

Original Research Article

## **A Study to Assess the Perception of Oncology Patients on Chemotherapy with Regard to Nursing Care in a Selected Hospital at Chennai**

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### **ABSTRACT**

Chemotherapy Affects Body Physically, Physiologically And Psychosocially. The need also differs accordingly with different Phases like Before, during, and After Chemotherapy. The Present Study Aimed to assess the care received by oncology patients in the different areas of needs such as physical, physiological, psychosocial and educational need, and to what extent they were satisfied with the care received. A Total of 30 Samples Were Selected by Convenience Sampling Technique and Structured Interview Method Was used to collect the data. A descriptive Design Was Used. The finding showed that the physical, physiological need had the highest score and educational need before and after chemotherapy had the lowest mean score. Almost all patients received adequate physical, physiological, and psychological care during chemotherapy administration. After chemotherapy administration only 52% of patients received physical care, 75% of patients received psychological care and 34.8% of patients received physiological care. The only care received by majority (75 to 78%) of patients before, during, and after chemotherapy administration was psycho-social care. Almost all patients received inadequate educational need before and after chemotherapy administration. The satisfaction of patients regarding the care received showed that the highest score obtained was in the area of the physical, physiological need during chemotherapy administration and the lowest satisfaction score was in the area of educational need before and after chemotherapy. 53 to 60 .8% of patients expressed moderate satisfaction with regard to psychosocial care before, during and after chemotherapy and all patients expressed low satisfaction with educational need received before and after chemotherapy administration. The correlation of overall nursing care received and satisfaction of care showed a statically significant moderate and positive relationship. ( $r=.631$ ) ( $p=.000$ ).

**Keywords:** Oncology Patients, Chemotherapy, Nursing Care, Perception.

### **INTRODUCTION**

Cancer and chemotherapy are sources of anxiety and worry for cancer patients. Nursing as a profession aims at giving nursing care to patients where physical, emotional, social and spiritual aspects are to be taken in to consideration. In this regard many researchers have asserted that there are two aspects of caring, expressive behavior and instrumental activities. Expressive aspects of care involve providing emotional support to the patients

through offers of fidelity, confidence, hope and emotional warmth. Instrumental aspects of care refer to substantial activities such as giving bed bath and providing medical information, which promote physical comfort and cognitive coping. There is currently a considerable emphasis on the provision of patient-centered care in all aspects [4] what is more important is to make clear what influences patient satisfaction to improve quality of nursing care. Some effective factors on patient satisfaction are

socio demographic background of the patients, patients' expectations regarding nursing care and patient, nurses' medical - technical competence. [5] Nursing care is a key determinant of overall patient satisfaction during hospital admission. Patients' comments suggest that number of concerns must be addressed. The nurses need to know what factors influence patient satisfaction if we must improve the quality of health care.

Martensson. G Carlsson et al [1] conducted a study to investigate nurses' planning and implementation of individualized patient care in relation to patients' emotional distress the study result showed that nurses showed an intention to provide individualized care. However, with one exception, nurses did not report providing more care to patients with cancer with high levels of emotional distress than to less distressed patients.

Mehrnoosh Akhtari-Zavare, Mohd Yunus Abdullah, et al 2010 [2] patient satisfactions is used as an important indicator of quality care and is frequently included in healthcare planning and evaluation. A cross sectional study was conducted to examine the relationship between cancer patients satisfaction with nursing care in order to assist nurses in defining more clearly their roles this study found that most of the respondents were satisfied with the nursing care, though they suggested some improvements especially with respect to interpersonal relation.

## **MATERIALS AND METHODS**

The study was conducted among oncology patients on chemotherapy. V.S cancer Hospital, Chetpet was selected as the setting for the study. The rationale for selecting this hospital was the availability of adequate samples. Recent study was aimed to identify the care received by oncology patients in the different areas of needs such as physical, physiological, psychosocial and educational need, and to what extent they were satisfied with the care received. Permission was obtained from the head of

