

**CASE NURSING METHOD AND TEAM NURSING METHOD
ON PATIENTS' SATISFACTION¹**

**Supamas Tamboon
Arunee Chaiyarit**

**Boromarajonani College of Nursing Phaputthabath,
Saraburi Province, THAILAND**

¹. Financial support for this paper is provided by Boromarajonani College of Nursing Phaputthabath, Saraburi Province, THAILAND

Introduction

Boromarajonani College of Nursing Phraputthabath develops the nursing curriculum following the Thai Qualification Framework for Higher Education (TQF: HEd) in the academic years 2012. There are six domains of learning in the undergraduate nursing curriculum: 1) ethics and moral, 2) knowledge, 3) cognitive skill, 4) interpersonal skills and responsibility, 5) numerical analysis, communication and information technology skill, and 6) professional practice skill (Thailand Nursing Council, 2015). These are to train nursing students to be the qualified nurses through the education courses using various didactic teaching techniques such as blended learning, moral camps, authentic nursing practicum on patient wards, and doing classroom activities include discussion, team learning, debate, reflective writing, and journaling the experiences.

Nursing administration course were classroom learning and practicum that aim for students to practice of taking the roles of nurse administrator such as cooperating with the healthcare team in the real life situation with respect to principles of patient's safety and the quality of nursing care, taking the model of nursing service depending on the policy of an institute, doing staff mix, and managing resources. Nursing students practice in the nursing administration practicum by using two models of nursing service in the Phraputthabath hospital that include team nursing method and case nursing method. These models have the similarity and difference aspects.

Firstly, the team nursing method is suitable for many hospitals in Thailand, particularly in hospital facing the problem of nurse shortage because team members have their responsibilities in team such as charge nurse, nurse leaders, and nurse members. The charge nurse has main function of supervision, coordinating, and giving assistances as necessity. The team nursing method has good effects to patient care due to receiving continuously take cares by the team of nursing that makes patients feel comfort, and good relations between patients and nurses. Nursing team provides care to patients by team members that perform difference roles and care activities depend on patient's need. The nursing team includes incharge nurse, team leaders and team members. Nurses perform nursing care conference to solve patient problems with team and provide care to patients. Nurses has to pay attention to all healthcare team that affect patient's satisfaction (Suwisit & Hanujarounekul, 2011). The satisfaction of patients were from the quality of care, relationship, communication, and others factors (Saranunt, 2013). Patients who feel dissatisfaction to the care often have adverse outcome of care. Patients may experience poor care that lead them to have poor health status (Lee, Moriarty, Christopher, & Leora, 2011). Patients who have low levels of satisfaction with care from nurses were less likely to care for themselves (Pan, Liu, & Ali, 2015). Patients who have high satisfaction were more likely to cooperate with healthcare team to care for themselves which useful for treatment, care, and enhance health status. However, patients may receive nursing care from poor administration nursing team that makes poor nursing care quality that lead to dissatisfaction in nursing services of patient. However, the team nursing method has disadvantages, for example, taking more time to do activity of the team if has not enough a team leader or don't have good experience or relations in a team. These can cause problems of not receive the quality of nursing care to patient.

Secondly, the model of case nursing method is the kind of nursing care that a nurse is assigned to take care of 6-8 patients. A nurse takes responsibility to provide nursing care completely throughout 8 hours. This method provide the continuity in nursing care and a nurse who takes care the patients can know the actual problems of the patients and to plan to solve the problems continuously. Moreover, the case nursing method has the high patient contentment and good quality of care. Nurse provides care to the patient by herself such as total care, hygiene care, medicine administration, health education, and other activities to patient individually. These nurses can help the patient to solve the problem when the patient faces trouble. The patient receives the care by the same nurse who is responsible continuously. This method, nurse can provide quality care and have good relationship between the patient and nurse. This causes the patient to have the contentment. On the other hand, for the case nursing method, the patient may receive ineffective services and may have a problem between nurse and patient that may extremely escalate patient's dissatisfaction in the nursing care and quality. Previous research showed that the effectively nursing care model can affect patient, nurse, and nursing care system (Yuwadee, 2017). This model has some disadvantage if the nurse has not much experience in nursing care and make the error that affect to life and quality of nursing for patient.

The two models of nursing care have different advantages and disadvantages, most hospitals provide nursing services according to the workload, the responsibility, and patient care quality, staff mix, and policy. The team method is the most of nursing care system that use in the hospitals (Marquis & Huston, 2009). The team method is suitable for the hospital that experiences the comment about quality of care and holistic care. However, some study showed that case nursing provides a good quality of care to the patient. For the practice in the nursing administration practicum course of 4th year nursing students, they practiced at medical ward using the case nursing method and surgical ward using team nursing. Each model are differences for responsibility and workload which affected nursing students and may affect levels of patient satisfaction on quality of nursing care and services. The researchers aware of the consequence of patient dissatisfaction and conducts the research about the patient satisfaction between two methods of care that are team nursing and case nursing method.

