well-known scientific platforms like Google Scholar and Pubmed, utilizing targeted keywords such as Role, Nursing, Improving, Patient, Experience, Satisfaction and Healthcare. The goal was to collect all pertinent research papers. Articles were chosen according to certain criteria. Upon conducting a comprehensive analysis of the abstracts and notable titles of each publication, we eliminated case reports, duplicate articles, and publications without full information. The reviews included in this research were published from 2016 to 2024.

RESULTS

The current investigation concentrated on the role of nursing in improving the patient's experience and satisfaction with health care between 2016 and 2024. As a result, the review was published under many headlines in the discussion area, including: The Central Role of Nursing in Healthcare, Communication: A Foundation for Positive Patient Experiences, Emotional Support: The Human Element of Care, Advocacy: Championing Patient Needs, Evidence-Based Practice: Delivering High-Quality Care, Challenges in Nursing and Their Impact on Patient Experience, Strategies to Empower Nurses and Enhance Patient Experience

DISCUSSION

The Central Role of Nursing in Healthcare

Nursing is a pivot in healthcare system servicing as an essential component and the basis of direct care service delivery in addressing the goals of patient centered care and patient experience and satisfaction. The main duties of the nurses are to act as a primary contact for the patient and /or families, to deliver care, support, and teach patients and their families about their health. Such a complex interaction enables the nurses to have a great impact on the patient's attitude towards the system and the care they receive as well as their level of satisfaction with the entire process (Avci, 2020).

Satisfaction surveys are accepted measurements of healthcare quality and are associated with improvements in clinical status, higher compliance, and enhanced organizational image. Patient-centered care in the healthcare service delivery process has led to the transformation of the nursing profession and moved it from a mere care provider to a care advocate and educator who builds rapport with the patient. The profession of nursing entails two corresponding dimensions since nurses have the potential to provide both precise, scientific care and warm, human connection that patient's often need. Patient cared their capacity defines patient perceived value, experienced autonomy within the health care system (Naik Jandavath & 2016).

This paper aims to discuss how nursing plays a crucial part in the improvement of experiential parameters of patients. It assesses the many ways that the nurses participate in the delivery of client care such as communication, compassionate care, patient provider relations, and adoption of best practices. Also, the findings describe obstacles to providing patient-centered care and explore ways to support the nursing profession to enhance the effectiveness of health care even more.

Communication: A Foundation for Positive Patient Experiences

Effective communication is considered the most important aspect of the way in which nurses affect the patient's experience. Communication must be clear, compassionate, and timely, helping the patient understand their diagnosis and their treatment while reducing anxiety and increasing trust with care providers. The nurse serves as an intermediary between patient and the wider healthcare team, translating complex medical jargon into something more accessible, as well as reassuring. In addition, by listening to patients, supporting their questions, and involving them in decision-making along with their nurse, patients for example could be aware of a situation that collaborates with respect (Siokal et al., 2023).

Ineffective or deficient communication becomes the crux of misunderstanding, neglect feels, and lesser satisfaction. For instance, patients informed that they are in care but felt they have not stayed or being ignored by their providers by being excluded, such patients would likely follow a treatment plan but would profess a much lower satisfaction with their healthcare experience. Nurses would lessen these threats by using a patient-centered approach to communication, which is characterized by empathy, attentiveness, and cultural sensitivity (Kwame & Petrucka, 2021).

Involved in family-related communication, especially when patients are critically ill or have very complex decisions regarding their health, are nurses. Giving an update of regular significance to families by nurses, even answering their inquiries, improves not only the involvement of the patient but also the support system around the patient. This way, good communication by nurses becomes a pillar for patient satisfaction and, generally, the quality of healthcare (Adams et al., 2017).

Emotional Support: The Human Element of Care

In fact, healthcare experiences are frequently very charged events emotionally for patients, particularly those contending with one or other grave or chronic ailment. And this provision, which is rendered exclusively by nurses, is the emotional support that patients must receive from those who would be helping them in between the stress, fear, and uncertainty that follow in the wake of medical treatments. This facet of nursing care is: Very personal; it must entail some qualities of empathy, active listening, and sincere compassion (Ralph et al., 2022).

Nurses nurture warmth and understanding patients mention as key factors for their satisfaction with the health care offered to them. Emotional reassurance by a nurse can, therefore, act towards patients as stress relievers and security in trust for communication. Mostly, it would be appreciated when a nurse comforts a surgery patient while witnesses words of encouragement during an arduous recovery; for instance, the memory of this moment remains in the patient's mind and, more likely, would have contributed positively to that patient's overall experience (Akyirem et al., 2022). Nurses also provide direct personal interaction with patients by enriching healing environments for patients in the clinical environment. Simple gestures, such as holding a patient's hand, maintaining eye contact, and giving a warm smile, can express respect and care. These seemingly little things add to the idea that people attach dignity and self-worth to them, which in turn contributes to dehumanizing care (Gregory et al., 2023).

The facility, as an extension, presents emotional support from nurses to their patients' families. Being heard while a family member is admitted to a facility or undergoing treatment often causes much stress in the family. Nurses, as they give emotional support and practical suggestions, educate the family members on how to cope and also make more positive contributions toward healing the patient. This dual focus on both the patients and their families brings out the holistic nature of their care in improving patients' healthcare experiences (Atta et al., 2024).

Advocacy: Championing Patient Needs

Patient advocacy is still another core responsibility of nursing to improve the quality of the patient care experience. As a result, patient representation becomes a major function of the nurses because they are the patients' spokespersons while in the system. Advocacy means to promote patients' voice, give the attention to the issues arose and assist patient through different difficulties affecting healthcare (Kopp, 2018).

For instance, the nurses may lobby for proper dosing of medications for alleviation of pain or for proper treatments to be done and recognizing and undergoing patient's cultural or individual choices. They are also very important in ensuring that health inequalities are also achieved especially with the aged, disabled or economically less well off persons. Nurses play a major role to advance patient trust and satisfaction among patients who may feel forgotten and neglected in the system (Stephen, 2020).

Nurses also enable the patient to protect, promote, and maximize the patient's health, strength and abilities; to prevent the negative consequences of illness and living with a chronic illness; and to make health care decisions. To do this patients need to be informed with their conditions, they need to understand their treatment options, and help form such a health agenda as may best suit them at that point in time. When teaching also means advocating for patients, this improves their self-empowerment and self-assertiveness and correlates with increased patients' satisfaction (Jerofke-Owen & Bull, 2018).

Evidence-Based Practice: Delivering High-Quality Care

Evidence-based practice (EBP) is fundamental to nursing and one of the reasons that caused the improvement of patient outcomes and satisfaction (Skaggs et al., 2018). EBP is a process of using clinical experience, research evidence, and preferences of the clients in order to provide great treatment and care to the clients. For nurses following EBP protocols, their undertakings are backed by research due to which the possibility of making wrong decisions is minimized, and the quality of care is improved (Reynolds et al., 2022).

For example in treatment of pain, the nurses may use medication in conjunction with other practicable measures like applying of comfortable position or exercises or relaxation among others because research shows that they are helpful. Likewise, measures including proper hand washing, infection control measures, proper wound management are EBP evidences and enhance patient safety and satisfaction says Fang et al., (2019).

EBP also allows nurses to be sentinel, that is, to solve problems before they occur. This way guarantees better patient outcomes than when patients experience effects of disease complications and the stress and frustration that comes with them. In this way the nurses assure patient satisfaction and trust due to the fact that they are updated with the new technologies, methods or approaches in the delivery of healthcare (Witwer, 2024).

Challenges in Nursing and Their Impact on Patient Experience

These professional are the most important element of successful health care delivery but face many barriers that can impaired their operations. The significant patient-to-nurse ratio, long working hours and administrative focusing detracts from actual patient contact, and contributes to burnout. Stress inindentifying

Burnout is not only a problem in nurses themselves, but it also reduces their ability to deliver proper care, which also reduces patients' satisfaction level (Berkowitz, 2016).

Furthermore, limited availability of resources in healthcare facilities, including qualified staff, training, experience, or technology can also play a role and prevent nurses to fully satisfy clients'

needs. These systemic issues underscore the need to invest more in the nursing workforce and efforts to shape their workplaces as professional and positive (Bednar and Nelson, 2016).

Strategies to Empower Nurses and Enhance Patient Experience

Nurse empowering has always been considered the key element in enhancing the experience and general satisfaction of the patients. Some approaches to attain this include raising the funding for the nursing education, developing and advancing the nursing profession, and ensuring increased leadership positions of the nurses. The lactation program, along with continuing education programs and workshops, relieves nurses of patient care and arms them with the requisite know-how to provide optimum patient care (Alrowily, et al., 2023).

Also, there are systematic factors like inadequate number of human resources available in healthcare sector that can be solved by establishment of policies which depicts good working environment and nurses should not be over worked. Ensuring creation of a good working condition for the female nurses which would enhance possession of the right working zeal and satisfaction is highly vital (Almutairi et al., 2023).

Technology can also be used to change and to improve on the manner in which nursing care is delivered. Technology interventions such as electronic health records, telemedicine, and patient monitoring systems may decrease administration and therefore give an opportunity to the nurses to spend more time with the patients. Likewise, the use of mHealth applications can enhance the interaction between the nursing staff and patients which will enhance the timely provision of individualised care (Navarro Martínez et al., 2021).

CONCLUSION

Nursing can be defined as the foundation of patient orientated care as it reflects the values, beliefs and ideals of care as well as patients' advocacy. The profession of nurses plays a crucial role in defining the status of patients or how people approach and interact with healthcare organizations. Hence, not only do nurses improve patient satisfaction but also benefit them by providing communication, emotional support and advocacy, as well as practicing evidence-based care.

For nursing to achieve its vision in enhancing patient experiences in healthcare there is need to discuss the issues facing this noble profession and embrace strategies that strengthen nurses. In this way, healthcare systems will be able to cultivate a culture that supports patients' perceived self-respect, understanding, and appreciation from the healthcare providers, thereby fulfilling patient-centered care's purpose of giving optimal quality care. Nurses will remain at the same time the primary providers of such care to patients, they will remain instrumental in supplying healthcare with new complements that meet the patients' needs and expectations as seen across the globe.

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