

Patients' perceptions of nursing service quality: a literature review

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Abstract: This paper reviews the overview, evaluation tools, status quo and influencing factors of patients' perceived nursing service quality, so as to arise the attention of nursing managers, and further improve the quality of nursing service from the perspective of patients, so as to improve the competitiveness of hospitals.

Keywords: Patients; Perceived nursing service quality; Review

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I. Introduction

With the deepening of medical reform, the competition among medical institutions becomes increasingly fierce. Nurses have the closest contact with patients, and the quality of nursing service affects the feelings of patients in the process of seeking medical treatment, which is related to the development of hospitals to a certain extent. However, patients lack the knowledge to evaluate the quality of nursing service, and they tend to evaluate the service operation according to their own perception. Studies show that patients and health care providers have different perceptions of service quality^[1]. To improve the quality of nursing service, nurses should not only improve their professional quality, but also understand patients' perception of the quality of nursing service and its influencing factors^[2,3]. To develop patient-centered nursing activities, nursing managers should think about problems from the perspective of patients and develop nursing countermeasures to make patients more satisfied. In view of this, the author of the patient perception of nursing service quality literature review is as follows.

1. Overview of perceived nursing service quality

In 1982, professor Gronroos (Christian gerdorus), who worked in Finland Swedish school of economics and management, proposed the perception of service quality^[4]. Professor Gronroos pointed out that perceived service quality refers to the comparison of the difference between customers' expectation of received service and the actual perceived service performance^[5]. If the perceived service performance of customers is higher than the expectation of the service they receive, the perceived service quality of customers is good. If the perceived service performance of customers is lower than the expectation of the service they receive, the perceived service quality of customers is not good^[6].

At the end of the 20th century, the concept of perceived nursing service quality was applied to nursing quality management. Perceived nursing service quality refers to the subjective feelings obtained by comparing the actual perceived value of patients after receiving nursing services with the expectation before receiving nursing services^[7]. Nursing service quality is a multi-dimensional evaluation index, which consists of two parts: quality part and non-quality part. The quality part is the technical quantitative index, which refers to the technical level of nursing profession and the service quality of nursing work results. The non-quality part is a functional qualitative indicator, which refers to the quality of service process^[8].

2. Perceived nursing service quality assessment tool

According to the existing research reports, the application of perceived nursing service quality evaluation tool mainly has two methods: one is to use SERVQUAL evaluation tool to evaluate perceived nursing service quality. One is that researchers make up their own scale according to different theoretical models and the actual needs of personal research.

Domestic researchers Ke hui et al.^[9] made a Chinese version of Servqual scale in 2014, aiming to compile a Chinese version of the scale for evaluating the quality of nursing services in line with China's national conditions. The Chinese version of nursing service quality evaluation scale contains 5 dimensions and 22 items, which is consistent with the original Servqual scale. Likert 5-level scoring method was adopted for scoring, 5 points means strongly agree, 4 points means agree, 3 points means average, 2 points means disagree, and 1 point means strongly disagree. The higher the scale score is, the higher the respondents' perception of nursing service quality is. The Cronbach's alpha coefficients of the Chinese version of the scale and the Cronbach's alpha coefficients of each subscale were all greater than 0.7, showing good reliability. In 2014, wu qian et al.^[10] selected

the method of combining objective sampling and convenient sampling to investigate the outpatient and emergency patients in four level-iii general hospitals in Shanghai. This study based on Servqual scale, according to the characteristics of outpatient and emergency nursing service, self-developed perceived nursing service quality assessment questionnaire. The questionnaire contains 5 dimensions and 20 items. Likert5-level scoring method is used to assign 5~1 points from "fully achieved" to "not achieved". The higher the score, the higher the patient's perception of nursing services. The CVI values of all dimensions of the scale were 0.81~0.91, and the Cronbach's alpha coefficients ranged from 0.75 to 0.95. Both the CVI values and the Cronbach's alpha coefficients of the scale were above 0.8, indicating that the reliability and validity of the scale were good.

Yan chengmei et al.^[11] prepared inpatients' perceived nursing service quality evaluation scale in 2009, which contains 5 dimensions and 33 items. Likert 5-level scoring method (5 "strongly agree" ~1 "strongly disagree") was adopted. Cronbach's alpha coefficient and CVR value of the scale were 0.96 and 0.86, indicating that the scale had high reliability and validity. Zhi-hui zheng etc.^[12] in 2014, on the basis of the literature research of HIV/AIDS clinical nursing standard and quality evaluation index assessment, this scale contains four dimensions, 29 items, using Likert5 grade evaluation method, 5 = very satisfied, 4 = satisfaction, 3 = general, 2 = not satisfied, 1 = very dissatisfied, higher scores of respondents said the perception of nursing service quality is higher, the scale of the retest reliability is 0.853, has good reliability.

