



## Assessment of patient satisfaction with nursing care in Imam Reza Tabriz hospital hemodialysis ward

behrooz rezaie\* - tamin ejtemaie

**Introduction :** Nursing care is defined as a major part of the provision of health care that affects overall patient satisfaction. Improving the quality of care is not possible regardless of patients' views and expectations. The purpose of this study was to determine the level of satisfaction with nursing services provided in the Hemodialysis Department of Imam Reza Medical Center in Tabriz.

**Methods:** This study is a descriptive study which was performed in 1401 patients with hemodialysis ward of Tabriz Imam Reza Hospital. The sample size of 54 people was determined by pilot method. NSNS standard questionnaire was used to measure patients' satisfaction from 0 to 100. Descriptive statistics, Kruskal Wallis, independent t-test, Spearman were used and the results were analyzed by SPSS software version 16 and descriptive statistics.

**Conclusion:** The mean total score of satisfaction with NSNS questionnaire was  $92.88 \pm 11.39$ .

There was a significant relationship between mean satisfaction and job. There was no significant relationship between other items and mean satisfaction such as age, sex, education.

Satisfaction was higher than expected and desirable. In the patient education area Considering the comparison between the domains of satisfaction measurement tools used in this study, considering the importance of nurses in nursing service satisfaction, it is necessary to further enhance the educational-clinical skills of nurses working in hospitals, especially in hemodialysis wards. Increased patient satisfaction is recommended

**Key Words:** Patient Satisfaction", "Nursing care" , "Hemodialysis words"