

HOME NURSING CARE AND PATIENT SATISFACTION IN TRANSDANUBIA

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OBJECTIVES

Our research examines patient satisfaction and care utilization in specialized home care in the Transdanubia region.

METHODS

We conducted our quantitative, cross-sectional research between March 15 and April 1, 2025, in four counties in Transdanubia. Our non-random, targeted expert sampling focused on patients aged 60 or older who lived in Transdanubia, Hungary. All participants had received home nursing care in the past year (N=128). We included questions on sociodemographic data and the use of home nursing care. We also used Patient Satisfaction, Patient Participation, and Patient-Professional Interaction questionnaires to collect data. We analyzed the data using descriptive and statistical methods in MS Excel 2016. Results were presented with frequencies and confidence intervals and considered significant at $p < 0.05$.

RESULTS

The average age of the patients was 73.26 ± 9.16 years (min=60 years, max=96 years). Among those surveyed, 46.88% received specialized nursing care, and 53.13% received physical therapy. Patients without a high school diploma were more satisfied with their care than those with a high school diploma ($p=0.046$) (Figure 3.). According to the patient-professional interaction questionnaire, patients without a high school diploma showed greater interest in patient-professional interaction than those with a high school diploma ($p=0.005$). Patients without a high school diploma also rated their caregivers as more empathetic ($p=0.007$) (Figure 1.). In the patient participation questionnaire, educational level made a significant difference on two subscales: cooperation and adapted, individualized knowledge. Patients without a high school diploma perceived greater cooperation during care ($p=0.00007$) (Figure 2.). On the second subscale, patients without a high school diploma reported receiving more personalized information from caregivers ($p=0.003$) (Figure 4.).

CONCLUSIONS

Patients with lower educational attainment reported greater satisfaction and more positive professional interactions. Targeted interventions to address the needs of patients with higher educational attainment are essential to enhance overall patient satisfaction.

Patient Participation Questionnaire (PPQ)		
Minimum	Maximum	Mean \pm SD
Adapted and individualized knowledge		
8 point	16 point	14.81 \pm 1.61 point
Collaboration		
16 point	28 point	25.62 \pm 2.29 point
Human approach		
4 point	8 point	7.76 \pm 0.61 point

Table 1.

The results of the units examined in the Patient Participation Questionnaire in the baseline sample (n=128)

Patient-Professional Interaction Questionnaire (PPIQ)		
Minimum	Maximum	Mean \pm SD
Patient Involvement in Care (PIC)		
10 point	20 point	18.82 \pm 1.80 point
Interest in the Patient's Agenda (IPA)		
11 point	20 point	18.79 \pm 1.90 point
Empathy (E)		
13 point	20 point	18.80 \pm 1.64 point
Effective Communication (EC)		
14 point	20 point	19.32 \pm 1.24 point

Table 2.

The results of the units examined in the patient-professional interaction questionnaire in the baseline sample (n=128)