The results of this study can be used to provide better nursing care and services to patients. This study tested the hypothesis of patient satisfaction from receiving team nursing and case nursing methods. The result of this study will present which nursing model that good for patient since its affect good care quality and services. Moreover, it shows the nursing care model that fit for the practice in Nursing Administration practicum of nursing students.

Objectives

This research compares levels of patient satisfaction on receiving the cares from nursing students using team nursing method in the surgical ward and case nursing method in the surgical ward.

Conceptual Framework

The conceptual framework of patients, satisfaction in Figure 1 from using two independences nursing care variables including team nursing method and case nursing method. Team nursing method refers to the nursing service that the number of nurses and nursing students practice on team nursing in different roles and functions on team nursing. Charge nurse roles include coaching, directing, co-operating, control, supervision and evaluation with team leaders, members, and the multidisciplinary. Furthermore, they perform coordination both in organization and outside for the achievement of patient care.

For the case nursing method, the nurse is assigned to provide nursing care for 6 - 8 patients in 8 hours. During providing care to the patients, the nurse has other activities such as admitting new patient, managing doctor order, planning with multidisciplinary team, and refer patient data to a nurse later. As the relationship of variable in the conceptual framework, it shows that the different nursing method have affect to levels of patient satisfaction.

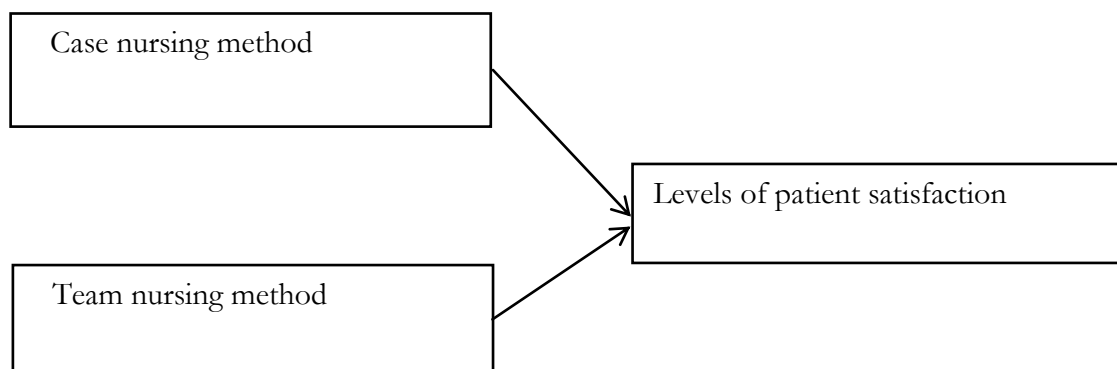


Figure 1 The case nursing method and team nursing method on levels of patient satisfaction.

Research methodology

This research is a descriptive study conducted on nursing students practiced in the medical ward and the surgical ward at Phraputthabat hospital in Saraburi province.

Sample

The sample were two groups of 62 patients in medical ward received the team nursing care from 33 of 4th year nursing students and the 61 patients in surgical ward received the case nursing care from 35 nursing students at Praputthatbat hospital in Saraburi province.

Research Ethic

This study has been approved by Ethic Committee of Boromarajonany College of Nursing Phraputthabath. Researchers explained to volunteers about objectives, confidential, risk and benefit, and give a chance a volunteer inquire and decide freely in signing consent to the research. The volunteers can withdraw from the research any time. There was no name or address of the patient identified on the questionnaire. Study data was kept in the locked cabinet and there are only researchers who have the key to access to data. The data set in the computer was protected by password and only researchers can access the data.

Data collection

Patients' satisfaction in surgical ward and medical ward were measured at the first day of admission and at the day of discharge. They were asked to complete the self-report questionnaire. The inclusion criteria was the patients must receive cares from nursing student at least 3 days. Data was collected during December 2015-September 2016.

Instrument

Two questionnaires were used to collect data. The Demographic questionnaire included age, sex, and unit of practice at the hospital. The patient's satisfaction was modified from the Suwisit and Hanujarounekul (2011), there are three parts of satisfactions: the cares, access to services, and nursing ability. Three experts assessed content validity of the questionnaire. The reliability was at good levels with Cronbach alpha .94. The scores range from 1-5, levels of satisfaction were from least satisfaction to most satisfaction as follows:

- 1.00 - 1.99 = least satisfaction
- 2.00 - 2.99 = little satisfaction
- 3.00 - 3.99 = moderate satisfaction
- 4.00 - 5.00 = the most satisfaction

Data analysis

This study used the statistics for data analysis as follows:

1. Demographic data was analyzed using frequency, percentage, average, and standard deviation.
2. The difference between patient satisfaction of case nursing method and team nursing method was analyzed using the independent t-test.