the institution and the department of medical oncology ward. The reliability of the tool was established by split of method using co relation co efficient method. The reliability of the tool (r-0.92) was found to be significant. Written concern was obtained from the patients. 30 samples were taken according to sampling criteria. Convenience sampling technique was used. Inclusion criteria was patients on chemotherapy admitted minimum 3 days of hospitalization between age group of 20 - 50 yrs. the tool used for the study consist of two parts. Part A eliciting data on demographic variables it consist of age, sex, marital status, education status, previous admission, type of illness and hospital stay. Part B was to assess the nursing care received and level of satisfaction of care. Under each sub division there were several items reflecting needs as follows before chemotherapy educational needs - 9 items, psychosocial needs 4 items, during chemotherapy physical needs 6 items physiological needs 5 items and psychosocial needs 5 items. After chemotherapy physical needs 5 items physiological needs 11 items and psychosocial needs 4 items and educational needs 5 items. Two columns were provided to indicate the care received or not. For care received a score of 1 and for not received a score of 0 was given. Total score was interpreted as 0 -33% inadequate cares, 34 - 66% moderate care and 67 - 100% adequate care. With regard to level of satisfaction the total score was interpreted as 20- 46% low satisfaction, 47-73% moderate satisfaction 74 - 100% as high satisfaction. After getting informed concern each patient was informed the aim of the study and confidentiality of the information gathered. The researcher collected the information from the patients by structured interview method. Data collected from the subjects were compiled and analyzed by using descriptive and inferential statistics.

**Statistical analysis**

**Result**

The table 1 reveals that majority of the respondents were between age group of 40 - 50 yrs 17 (57%) were males, high percentage of them 24 (80%) were married. Regarding formal education 12 (40%) were

graduate and high school. considering previous admission in the ward 30 (100%). with regard to type of illness 20 (67%) were in early of cancer. High percentage of them 21 (70%) were admitted in general ward. Regard to hospital stay 25 (83%) had 3days hospital stay.

**Table 1: Frequency and percentage distribution demographic characteristics of the respondents N=30**

S. No	Demographic variables	Frequency	Percentage
1	<b>Age</b>		
	20-30 Yrs	3	10.0
	30-40Yrs	11	37.0
	40-50Yrs	16	53.0
2	<b>Sex</b>		
	Male	17	57.0
	Female	13	43.0
3	<b>Marital Status</b>		
	Single	6	20.0
	Married	24	80.0
4	<b>Educational Status</b>		
	Primary	6	20.0
	High school	12	40.0
	Graduate	12	40.0
5	<b>Previous Admission</b>		
	Yes	30	100.0
6	<b>Type Of Illness</b>		
	Early	20	67.0
	Late	10	33.0
7	<b>Ward</b>		
	General	21	70.0
	Deluxe	9	30.0
8	<b>Hospital Stay</b>		
	3 Days	25	83.0
	4-10 Days	5	17.0

**Result**

The table 2 shows that the mean and standard deviation of the care received with regard to physical and physiological need during chemotherapy and psychosocial need

before, during and after chemotherapy was adequate and the physical and physiological need after chemotherapy was moderate and the educational need before and after chemotherapy was inadequate.

**Table 2: Mean score and Standard Deviation of care received in patients need before, during, and after chemotherapy N= 30**

S. no	Aspects	Max score	Mean score	Standard deviation	Mean score%
1	<b>Before chemotherapy</b>				
	Educational need	9	2	.00	22.0
	Psychosocial need	4	3	.00	75.0
2	<b>During chemotherapy</b>				
	Physical need	6	6	.00	100.0
	Physiological need	5	5	.00	100.0
	Psychosocial need	5	3.9	.31	78.0
3	<b>After chemotherapy</b>				
	Physical need	5	2.6	1.28	52.0
	Physiological need	11	3.83	.99	34.8
	Psychosocial need	4	3	.00	75.0
	Educational need	6	2	.00	33.0

**Result**

This table 3 concludes that satisfaction of care received with regard to physical and physiological need during chemotherapy was high, and the psychosocial need before, during and after

chemotherapy was moderate. The level of satisfaction with regard to educational need before and after chemotherapy, and physical and physiological need after chemotherapy was low.

## Result

The table 4 depicts the r value (.631) which infers that there was moderate

positive relationship between nursing care received and level of satisfaction during chemotherapy.

