

# 35<sup>TH</sup> GLOBAL NURSING CARE & EDUCATION CONFERENCE

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## Patients' hospital experiences and Peplau's theory of interpersonal relations in nursing

**Background:** Though hospital reimbursement is tied to patient experience survey results, there have only been small improvements in hospitalized patient's experiences as measured by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. Hospitals known for nursing excellence provide higher-quality patient experiences, as measured by the HCAHPS survey. Previous research supports an alternate factor structure of HCAHPS survey results, based on a nursing theory of interpersonal relations.

**Objectives:** The main goal of the study was to test whether a nursing theory-based factor structure of items on the HCAHPS survey can make significant contributions to the prediction of patients' overall hospital rating and likelihood to recommend that hospital to family and friends. Finding support for this conceptualization of the items arguably supports a theory-based model.

**Methods:** We tested our hypotheses through hierarchies of ordinal logistic regression models, a type of generalized linear model, conducted on the HCAHPS survey results from one large, urban, five-campus academic medical center in the mid-Atlantic region of the US.

**Results:** The hierarchies of models supported a positive relationship between a nursing theory-based factor structure of HCAHPS data and patients' evaluations of their hospital experiences

## Biography

Thomas Hagerty, PhD, MEd, RN, CCRN is a bedside Nurse in the 18-bed Neurological Intensive Care Unit of New York Presbyterian Medical Center – Columbia Campus, and also a part-time adjunct professor of Nursing at LaGuardia Community College. He holds a PhD in Nursing from the City College Graduate Center in New York.

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