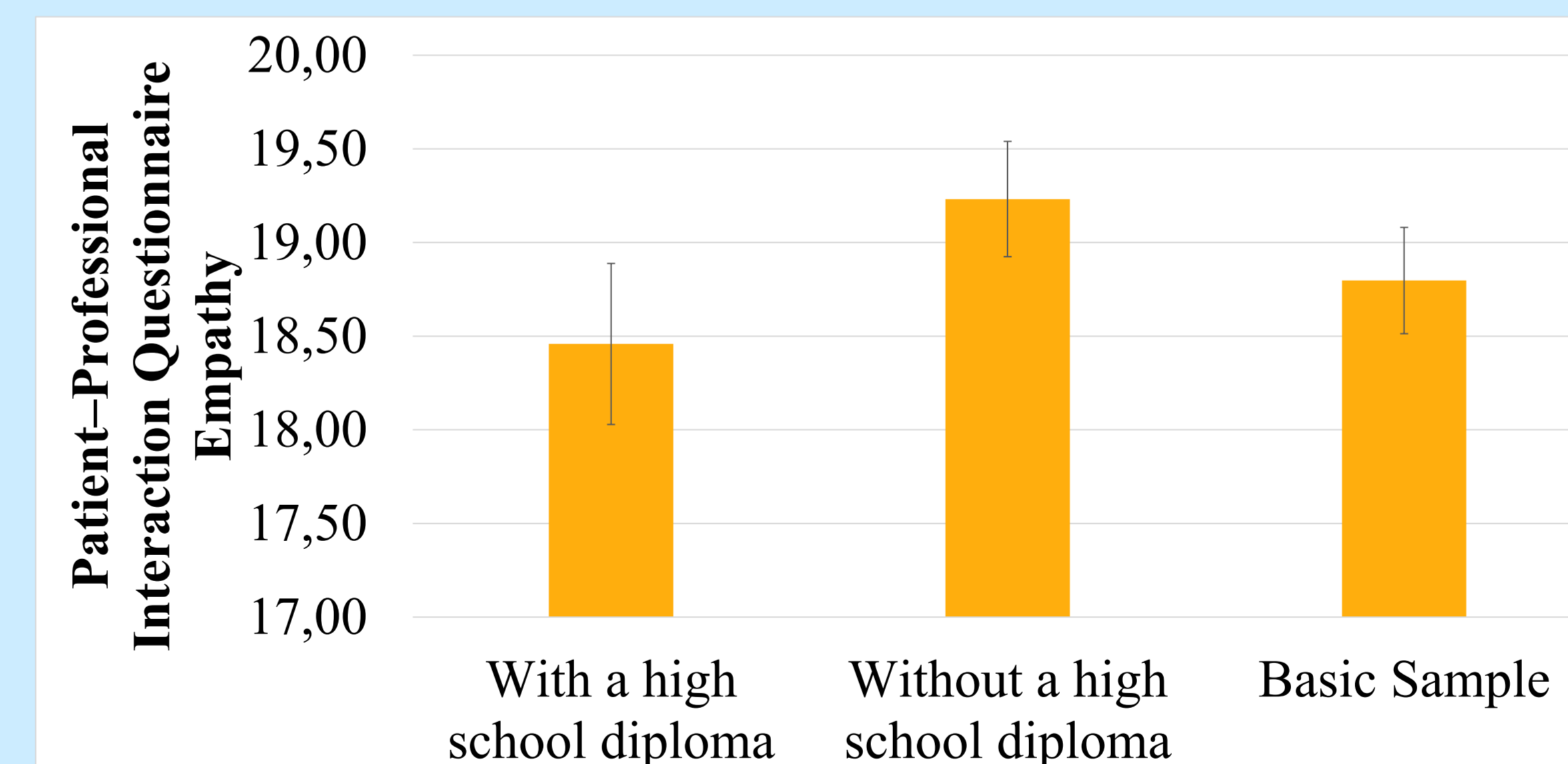


Figure 1.

Results of the Empathy Subscale of the Patient-Professional Interaction Questionnaire by Educational Level and the overall sample. (n=128)