Results

This study compared patients' satisfaction on received nursing care from nursing students using the case nursing method and the team nursing method. Demographic information of nursing students and patients, and patients' satisfaction were as follows:

Demographic data

For nursing students, the majority of nursing student was female (94.12%) and average age is 22.03 years (SD = .18, range 21-22. years). Nursing students practiced in the surgical ward (55.5%) was similar to the medical ward (45.5%).

For patients, the majority was female (55.23%) and the average age was 57.25 years (SD = 10.80, range 27- 84 years). The proportion of patients at medical ward was 61 cases (50.4%) and at the surgical ward was 62 cases (9.6%) as show in Table 1.

Table 1 Demographic data of nursing students (N= 68) and patients (N= 123)

Variable	N	Percentage	average	S.D.	Range
Nursing students					
Age			22.03	.18	21 - 22.08
Gender					
Male	4	5.88			
Female	64	94.12			
Department					
Medical ward	33	45.5			
Surgical ward	35	55.5			
Surgical ward	62	49.60			
Patients					
Age			57.25	10.80	27- 84
Gender					
Male	55	44.77			
Female	68	55.23			
Departments					
Medical ward	61	50.40			

Patient satisfaction

The comparison of patient satisfaction to nursing service of 4th.year nursing students practicing in nursing administration practicum course by using the case nursing method was higher than the team nursing method (Table 2). The mean scores of satisfactions at admission was not different between patient received case nursing method and team nursing method. At discharge, the mean score of patients' satisfaction received case nursing method was 71.45% (SD.= 4.40) and team nursing method was 67.71 (SD.= 4.52).

Table 2. Mean score of patient satisfaction on team nursing (n= 62) and case nursing (n= 61)

Variable	Case nursing		Team nursing		Case nursing		Team nursing	
	At admission				At discharge			
	X	S.D.	X	S.D.	X	SD	X	SD
Patient satisfaction	63.97	6.98	64.34	6.69	71.45	4.40	67.71	4.52

With respect to the difference between levels of patient satisfaction (table 3), the levels of patient satisfaction on the care from the case nursing method were statistically significantly higher than the care from team nursing method (p<.001). The result showed that patient who received service from nursing students through the case nursing method had more satisfaction than the patient receiving service from nursing students by using the team nursing method.

Table 3 The difference of patient satisfaction between case nursing and team nursing

Patient satisfaction	Mean	SD	SE	df	T	Sig
Mean difference between services from case nursing and team nursing methods	-7.38	6.78	1.22	32	-6.06	.00

Discussions

The result of this study showed that the level of patient satisfaction to nursing care quality from nursing student in the case nursing method higher than the team nursing method statistically significance at levels of .001 ($t = -6.06, p < .001$). The case nursing method was a model that the student can provide care to the patient closely and continuity until the patient discharge from the hospital. This model leads the patient to have friendliness with nursing students. On the other hand, team nursing method has many nurses to provide care for the patient and these nurses will rotate to provide nursing care to the patient and don't have a nurse who is assigned to care the patient individually. It may have problem when the patient has a problem already, they might not be solving or late to do that, which might be a patients' dissatisfaction (Patrick, 2005). With respect to the case nursing method, this method decreases the time to access nursing care that the patient must not wait nurse. Moreover, the case nursing method can reduce the error from work due to the miscommunication within the team.

Implications

Research results showed that the patient receiving service by the case nursing method has more satisfaction levels than patient care by team nursing method. This result is useful for health care settings to prepare nursing service to the patient for enhancing patient satisfaction and quality of care.

References

- Alicia V. L., John P. M., Christopher B., & Leora I.H. (2011). What can we learn from patient dissatisfaction? Analysis of dissatisfying events at an academic medical center. *Journal of Hospital Medicine*, 5(9) : 514 - 520.
- Loudon D., & Della B. (1993). **Consumer Behavior: Concepts and application**. USA :McGraw-Hill.
- Marquis & Huston. (2009). **Leadership roles and management function in nursing: Theory and application**. USA: Lippincott Williams & Wilkins.
- Nongluck S., & Hancharurnku .S. (2011). Development of the patient satisfaction with nursing care questionnaire. *Ramathibodi Nursing Journal*, 17(2) : 264-277.
- Pan J., Liu D., & Ali S. (2015). Patient dissatisfaction in China: What matter. Retrieved from <https://www.ncbi.nlm.nih.gov/pubmed/26356826> (in Thai)
- Patrick J.T., (2005). Patient Satisfaction: the Hospitalist's Role. Retrieved from <http://fmc-reg.onecount.net/patient-satisfaction-hospitalists-role>.

- Saranunt A. (2013). Factors Effected to Client satisfaction toward the Service of the Emergency Accidental Room at PhramongkutkloaHospital. *Journal of the Royal Thai Army Nurses*,14(3) :159-169.
- Thailand Nursing Council. (2015). Core competency of Nursing and Midwifery. Retrieved from <https://110.164.68.234/nurse/files/ethics04.pdf> (in Thai)
- Yuwadee K. (2017). Design Nursing Service at Thailand 4.0. Retrieved from <https://thaietnurse.com> (in Thai)