



## Relationship between patient satisfaction with nursing services and health awareness levels

Noran Mohammed Alghamdi, Nadyah Khalaf Safi Alanazi, Dalal Khalaf Safi Alanazi, Ghadeer Hemaidean Altalhi, Alanoud Salman Alshalawi, Ghadah Mousa Naseeb, Mona Awadh Alanazi, Fatimah Tuwaileh Almasoudi, Najla Awadh Sattam Alanazi, Amirah Oudah Alanazi, Zaina Zaki Almohammed, Fatmah Ali Khrami, Bader Majed Alotaibi, Ilham Muhammad Albalawi, Ramzi Hasan Al Hamad, Aseel Hasson Alhasson

Ministry of Health, Saudi Arabia

### Abstract

Patient satisfaction and health awareness are necessary pointers of quality healthcare, especially in nursing services where direct contact with patients is common. The study will examine the connection between patient satisfaction with nursing care and the degree of health awareness of patients. It also looks into the impacts of effective communication, empathy, cultural sensitivity, patient education and hospital environment in patient perceptions and health behaviors. Good health awareness helps patients to manage their health conditions, take prescription and do preventive measures, which increase patient satisfaction and confidence in nursing services. Health education programs and awareness campaigns conducted by the nurse are vital in enhancing patient knowledge, empowerment of self-management of chronic diseases, and proactive health behavior. The results also indicate that incorporating health literacy in nursing practice does not only enhance patient satisfaction, but also improves health outcomes. The Interplay between nursing services and patient health awareness is a vital understanding which is necessary to provide patient-centered care, enhance compliance to treatment, and create successful health promotion models.

**Keywords:** Patient satisfaction, Nursing services, Health awareness, Health literacy, Patient education, Chronic disease management, Nurse-patient communication.

### Introduction

High-quality healthcare involves patient satisfaction and health awareness as the key aspects of health care quality and the involvement of patients in managing themselves. The satisfaction of patients with the nursing services is one of the major indicators of quality healthcare because nurses are the first to provide direct care, education, and emotional support. Patients that are satisfied will have better trust in healthcare professionals, will follow treatment plans and actively engage in preventive and self-care activities, which will ultimately enhance the overall health outcomes.[1] That is why the term health awareness or health literacy means the capacity of a person to interpret and use health-related information in order to make informed decisions. It affects the way patients identify the symptoms, adhere to medical recommendations and embrace healthy lifestyles. The degree of health awareness also helps in enhancing the management of diseases, as well as enabling patients to work efficiently with the healthcare providers, especially nurses, who are of much importance in educating and guiding patients at their course of management.[2] Patient satisfaction and health

awareness are related in a complex such that one cannot be offered without the other. When patients have knowledge regarding their conditions and treatment choices, they are more likely to view nursing care in a positive way and when the nursing care works, the patients will have better knowledge and be more engaged. Communication, empathy, cultural sensitivity, and patient education are factors that have a considerable impact on both satisfaction and awareness, which explains the significance of the holistic patient-focused nursing practices.[3] The study will aim at investigating the relationship between patient satisfaction with nursing services and the level of health awareness and how such variables interact to result in both positive patient experiences and outcome of nursing interventions in ensuring better health outcomes.[4,5]

### The relevance of patient satisfaction in health care.

Patient satisfaction is a basic component when assessing quality and the efficiency of healthcare services. It demonstrates the extent to which healthcare practitioners address the expectations, needs, and values of patients. Patient satisfaction is a not only an outcome measure but also a determinant in

the modern healthcare systems in the context of patient behavior, treatment adherence, and the health outcomes. Satisfied patients tend to be more trustful toward the healthcare professionals and adherent to the medical recommendations, as well as they may become more active in the treatment plans.[6] Patient satisfaction is especially significant in the nursing profession since nurses are the first point of contact to the patient and the health care system. They are very important in offering comprehensive care which involves the physical needs as well as the emotional and psychological needs. Good communication, empathy, respect, responsiveness are critical attributes of nursing that will have direct impact on the way the patients view their care experience.[7] high patient satisfaction leads to improved performance of the institutions. Patient-centered care in the hospitals is likely to result in fewer complaints, reduced readmission rates, and enhanced reputations in the society. Conversely, low level of satisfaction may cause mistrust, non-compliance and adverse health.[8,9] the overall objective of equitable, safe, and high-quality healthcare can be achieved by ensuring better patient satisfaction through better nursing interventions and health awareness. It enhances the relationship between the patient and the nurse, promotes health literacy, and provides a favorable healing atmosphere that helps the patients and health caregivers.[10]