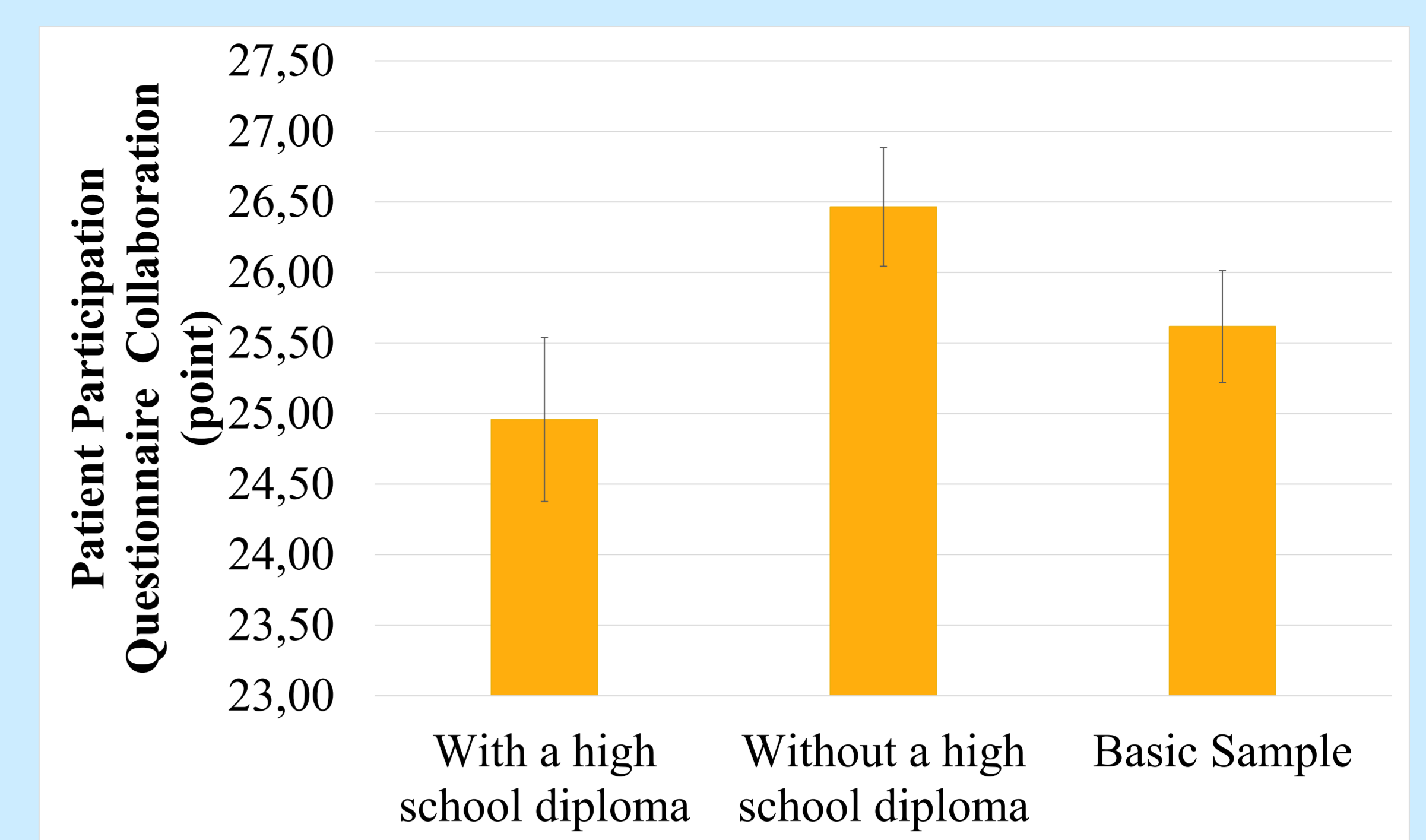


Figure 2.

Results of the Collaboration Subscale of the Patient Participation Questionnaire by Educational Level and the overall sample. (n=128)

