

## Quality of patient care by the nursing professional: A review

### [Calidad de atención al paciente por el profesional de enfermería: Una revisión]

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#### Resumen

El estudio tiene por objetivo revisar investigaciones relacionadas con la calidad de Atención que brinda el profesional de enfermería en un hospital. Diversos aportes a este tipo de investigación han permitido conocer instrumentos para evaluar por parte del paciente el servicio que brinda el profesional de enfermería

**Palabras clave:** Calidad de atención, paciente, enfermera, instrumentos.

#### Abstract

The objective of the study is to review research related to the quality of care provided by the nursing professional in a hospital. Various contributions to this type of research have made it possible to know instruments to evaluate the service provided by the nursing professional by the patient

**Keywords:** Quality of care, patient, nurse, instruments.

#### 1. Introduction

Quality nursing care is desired by patients and promised by nurses. The literature review showed that many alternative concepts are used interchangeably with 'quality nursing care'. Another reason for the difficulty of defining quality nursing care is the differences between patients' and nurses' perceptions of what is important for interpreting and providing of quality nursing care.

According to Raya (1994) quality nursing care should be based on the views of the patients, who are the immediate evaluator of the provided care. Patients are those who define and assess quality (p. 1).

The concept of quality has different meanings in the private and the public sector. They considered that the concept of quality in the private sector could be restated as 'customer satisfaction', which is 'the valuation of the extent to which a product or a service conforms to an agreed set of standards and characteristics that should be incorporated into a product or service'.

The conceptualisation of quality in the public sector is focussed on six fundamental elements according to Maxwell's (1984) definition: equity, effectiveness, acceptability, efficiency, access and relevance.

The World Health Organization (OMS, 2016) ensures that quality care is the one that manages to identify health requirements in the preventive and promotional areas as well as treatment and

maintenance either to the individual or a population making use of resources in a manner timely and effective.

The nurses placed great emphasis on meeting patients' psychosocial needs and described the care of these needs in greater detail than care for physical needs (Williams, 1998).

McKenna et al. (2006) performed a study which aimed at developing a tool to measure the perceptions of professional hospital staff in the UK regarding the quality of care provided to patients. Cronenwett & Slattery (1999) already developed an instrument in the US and this study aimed at exploring whether the validity of the tool could be transferred to the UK.

Oermann (1999) asserts that despite the extensive research on defining and measuring health care quality, less attention has been given to consumers' perspectives.

Charalambous & Papastavrou (2006) performed a quantitative study in relation to the use of satisfaction of nurses and patients as indicators of quality of nursing care in oncology departments.

Providing quality nursing care is related to the individualized care provided to each patient according to the health situation, being the fundamental thing for the nursing professional. Leininger (1996) specifies that "those acts of assistance, support or facilitators that are directed to another human being or group with real or potential needs, in order to improve or alleviate human living conditions", Orem D. (1985), determines care as "an activity oriented towards the goal of satisfying specific needs". Marriner A. (2000) states that, nursing systems as sequences and series of practical activities of the nursing staff acting in order to defend and organize the continuity of the actions of the self-care of patients (Silva-Fhon, 2015).

## 2. Conclusions

- The concept of quality nursing care and the difficulty to identify common attributes when interpreting this concept, patients and nurses tend to use some common attributes in their interpretations. The satisfaction of needs can be identified as a fundamental principle when interpreting the concept.

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