

Customer satisfaction with the nursing care of an ECCI

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Abstract

Introduction

Demographic data related to the aging of the population increasingly justify the trend towards healthcare provided at home, which is why nurses encounter new challenges in the development of research on effective and evidence-based practices in this context, with an urgent need to direct attention to this area, which is so significant and useful for the population.

Customer satisfaction (SC) is a significant indicator and one of the fundamental dimensions to improve the quality of nursing care (QCE). Nurse managers act as a fundamental element among the needs of clients, nurses and the organization.

Objective

In this work, it was proposed to evaluate SC with nursing care (NC) provided by an Integrated Continuing Care Team (ECCI) of a Grouping of Health Centers (ACES) in the Lisbon region.

Method

For this purpose, the data collection instrument used was the SATENF-ECCI form “Customer Satisfaction with Nursing Care Provided by Integrated Continuing Care Teams” by Vilela. Quantitative data analysis was performed using the SPSS program.

Results

Of the six dimensions analyzed, overall a good score is verified, however Access and Nurse Skills stand out. The least punctuated were the involvement and participation of clients, EC, organization of care and intensity in monitoring and continuity of care.

Conclusion

It is concluded that improving the explanation about the functioning and organization of the service, extending the time dedicated to the care provider, as well as preparing him to provide care to the dependent client and increasing the number of visits, benefit the client and his satisfaction with the EC.

For research, the customer's perspective is important in understanding the central role that customer satisfaction with the EC can have for service management policies in a continuous search for quality improvement.

Keywords

Quality; Nursing Care; Customer Satisfaction; Nursing Management.

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