ABSTRACT

Title of work: the satisfaction of clients and the nursing care in Medicine ward of Hospital Nacional Guido Valadares.

Introductions: the satisfaction of clients is considered by most hospital services as a main indicator relative to measure the quality of the nursing care.

Objectives: to study the satisfaction of the client concerning nursing care performance at the hospitalization of medicine

Methodology: this study is cross-sectional, descriptive and quantitative approach; sample: 83 integrated clients who were hospitalized medicine HNGV, at the time of application of questionnaires (male 63,9%, and female 36,1%). Data collection was performed by application of the questionnaire.

Result: the study sample, 83 clients hospitalized in the Medical Services. Was generally satisfied with nursing care, according to the average satisfaction of the clients, according to a favourable judgment (3,9) and according to an unfavourable judgment (2,6) which corresponds to an average overall satisfaction of 3,3 (ona a scale of 1-5 points). The nursing care provided is considered satisfactory by most clients hospitalized at the HNGV Medical Service. There are some aspects that limit their satisfaction, with an average of 4. According to the opinion of the respondents, on ethical principles, the average response is 4, which means that they are quite satisfied with respect for ethical principles by part of nurses during the care of the HNGV.

Conclusion: The satisfaction of the HNGV Medical Service clients with nursing care, on average is 3,3, meaning that clients are moderately satisfied with the care taken by nurses. They also report that nurses in their interventions respect ethical principles, with an average of 4 points. These results evidenced the space to invest in the aspects that condition customer satisfaction, in particular the quality of nursing care.

Keyword: Nursing; caring; satisfaction of clients, Hospital Nacional Guido Valadares; Díli.