#### **Understanding Nursing Services and Their Role in Patient Care**

In any healthcare system, nursing services are the pillars of patient care. Nurses are in the center stage of activities that promote health, disease prevention and assist patients during illness and recovery. They are not only required to perform simple medical services but also to teach and provide emotional support to their patients and protect their rights. The nursing services are devoted to the holistic approach to the needs of every patient, including physical, psychological, social, and spiritual ones. This holistic approach will help in making sure that the treatment is not just about curing a disease but the overall quality of life of the patient is enhanced.[11,12] Good nursing services rely on various fundamental aspects such as professional competence, communication skills, empathy and ethical practice. Nurses can be the most accessible and most often the initial contact point with the patient and this is what enables them to create a sense of trust and form meaningful connections. Nurses determine patient needs, track progress, and continuity of care through constant interaction with patients. Furthermore, it is crucial that they contribute to health education by clarifying the treatment procedures, taking medication, and taking preventive measures to enhance the knowledge of the patients concerning their health.[13] Good nursing services do not only result in patient outcome, but also satisfaction and health awareness. Patients tend to be more active and assured of their health management when they get

quality care that is provided in a regular, caring, and informative manner. Thus, the role of nursing services should be comprehended to find out how to enhance patient satisfaction and become a more knowledgeable and health-aware population.[14]

#### **Health Awareness Determination of Health Behavior**

Health awareness is also important in defining the health behaviors and well being of the people. It can be defined as the knowledge of an individual in matters touching on health like preventing diseases, healthy lifestyles and proper utilization of healthcare services. High health awareness helps people to make right decisions concerning their health, to engage in the right behaviors, and to avoid engaging in practices that can cause disease. As an illustration, the more people know about the need of healthy eating habits, exercise, and regular health assessments, the more they will take precautionary measures and have improved health-related outcomes.[15] Patient interaction with the healthcare providers is also dependent on health awareness. Educated patients have better communication skills, understand treatment regimens, and play an active role in their treatment. This consequently has the potential to increase satisfaction of healthcare services especially nursing care, which incorporates education and communication as major aspects. Nurses have a crucial part to play in enhancing health awareness in their patients through uninterrupted education of patients, counseling, and promotion of health. Nurses are allowing patients to be aware of their conditions and why self-care matters, thereby enabling them to be in control of their health.[16] low health awareness is commonly related with unhealthy habits like smoking, poor nutrition and absence of medical follow-up, and results in preventable diseases and hospital admission. Health awareness creation is therefore imperative to enhance better population health and minimize the healthcare expenditures. Finally, the issue of health awareness is a key contributor to health behavior as well as an important factor that determines sustainable wellness in the long term.[17]

#### **Relationship between Health Education and Patient Empowerment.**

Health education is one of the pillars of the contemporary healthcare and it is crucial in enabling patients to have control over their health. It entails giving people the correct, pertinent, and comprehensible information regarding illnesses, medical care, way of life, and averting actions. Patients who are given relevant health education become more informed about their conditions and become more empowered to make decisions on the basis of their care. This is known as patient empowerment as a process of acquiring knowledge and confidence.[18] Empowered patients are the ones who are involved in their treatment plans, effectively communicate with healthcare providers and comply more frequently with medical advice. They also tend

to take more self-care and check their health condition and seek medical assistance when they need it in time. Nursing professionals are the key players in this empowerment process, since most of them are the individuals who are tasked with educating the patients, clarifying them on the medical issues and encouraging the healthy behaviors. Nurses who educate patients on a patient-centered approach can improve their health literacy but also increase their trust and satisfaction with healthcare services.[19] Also, the empowerment of patients through education helps to improve health results and lower hospital readmissions. It develops self-sufficiency, self-confidence, and sense of ownership to his well-being. Health education therefore can be both preventive and curative, and this intermediary between professional and self-management. To conclude, empowerment of patients, nurse-patient relationship, and eventual goal of having a healthier and more aware society are achievable through good health education[20].

#### **Factors Affecting Patient Satisfaction with Nursing Services**

Personal, professional, and environmental factors related to nursing services determine the level of patient satisfaction with the provided services. The quality of communication between nurses and patients is one of the most important ones. Patients feel respected, valued and understood when nurses listen to them, give them clear explanations and empathies. Good communication allows one to develop trust and increase the level of satisfaction.[21] The professional competence and responsiveness of nurses is also another critical factor. Patients are likely to be more satisfied as nurses exhibit good clinical abilities, react to the patients promptly and handle their care effectively. Empathy, benevolence and respect are also significant factors because the patients love to see the nurses treat them with dignity and concern.[22] Satisfaction can also be influenced by the work environment and the level of staffing. Nursing teams that are overworked and those that are understaffed might fail to give the required attention and care to patients. Positive management and sufficient resources help nurses to provide better quality care, which has direct impacts on patient satisfaction.[23] Also, the satisfaction perceptions are influenced by patient-related factors which include age, education, ethnicity and past experiences of healthcare. Patients who are more health-aware or expectant might form their judgments of care in comparison with less-knowledgeable patients.[24] effective communication, professional competence, empathy and supportive healthcare environment are factors that affect patient satisfaction with nursing services. These factors are better understood to enable healthcare organizations develop strategies to address them, so as to facilitate better nursing performance, patient experiences, and health outcomes.[25]

