

Examination of Optimal Nursing Support for Patients Undergoing Cardiac Catheterization by using Customer Satisfaction Analysis

Yukio Mizuguchi*, Shihomi Tagaito, Shiho Moriyama, Yukioko Kanamori, Tomoko Mizohashi, Saori Tamada, Kazuko Kokuhata and Akihiko Takahashi
Sakurakai Takahashi Hospital, Japan

Background: Nursing support is necessary for reducing the physical and mental stress of the patients undergoing cardiac catheterization. However, there is a paucity of data with regard to nursing support evaluation based on patients' satisfaction because there are few opportunities to obtain such data from patients.

Methods: Fifty patients who underwent cardiac catheterization in our hospital from October to November 2018 were enrolled in the study. Data were collected using a questionnaire comprising 13 items across the following 3 subscales: 1) the environment of the catheterization room, 2) the medical staff's response and 3) the experience at the catheterization room. Each item was rated using a 5-point scale ranging from 1 ("I was not satisfied") to 5 ("I was satisfied"). The collected data were analyzed using Customer Satisfaction (CS) analysis.

Results: The mean age of the participants was 70.6 ± 10.1 years and 29 of them were male (59%). The CS analysis revealed the need to address the following problems: 1) distress pertaining to maintaining a fixed posture (mean score 3.4), 2) sense of insecurity during moving onto the operation table (mean score 3.3) and 3) catheterization room temperature (mean score 4.1).

Conclusions: Medical staff should give careful consideration to the patients from entering to leaving the catheterization room. It is especially important to improve transportation measures, ensure a comfortable posture and improve the catheterization room environment for old patients.

Notes: