

Determination of Nursing Care Perceptions of Hemodialysis Patients

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ABSTRACT

Purpose: In this study, it is aimed to determine the perceptions of the patients receiving hemodialysis treatment about the nursing care they receive and to investigate the factors affecting this perception.

Materials and Methods: This research was planned as a descriptive study by using quantitative research methods. The sample of the study consisted of 50 patients who were diagnosed with chronic renal failure and received hemodialysis treatment in a hospital operating in the province of Kayseri.

Results: It was determined that the mean age of the hemodialysis patients included in the study was 60.23 ± 13.60 years and the gender of 54 % was male (n=27). The total mean score of hemodialysis patients from the "Patient's Perception of Nursing Care" scale is 68.31 ± 7.38 .

Conclusions: As a result of our study, it was determined that the patients' perception of care and thus their care satisfaction were at a high level.

Keywords: Care, Hemodialysis patient, Nursing, Perception.

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INTRODUCTION

Nursing is a professional profession based on human care, and its application area is human [1]. The most basic nursing role of the nurse is nursing care. Nightingale, accepted as the founder of nursing, defined care as the nurse's responsibility for the individual's life, and Henderson described it as the nurse's essential and unique duty [2,3,4]. In our world, where everything has changed from past to present, there have been changes and developments in dimensions such as nursing education and practices and the role and functions of the nursing profession. Among these changes, the importance of nursing care has become an increasingly important concept. The only service that does not change in this ongoing development process of the nursing profession should be 'care service' [2]. The existence of nurses is related to the quality and quality of the care service they provide. For this reason, changes in current approaches and philosophical perspectives on nursing should be associated with the concept of care, and thus, care should be improved.

In the concept of care, it is essential to pay attention to the wishes and needs of another person, so the perception of nursing care of caregivers and care recipients gains importance. In nursing care, service recipients, that is, individuals, can evaluate it best. Generally, this evaluation is made on the satisfaction of the patients. It is essential for nurses, who will provide care services based on the expectations and needs of the individual, to know what the individual expects from the care service [5,6]. The individual's expectations should be reviewed within the scope of the roles and responsibilities of nursing, and these needs should be evaluated and met within the framework of professionalism principles [6]. The quality of care can be restructured by revealing the patients' expectations. The points that must be focused on in nursing care, overlooked and neglected, can be determined. It is reported in the literature that sociodemographic characteristics of individuals receiving nursing care affect their perceptions of nursing care [7,8].

In addition to the personal characteristics of individuals, their previous lives, experiences, sharing, and interaction with nurses can also affect the perception of care. Hemodialysis patients are included in the group of patients who have the opportunity to get to know nurses closely and can observe the care provided by nurses for a long time due to their lifelong care needs to be brought about by their diseases [9].

For this reason, determining the perceptions of hemodialysis patients about the nursing care they receive will be beneficial in increasing and improving the quality of the care they receive.

MATERIALS AND METHODS

Type of Research

This study was carried out in descriptive type by using quantitative research methods.

Population and Sample of the Research

The study population consisted of 55 patients diagnosed with chronic renal failure in a hospital in Kayseri and receiving hemodialysis treatment. In determining the sample, it was aimed to reach the entire universe by not using the sample calculation method. Four hemodialysis patients were excluded from the study because they did not agree to participate, and one person died. The research was completed with 50 people at a 97% confidence level.

Data Collection Tools

"Patient Information Form" and "Patient's Perception of Nursing Care Scale" created by the researchers were used for data collection. In addition, the volunteers who agreed to participate in the study signed an informed consent form after explaining the study. The "Patient Information Form" was created by the researchers using the literature [10,11,12]. A patient information form is a form consisting of 13 questions that include some socio-demographic information about the patient and questions about some variables related to age, gender, educational status, employment status, occupation, income status, the year he started to be treated in the hospital, and his treatment. This form is aimed at obtaining primary data about patients.

The "Patients' Perception of Nursing Care Scale (HBSAS)" was first developed by Dozier et al. (2001), and a Turkish validity-reliability study was conducted by Çoban and Kaşıkçı (2010) [13,14]. The scale includes 15 questions about the quality of care. The lowest score that the participants can get from the scale is 15, the highest score is 75, and the scale cut-off score is 45. As the total score obtained from the scale increases, the patient's satisfaction level in nursing care also increases.

The researchers collected the data between October 2022 and January 2023 through face-to-face interviews with patients in the hospital environment using the "PATIO" and "Patient Information Form."

Analysis of Data

The data obtained from the research were transferred to the SPSS (Statistical Package for Social Science) 21.0 package program and analyzed. Numerical and percentile distributions, mean, median values and Mann-Whitney U test was used to analyze the data.

