

10th Global Nursing & Healthcare conference

August 18-19, 2016 Sao Paulo, Brazil

Patients' views regarding the care received in surgical and medical wards of the public hospitals within Makhado municipality in the Limpopo province

HN Shilubane, ML Netshikweta and MM Mureri
University of Venda, South Africa

Patient satisfaction has become an important indicator to measure the quality of care rendered to the patients while in hospital. Patient satisfaction surveys can help identify ways of improving nursing and health care services. The purpose of the study was to determine patient's satisfaction with the care received from the nursing staff while admitted in the surgical and medical wards of the public hospitals within Makhado Municipality. An exploratory, descriptive design was used. The population consisted of all patients admitted in all three sampled hospitals of Vhembe district in Limpopo province. A non-probability convenient sampling of 200 men and women who were admitted in the sampled public hospital at the time of data collection were recruited to participate in this study. A questionnaire with open and close ended questions was used to collect data. This study found that patients were less satisfied with resources such as equipments including television; cleanliness of the environment, nurse-patient relationship and quality of food. The findings of the study revealed that the majority of patients were satisfied with cleanliness of the beddings and hospital attire. However, patients were less satisfied with unavailability of resources such as equipments; cleanliness of the environment; interpersonal relationship and quality of food.

hilda.shilubane@univen.ac.za

Leadership in the community – Clinical immersion in El Salvador

Jill Hecker Fernandes
University of Wisconsin Eau Claire, USA

This presentation describes a community health clinical experienced by undergraduate nursing students in El Salvador. It allowed them to develop relationships with locals, specifically the homeless people who visit "Casa Esperanza" or Hope House. Recent studies have found a lack of support networks for people who are homeless, leading to isolation and loneliness. 33-38% of homeless people spend the day either with other homeless people or alone. Isolation erodes people's resiliency and ability to cope. Homeless men and women lack basic amenities; they hope to have food to eat when hungry but they also need to be treated as human beings. Casa Esperanza is in San Miguelitito, one of many neighborhoods still affected by the civil war. The people who were not able to leave were forced to live in the streets. At Casa Esperanza, the students prepare and serve meals, talk with the clients, and perform clinical consults. In Fall of 2015, 24 consults were performed, providing various treatments: reading glasses for severe cataracts, vitamins, herbal remedies for sleep, relaxation exercises and much more. Often the clients lack human connection; the students created a client experience that shows respect for the clients, treating them as the person they are.

fernanh@uwec.edu