

# Patients' Satisfaction with care provided by a Respiratory Clinical Nurse Specialist in an out-patient setting



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## BACKGROUND

Clinical Nurse Specialist (CNS) are active in the role of clinical expert, advocators, educators, collaborators, consultants and health promoters <sup>1</sup>.

### CNS CORE COMPETENCIES



Respiratory CNS practice encompasses a major clinical focus which comprises of assessment, planning, delivery and evaluation of care given to patients, clients and their families in both inpatient and outpatient settings.

Central to the role of Respiratory CNS is patient-centred care and preference which encompasses empowerment, self-management and health promotion opportunities. In addition, a requirement of role is to proactively seek feedback from persons receiving care on their experiences and suggestions for improvement.

## PURPOSE

The purpose of this questionnaire survey was to determine how beneficial and effective the CNS led clinic was to those attending it.

## METHOD

A non-experimental, descriptive design was used. 56 questionnaires were posted out to patients with an asthma diagnosis that had attended the CNS nurse led clinic post an ED attendance or Hospital Admission with an asthma exacerbation in 2021.

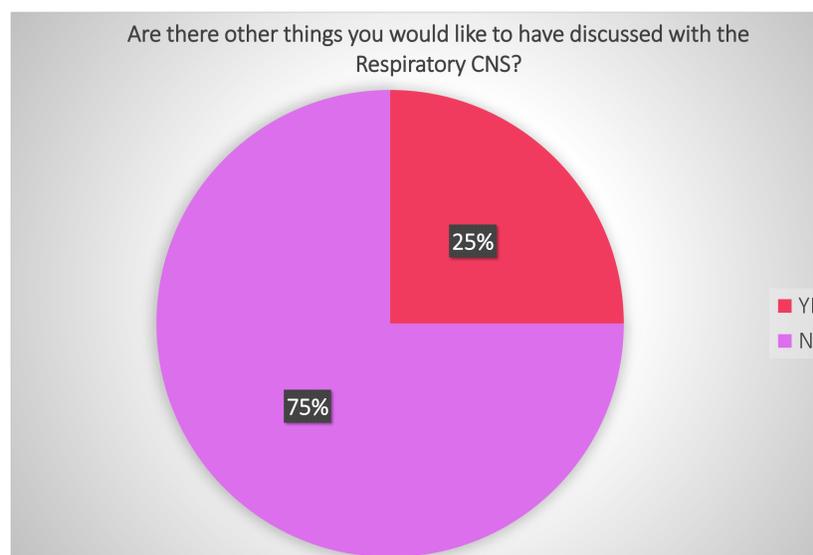
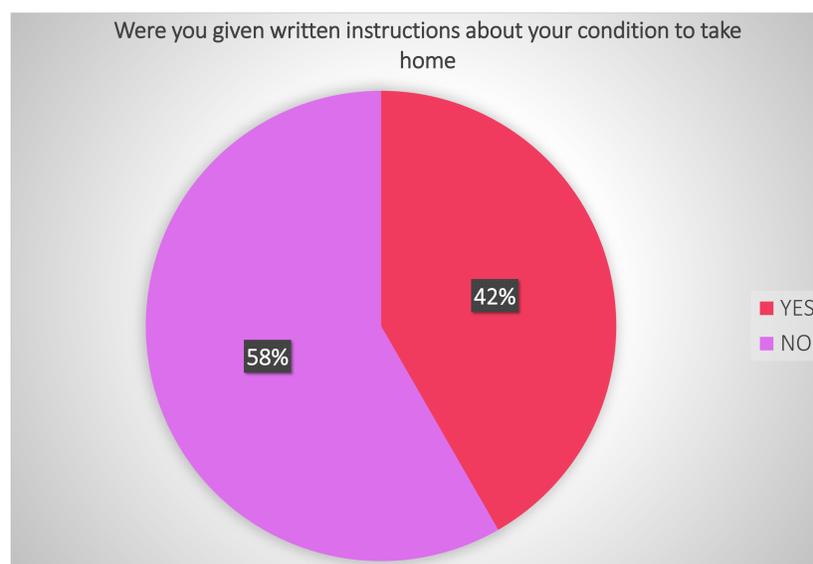
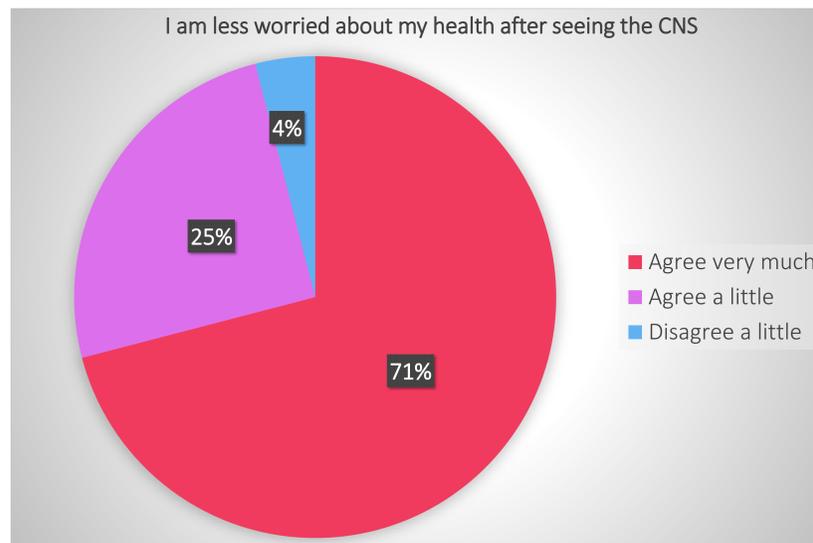
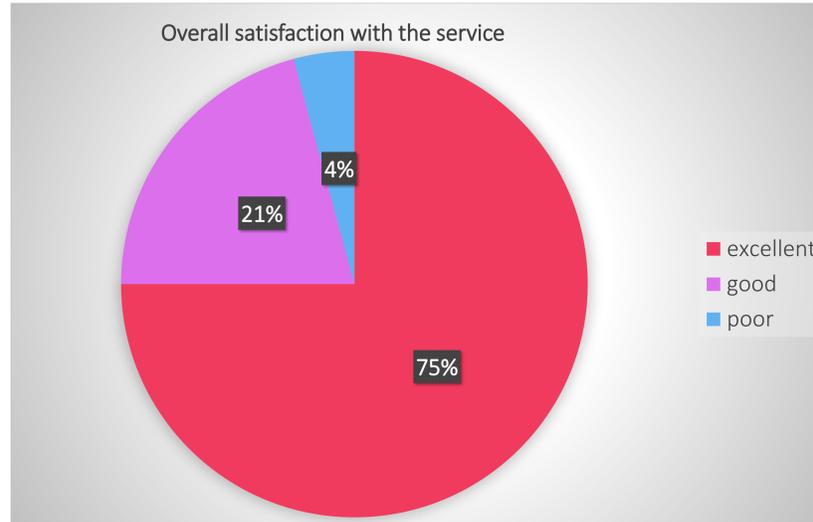
Data was collected by means of a self administered questionnaire. Permission was obtained by the Deloitte Group to use their previously validated tool <sup>3</sup>