Ethical Issue

The Declaration of Helsinki Principles was carried out in this study. Ethics committee approval

was obtained from the local ethics committee before starting the research (Decision no: 22.18, Date: 29.09.2022).

Institutional permission was obtained before the study from the hospital where the research data were collected. In addition, informed consent forms were signed by the individuals participating in the study, and their consent was obtained.

It was determined that the mean age of the hemodialysis patients included in the study was 60.23±13.60 years, and the gender of 54% was male (n=27). 31.5% (n=32) of the hemodialysis patients were primary school graduates, 92% (n=46) were not working, 38.5% (n=19) were housewives, 51.6% (n=26) income status was determined to be equal to income and expense (Table 1).

RESULTS

Table 1. Demographic Features of Hemodialysis Patient

Sex	(n)	(%)	Job	(n)	(%)
Female	23	45.9	Farmer	6	12.2
Male	27	54.1	Artisan	7	13.9
Education Level	(n)	(%)	Employee	4	8.8
Primary school	32	63.1	Officer	9	16.8
Secondary School	7	14.8	Retired	5	9.8
High school	7	13.9	Housewife	19	38.5
University	4	8.2	Income status	(n)	(%)
Work	(n)	(%)	Income less than expenses	14	28.7
Working	4	8.0	Income equivalent to expense	26	51.6
Not working	46	92.0	Income more than expenses	10	19.7

When some data of hemodialysis patients regarding renal failure were analyzed, it was observed that 62.3% (n=31) of the patients had been on hemodialysis for 1-3 years, 54.9% (n=28) had a catheter in the vascular access route, 33.6% it was determined that 84.4% (n=42) of them did not have

any chronic disease other than renal failure, 84.4% (n=42) received hemodialysis treatment three days a week, and 45.9% (n=23) did not experience hemodialysis-related complications (Table 2).

Table 2. Data of Hemodialysis Patients Regarding Renal Failure

How many year patient has been hemodialysis	(n)	(%)	How many day received hemodia-lysis treatment a week	(n)	(%)
1-3 year	31	62.3	2 day	8	15.6
4-7 year	9	18.0	3 day	42	84.4
8-11 year	5	9.8	Complications related to hemodialysis	(n)	(%)
12 and over	5	9.8	Not	23	45.9
Vascular access	(n)	(%)	Hypotension	6	12.3
Fistula	22	45.1	Dizziness	3	5.7
Catheter	28	54.9	Weakness	4	7.4
Chronic disease status other than CKD	(n)	(%)	Itching	4	8.2
Not	17	33.6	Cramp	5	9.0
Diabetes	3	6.6	Headache	3	6.6
Hypertension	13	25.4	Thirst	2	4.9
Heart failure	7	13.1			
Diabetes and hypertension	10	21.3			

The mean total score of the hemodialysis patients from the "MHAI" scale was 68.31±7.38 (Table 3). The mean scores obtained by the participants from the LCAES scale show that hemodialysis patients have a positive perception of

nursing care and are satisfied with their nursing care. Comparing the total mean scores of HLBS according to the independent variables, There was no statistically significant difference between the independent variables such as gender, age, education

level, income status, employment status, and occupation and the total mean score of HBAI ($p>0.05$). The Mann-Whitney U test was used to compare the median total score of the participants according to the vascular access route. According to the results of the analysis, it was determined that there was a statistically significant difference between the median scores of the participants according to the vascular access route ($p<0.05$). It was determined that the median score of the

participants whose vascular access route was fistula was higher than those whose vascular access route was catheter (Table 4). To the hemodialysis patients, "What is the first nursing care application that comes to your mind?" When the question was asked, 32% ($n=16$) of the patients were treated with medication, 28.7% ($n=14$) blood pressure measurement, 18% ($n=9$) wound care, 16.4% ($n=8$) answered as catheter dressing and 4.9% ($n=3$) as weight control.

Table 3. The Mean Total Score of the Hemodialysis Patients from the "MHAI" Scale

Scale Total	X ±SS	Min-Max
	68.31±7.38	21-75

X: Total

SS: Standard deviation

Table 4. The Score Medians by Vascular Access

Vascular access	n	Min	Max	Median	U	p
Fistula	22	15	75	73	1446.5	0.041*
Catheter	28	15	75	70		

* $p<0.05$

U: Mann Whitney U test

DISCUSSION

Nursing care is the human-to-human interaction process between the patient and the nurse. In this process, the nurse considers the individual to be cared for holistically. Individuality is one of the essential factors in care, as individuals have different characteristics, and their expectations can change [15,16]. The importance of the patient-nurse relationship in the care process is gradually increasing. One of the foundations of this relationship is meeting the expectations and needs of patients. Meeting the needs of patients affects not only the healthcare system but also their perceptions of the quality of care [17,18,19]. Nurses are required to provide care services to increase the quality of nursing care with an individualized care approach, taking into account the needs and expectations of the patient during the care process [19,20]. How the nursing care given is perceived by the patients and the satisfaction of the patients with the nursing care they receive can be determined. Considering the studies evaluating patients' care perceptions and satisfaction levels, it is reported that the care perception of patients with increased satisfaction is higher [6,21].