**Table 3: Mean score and Standard Deviation of Satisfaction care received in patients need before, during, and after chemotherapy N= 30**

S. no	Aspects	Max score	Mean score	Standard deviation	Mean score%
1	<b>Before chemotherapy</b>				
	Educational need	45	15.00	0	33.0
	Psychosocial need	4	3	.00	53.0
2	<b>During chemotherapy</b>				
	Physical need	30	21.47	1.04	71.56
	Physiological need	25	19.80	0.55	79.20
	Psychosocial need	25	15.00	1.26	60.00
3	<b>After chemotherapy</b>				
	Physical need	25	11.67	3.07	46.68
	Physiological need	55	19.33	2.86	35.14
	Psychosocial need	20	12.17	0.53	60.85
	Educational need	80	22.70	0.70	28.37

**Table 4: correlation between overall nursing care received and level of satisfaction N=30**

S. No	Variables	mean	sd	R value	P value
1	Nursing care received	48.20	2.29	.631	d.o.f.000(S)
2	Level of satisfaction	45.47	1.37		

## DISCUSSION

The findings from this study indicated that the mean score of care received in different aspects of patients need before, during, after chemotherapy. Among the different aspects physical and physiological need have the highest mean score 100% during chemotherapy. Psychological needs, before, during and after chemotherapy received a mean score of 75-78% comparatively educational need has the lowest mean score 22% and 33% before and after chemotherapy. This shows clearly that the emphasis on care his mainly focused on technical aspects during chemotherapy and educational need is considered in low priority before, during, after chemotherapy. Some of the important observation made on the above findings reveals that there is great variation in giving care to patients before and after chemotherapy administration. Only during chemotherapy administration the care given to patients appears to be the same. This could be due to the reasons to monitor, recognize, prevent and treat obligations that might occur as a result of cytotoxic drug administration. A similar study was

conducted by Maria Arantzamendi 2004 [3] the analysis of interview transcripts revealed that these nurses agreed that patients with cancer receiving chemotherapy had psychological needs. They identified two main stages during the treatment when patients needed more psychological support at the beginning and at the end of the chemotherapy. Data from this present study reflected that patients received adequate care with regard to psychosocial need before, during and after chemotherapy. The similar study was conducted by Muhammed Ebrahim Sajjad Salim Issa 2015 [4] Satisfaction with Nursing Care among Patients Attending Oncology Center in Basra City, The results showed that high satisfaction rate for the technical quality 87 (87%) followed by interpersonal communication dimension 86 (86%) while the lowest satisfaction rate was for the information given by the nurse 64 (64%). the satisfaction level with nursing care except for females who reported significantly higher level of satisfaction with nursing technical quality.

The findings reveals the mean score and level of satisfaction of care received before, during and after chemotherapy in various aspects of needs such as physical needs, physiological need, psychosocial needs and educational needs, the physical need and physiological need received the highest mean satisfaction score of 71.5 and 79.2 respectively during chemotherapy

administration. The lowest satisfaction seen was found in educational need 33% and 28.37% before and after chemotherapy. The similar study was conducted by Mohammad Hussain Khan, Rasheed Hassan 2007 [5] conducted a study to assess Patient Satisfaction with Nursing Care. The findings concluded that nursing care is a key determinant of overall patient satisfaction during hospital admission. Patients' comments suggest that number of concerns must be addressed the nurses. Need to know what factors influence patient satisfaction, if we must improve the quality of health. Braud AC & Genre D 2003 [6] conducted a study to assess Nurses' repeat measurement of chemotherapy symptoms feasibility, resulting information, and patient satisfaction. This study demonstrates that repeated measurement of chemotherapy side effects was feasible and provides useful information for symptom management that might increase patient treatment satisfaction

## CONCLUSION

The study concludes that the care given to the cancer patients receiving chemotherapy is varied before, during and after chemotherapy administration. The physical and psychological care during chemotherapy administration receive due consideration. In all three phases of chemotherapy administration receive adequate psychosocial care. Information need of patients before and after chemotherapy administration is considered in low priority. The overall satisfaction shows that majority of the patients expressed either low or moderate satisfaction with regard to nursing care received and level of satisfaction is

influenced by the adequacy of care received. It is important to continue improving the oncology professional knowledge, attitudes and skills of the nurses dealing with cancer patients as well as improving their skills of providing knowledge and emotional support for their patients through participation in health education programs.

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