

ABSTRACT

Background: Patients' perceptions about the quality of nursing care is an important indicator in determining the quality of nursing care towards the improvement of the overall care that is rendered to patients. However, the extent to which nurses meet the expectations of patients in health facilities at the Kpone Katamanso Municipality is unknown. The aim of this study was to assess patients' perception about nursing care at the Kpone Katamanso Municipality.

Methods: A quantitative cross-sectional study design was employed in this study with 358 adult patients who were sampled using proportionate stratified sampling technique from four health facilities in the Kpone Katamanso Municipality. A structured questionnaire was administered and the data was analyzed using the STATA (V.15) software.

Results: Majority (53.6%) of the respondents had fairly positive perception about nursing care. Employment status, feeling on the cost of healthcare, duration in the hospital, mode of admission and health insurance status were significantly associated with patients' perception about nursing care ($p < 0.05$). However, the type of facility had no significant association with patient perception about nursing care ($p > 0.05$).

Conclusion: The overall perception about nursing care was fairly positive. Being a private employee and perceiving cost of nursing care as low significantly positively influenced perception about quality of care. It is recommended that management of public and private health facilities in the Kpone Katamanso Municipality should conduct in-service training exercises for all categories of nurses on standard nursing care to patients.