YuJiao flowers such as^[13] in 2014, based on the Servqual scale, and combined with the practice of clinical nursing, nursing service quality evaluation scale, this scale includes five dimensions, 21 items, using Likert5 grade evaluation method, 5 is divided into "strongly agree", 4 "agree", 3 are divided into "general", 2 is divided into "disagree", 1 is divided into "strongly disagree", the higher the total score said respondents perception of the value, the higher the quality of nursing service. The Cronbach's alpha internal consistency coefficient of the scale is 0.85, and the Cronbach's alpha coefficient of 5 dimensions is between 0.73 and 0.81, indicating that the reliability test effect of the scale is good. Nyandwe J et al.^[14], a foreign researcher, revised Service Quality Scale (SERVQUAL) for cross-cultural translation in the democratic republic of Congo (DRC), with Cronbach's alpha internal consistency coefficient of 0.851 and Cronbach's alpha coefficient of 0.837 and 0.824 for each dimension respectively, indicating that the Scale has good reliability.

3. Research on the current situation of perception of nursing service quality

The quality of nursing service comes from the process of providing nursing service for patients. After patients experience the nursing services provided by nursing staff, they will make a perceptual evaluation of the nursing services they feel. Different nursing service providers have different technical levels, and different nursing service recipients have different perception levels. At present, the investigation and research on perceived nursing service quality mainly focus on the current situation of perceived nursing service quality of patients with different disease groups and different levels of hospitals.

Domestic researcher xie zhaojuan^[15] investigated 76 inpatients in hepatobiliary surgery with Servqual scale in 2016, and the research results showed that the highest perceived value of patients in hepatobiliary surgery on the quality of nursing service was nursing staff's clothing. Yu jiaohua et al.^[16] conducted a survey and research on 227 clinical nurses in a third-grade a hospital by convenient sampling method in 2014. The research results showed that in the five dimensions of the measurement, clinical nurses' perception of nursing service quality was successively from high to low in terms of responsiveness, reliability, empathy, assurance and tangibility. The entry with the highest perceived value was "nurses are polite". In 2013, li rong et al.^[17] conducted a survey on the perceived nursing service quality of patients hospitalized and undergoing surgery in the department of oncology of a third-class first-class hospital. The survey results showed that the perceived scores of patients on the nursing service quality ranged from high to low in order of empathy, assurance, tangibility, reliability, reactivity and acceptability. The results of this survey are inconsistent with the results of the above survey on nurses. Hu Jinping^[18] investigated the families of 100 patients with eye surgery in 2013, and the study showed that the hospital could effectively improve the perceived service quality of the family members of patients with eye surgery during the waiting period after adopting the process management mode. Wang Pingfang^[19]'s investigation and study on hospitalized pregnant women showed that the perceived quality of nursing service of this group was above the medium level, and the research results were the same as those of Pan Duo^[20]. In the dimension analysis, hospitalized pregnant and pregnant women had the highest evaluation on the dimension of "assurance", which is inconsistent with the research results of Chou^[21].

Tang Amao^[22] conducted a survey and study on patients in 6 hospitals of different grades (2 hospitals of grade ii, grade ii and grade iii) by using convenient sampling method in 2014, and the research results showed that there were differences in patients' perception scores of "tangibility" and "reactivity" in hospitals of different grades. In 2010, Li Dongrui^[23] conducted a survey of patients in grade ii first-class hospitals with random sampling method, and the survey results showed that patients had the highest perceived evaluation of the "reliability" of nursing service quality and the lowest perceived evaluation of "tangibility".

Foreign researchers Jaramillo Santiago LX et al.^[24] showed in their study on the parents of hospitalized

children in neonatal wards that the average score of the parents' perception of the quality of nursing services received by neonatal wards was 88 points (out of 100 points). From high to low, the dimension scores are as follows: monitoring and tracking (95.2), accessibility (90.8), maintaining trust relationship (88.6), comfort (87.2), interpretation and promotion (86.3), and expectation (86.0). It can be seen that the total scores of perceived nursing service quality and scores of all dimensions in this study are at a high level. Alneyadi H S et al.^[25] found no significant difference in patients' perception of the quality of nursing services in private and public hospitals in the united Arab emirates. Of the five SERVQUAL dimensions, the assurance dimension was rated the highest, while the responsiveness dimension was considered the least important.