The instrument comprises 18 items divided into subscales:

- Five questions (1-3;10-11) pertaining to overall satisfaction with the service provided were answered on a 4-point likert-type scale, from 'Agree every much' to 'Disagree very strongly'. Respondents were asked to circle the response that they felt best answered the question or statement.
- 11 dichotomised questions required a 'yes' or 'no' response and related to the quality of CNS' communication (4;15-16), satisfaction with information given (5-7;9), facilitation of support with family and willingness to see the CNS again (8;12-14).
- Question 17 and 18 were questions on gender and age

## RESULTS

24 patients chose to participate yielding a response rate of 43%. Of those, 75% were female (n = 18) and 25% were male (n = 6) Data was analyzed using Google Forms <sup>4</sup>



## RESULTS

Excellent service and the information given to me has changed my life. I can breathe again. Thank you

I felt reassured and confident in managing my condition when I finished talking with her

I can only compliment the treatment I got. I saw the CNS and my medication and inhalers were explained in detail to me

I was very impressed with the CNS. She explained every aspect of my asthma with me which I had never ever had with my Dr.

## CONCLUSION

Analysis of the responses demonstrated overall high levels of satisfaction (95.8%) with the educational value and care provided. 91% agreed that the information and advice they were given was good and 92% said they followed the advice of the CNS and would see the CNS again for a similar health need.

100% of the participants would advise their friend to attend this service if offered an appointment.

Overall 75% rated the service as excellent and 21% rated the next score of 'good'. 4% rated the service as poor.

While the feedback was mostly very positive, 58% of respondents said they were not given written information on their condition by the CNS and 25% stated that they would have liked to have discussed other issues at the appointment. It is important to note areas of improvement and to utilize the information to improve and standardize service delivery. This patient feedback plays a fundamental role in improving the quality of service provision.

## REFERENCES

1. Fallon N., Cassidy I., Doody, O, Irish Respiratory Clinical Nurse Specialists' experiences of their role: A Qualitative Exploration. Clinical Nurse Specialist. 2018; 32(5) 240-248
2. Framework for the establishment of Clinical Nurse/Midwife Specialist Post 4<sup>th</sup> Ed. National Council for the Professional Development of Nursing and Midwifery. 2008
3. Byrne G, Richardson M, Brunson J, Patel A. Patient Satisfaction with emergency practitioners in A&E. Journal of Clinical Nursing, 2000; 9(1): 83-84
- 4: <https://docs.google.com/forms/d/1XAhiyH9ecGCOaas4Cn6IRdv6m1gDcJd7GRsAsjEKY5s/viewanalytics>