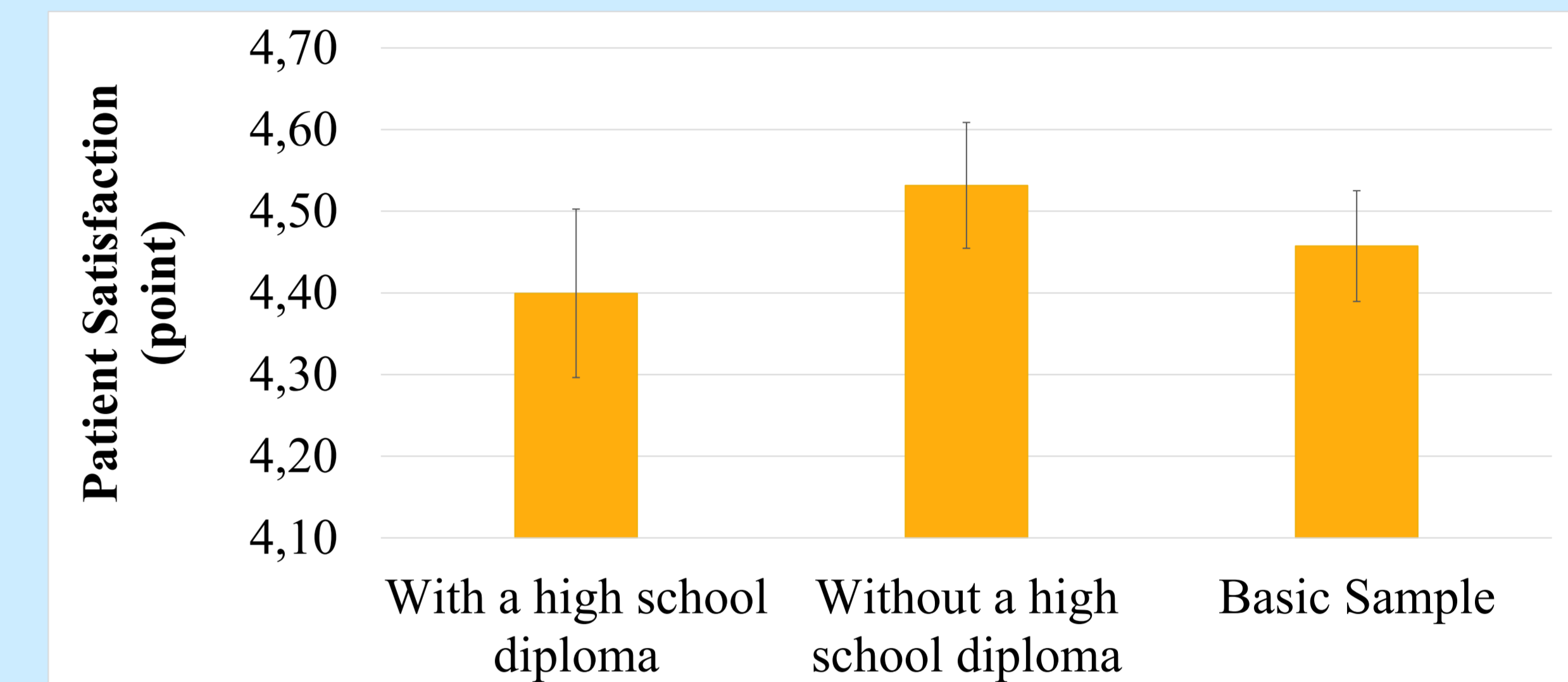


Figure 3.

Results of the patient satisfaction questionnaire according to educational level and the overall sample. (n=128)

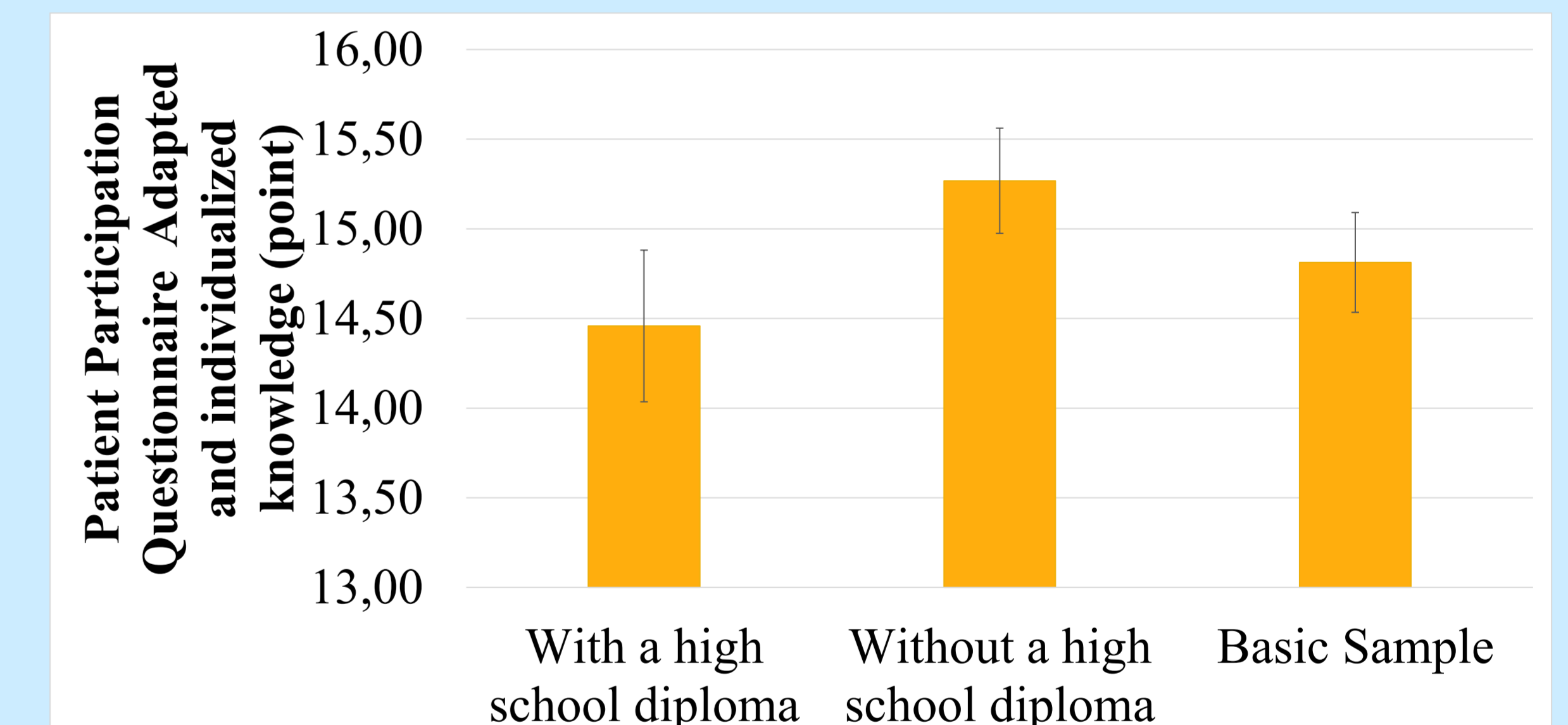


Figure 4.

Results of the Adapted and individualized knowledge Subscale of the Patient Participation Questionnaire by Educational Level and the overall sample. (n=128)

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