To sum up, there are some differences between domestic and foreign researchers on the status quo of perceived nursing service quality. There are differences in perceived nursing service quality between nurses and patients, different disease groups and hospitals of different grades. In the dimension evaluation of perceived nursing service quality, scores of "assurance" and "reliability" are relatively high.

4. Perception of research status of influencing factors of nursing service quality

Perceived nursing service quality is affected by many factors. Understanding the relevant influencing factors of perceived nursing service quality is helpful for nursing staff to provide reasonable, effective and satisfying nursing services for patients. The present study shows that the influencing factors of perceived nursing service quality are not only related to individual factors, but also include other factors such as hospital factors.

The study of domestic scholar Pan Duo^[20] shows that, among the influencing factors of perceived nursing service quality, patients with accompanied care have lower perceived scores than those without accompanied care. The research of Miu Xiuying et al.^[26] shows that patients' personality, age and perceived service quality are positively correlated. Zhao Rui et al.^[27] found through Pearson correlation analysis that patients' age, family income, education level and payment form were negatively correlated with perceived nursing service quality, while hospitalization days, hospitalization frequency and conscious health status were positively correlated with perceived nursing service quality. Niu Hongli^[28] reported that patients' income, age and other personal factors affect the individual's expectation of nursing service quality, and then affect the individual's perceived nursing service quality.

Foreign scholars Bakar C et al.^[29] showed that gender has no effect on patients' overall perceived nursing service quality, but in the dimensions of "responsiveness" and "tangibility", female perception is lower than male perception. Other studies have shown that patients' income is an influential factor of perceived nursing service quality, and those with higher income have lower scores on perceived nursing service quality^[30]. In terms of medical insurance, foreign studies have found that there is no significant difference between the presence of medical insurance and perceived nursing service quality^[31]. In addition, researchers also found that cultural background is related to patients' perception of nursing service quality. Foreign patients pay more attention to privacy and right to know when receiving nursing services, while domestic patients pay more attention to whether nurses care about and respect them and nursing safety^[32].

Jabnoun et al.^[33] show that hospital level is the influencing factor of patients' perceived nursing service quality. Patients surveyed in private hospitals have lower perceived evaluation of "tangible" and "reliability", while patients surveyed in public hospitals have higher perceived nursing service quality score, which is inconsistent with the research results of Arasli H et al.^[34], Stalpers et al.^[35] found in a multi-center survey on nurses' perceived nursing service quality in icu that nurses' perceived nursing service quality was positively correlated with working environment characteristics, which included adequate staffing, patient-centered, competent colleagues and educational support^[36]. Guirardell's research on the influence of critical care environment on nursing team burnout, nursing quality perception and safety attitude shows that an environment conducive to professional practice can improve nurses' nursing quality perception ability. Andersson M et al.^[37] reported that mental health of the elderly was significantly correlated with perceived nursing service quality. Ko M S et al.^[38] found that patients' perceived service quality was significantly positively correlated with service value, patient satisfaction and behavioral intention. Improving the perceived service quality of physical therapy patients can increase the service value and patient satisfaction, and have a positive impact on behavioral intention.

II. Summary

The research on patients' perception of nursing service quality is helpful to find out the weak link in nursing work, improve nursing service quality, and provide reference for nursing managers to develop relevant standards. At present, the research on patients' perceived nursing service quality has been carried out in inpatient wards, outpatient and emergency departments and other departments, and the research population is concentrated in conscious adults. At the present stage, most researches are based on the service quality gap model, but there are few applications of other relevant theories and lack of unified research tools. Patients' perception of nursing service quality is affected by many factors. Strengthening patients' perception management is an important link to improve nursing quality. According to the actual situation, the hospital can use feedforward mechanism to analyze

the causes of problems, strengthen the communication between nurses and patients, and understand what patients really think, so as to improve the nursing service and make patients more satisfied with the nursing service they receive. In clinical practice, nursing managers should from the dual perspective, nurses and patients make perfect nursing service standard and the corresponding evaluation index, the hospital should avoid unrealistic propaganda or excessive commitment, avoid the bad service awareness, multilateral efforts to improve the nursing service quality and patients' perception of service quality, and improve the competitiveness of the hospital.

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