Our study determined the patient's perception of individualized care was high (mean=68.31). The study conducted by Buldan and Kurban (2018) found that the patient's perception of care was

47 points on average, and the perception of care was high. Similarly, the literature has reported that the perception of nursing care is high in studies using the same scale [23]. It is stated that the perception of care also shows the satisfaction level of patients with nursing care [6,13]. The perception of the nursing care provided to the patients by the patients and the satisfaction of the patients with the nursing care can be determined. It has been reported in the literature that as patient satisfaction increases, patients' perceptions of nursing care also increase [9,21]. According to this result, we can say that the satisfaction level of these patients significantly affects the perception of care since the group we work with is hemodialysis patients who spend a long time in the hospital. These patients are in constant interaction with the nurses. The high level of satisfaction of the patients suggests that it is because nurses have frequent communication and interaction with hemodialysis patients, and it is easy for patients to reach nurses.

Suhonen et al. (2019), age, gender, education level, length of stay, and type of admission significantly impact how patients perceive care as individualized. These results align with the results evaluating the factors affecting patient satisfaction with care, which can be considered as a result of individualized care [24,25]. It has been stated that older age, gender (male), lower education or socio-economic level, and better health status or quality of

life are factors associated with better patient satisfaction in nursing [26,27]. In our study, it was found that there was no relationship between socio-demographic factors and perception of care ($p>0.05$). Similarly, in the study of Buldan (2018), it was stated that there was no relationship with sociodemographic factors. However, our study determined that the average age of the patients was 60 [22]. For this reason, it can be said that the rates of adherence to nursing care increase as the age of the patients increases, considering that they have different chronic diseases, their use of drugs, and their level of need. It is also stated that elderly patients are less demanding, have more respect for professionals, do not complain easily, and are tolerant [28]. Because of these characteristics, it can be said that the perception of care is positive and high.

No significant relationship was found between gender and perception of care. A study stated that female patients were less satisfied with the care they received [29]. The number of males participating in our study is higher than females, which causes a high level of care perception. Our study determined that the care perception of the participants with a fistula from the vascular access route was better than those whose vascular access route was a catheter. Using fistulas in dialysis patients may take longer than using a catheter. At the same time, while the risk of infection in catheters is very high, the risk of infection is lower in patients with fistula [30]. These reasons may have caused patients with fistulas to think their care was better.

In our study, "What is the first nursing care practice that comes to your mind?" was asked of hemodialysis patients, and 32% ($n=16$) of the patients answered drug therapy and 28.7% ($n=14$) as blood pressure measurement. Most patients thought of drug therapy and blood pressure measurement in the first place because they primarily associate nursing care with drug therapy and the measurement of vital signs. On the other hand, 18% ($n=9$) of the patients stated that wound care, 16.4% ($n=8$) catheter dressing, and 4.9% ($n=3$) weight control practices were the first nursing care practices that came to their minds. have reported. Wound care, catheter dressing and weight control are frequently performed in nursing care practices in hemodialysis units, but these interventions are less common in patients' minds. This suggests that patients perceive nursing care in a narrower scope and as interventions related to drug therapy.

LIMITATIONS OF THE RESEARCH

This study data was collected from hemodialysis patients treated in a single hospital. Therefore, the findings obtained from the study cannot be generalized to all hemodialysis patients.

CONCLUSIONS

Our study was conducted to determine the individualized care perceptions of patients receiving hemodialysis treatment. As a result of our study, it was determined that the patient's perception of care and, thus, their care satisfaction were at a high level. However, no significant results were obtained in comparisons with demographic factors. Although this shows that the study group is homogeneous, there are different gender, socioeconomic, ages, etc. The difference in the perception of care between the groups should be revealed. For this reason, studies on larger patient groups with different patient groups and participant characteristics may be recommended for future studies. As a result of taking the patients' opinions about nursing care, it was determined that they mostly associated nursing care with drug therapy.

In addition, the perception of care is a situation that affects the patient and the nurse.

WHAT DID THE STUDY CONTRIBUTE TO THE LITERATURE?

This study evaluated the nursing care of hemodialysis patients as more technical and therapeutic interventions, the perception of care and care satisfaction of the hemodialysis patients participating in the study were at a high level and the results of patients who use the fistula as a vascular access route have a higher level of care perception than patients with catheters, contributing to the literature.

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Conflict of interest

The authors declare they have no conflict of interest.

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