#### **Effects of Nurse-Patient Communication and Satisfaction.**

The quality of nurse-patient communication is among the most significant determinants of patient satisfaction and the quality of healthcare in general. Trust, understanding, and cooperation between nurses and patients are built on communication. Patients feel valued, respected, and emotionally supported when nurses talk to them, listen attentively, and react in an empathetic manner. This feeling of belonging increases satisfaction and facilitates a good care experience.[26] Effective communication enables nurses to express medical conditions, drugs and therapy options in a manner easily understandable to the patient. This can minimize anxiety and boosts the confidence level and it makes patients engage in the decision-making process concerning the management of their care. The knowledge of patients about their conditions and the logic of interventions will promote the overall adherence to treatment and recovery plans, leading to higher health outcomes and higher patient satisfaction with nursing services.[27,28] On the other hand, lack of communication may result in lack of understanding, fear, and dissatisfaction. Unheard or misperceived patients might lose their confidence in the healthcare system and become dissatisfied with the quality of provided services. Thus, nurses should strive to acquire good interpersonal and communication skills to make the interaction with patients of different background and education level effective.[29] there is a clinical imperative of nurse-patient communication and nurse-patient communication is also one of the determinants of patient satisfaction and health awareness. Patient relationships, satisfaction, and more effective and compassionate healthcare delivery can be strengthened by nurses by engaging in open communication, empathy, and reciprocal respect.[30]

#### **The Role of Empathy and Compassion in Nursing Care**

The elements of empathy and compassion are critical elements of effective nursing care and hold a key place in determining patient satisfaction and health outcomes. Empathy is a quality that defines the skills of nurses to empathize with their patients and show their feelings, whereas compassion is the willingness to ease their suffering. These characteristics, combined with others, shape the emotional core of the relationship between the nurse and the patient and foster trust, solace, and recovery.[31] In the event that nurses portray empathy, they consider the emotional and psychological requirements of patients, not their physical statuses. This is because this holistic approach makes the patient feel seen, heard, and respected which is key in increasing the satisfaction in the nursing services. Patient anxiety, fear, and pain can be minimized through compassionate care, which is manifested in small gestures, like listening, being

kind, or reassuring. This kind of care develops a feeling of safety and emotional attachment which leads to quicker recovery and more positive experience in the hospital.[32] Patients can also communicate freely, adhere to treatment and take an active part in their care as a result of empathy and compassion. On the other hand, emotional deficiency may result in a sense of abandonment or displeasure despite sufficient technical treatment. Hence, emotional intelligence, cultural sensitivity, and communication skills should be considered in nursing education and professional development.[33] empathy and compassion are not only ethical principles but skills of professionalism that determine the quality of nursing services. They improve the satisfaction of patients, facilitate emotional well-being and reinforce the human connection that is central to healthcare.[34]

#### **Health Literacy and its impact on treatment adherence**

Health literacy is a condition when people are able to acquire, comprehend and use health information to make a informed choice related to their healthcare. It plays a significant role in determining the adherence to treatment strategies since patients who are more health literate can follow medical instructions better, take medications as expected, and identify symptoms that need medical care. Patients are more willing to adhere to prescribed regimens and develop healthy lifestyles when they figure out the reasons why they should take the medication and what the failure to do so will entail.[35] Poor health literacy, in its turn, is linked to the lack of understanding of the medical counseling, incorrect use of medications, as well as reduced involvement in self-care. Lack of adequate knowledge on the part of the patient regarding their condition usually causes confusion and anxiety which in turn may cause a failure or even complication of the treatment. Elimination of such barriers is where nurses are imperative in offering patient centred education, exercising simple and clear language and ensuring that the patient gets the message by adopting a positive communication strategy.[36] Health literacy improvement will help improve the connection between nurses and patients on the basis of trust and confidence. Informed patients become more active participants of their own care, more expressive, and more likely to collaborate with them. Such a process enhances compliance and clinical outcomes and raises the satisfaction with nursing services as patients experience more support, empathy, and competence in the care they receive.[37]

#### **Awareness and Self-management of Chronic Diseases amongst the Patients**

Self-management of chronic diseases is a crucial aspect of patient awareness, which subsequently affects patient satisfaction levels of nursing services. The chronic conditions like diabetes, hypertension and cardiovascular disorders demand constant monitoring, changes in lifestyle and compliance to medical regimens. Patients with proper awareness and

knowledge of their illness tend to be more participative in their care, adherent to medical care and prevention practices. Such empowerment promotes the feeling of control in their health, which results in favorable disease outcomes and better quality of life.[38] Nurses are also important in improving patient awareness in terms of educating, informing and comforting the patient. Nurses can assist patients to make informed choices regarding their health by giving them clear explanations regarding the mechanisms of the disease, treatment objectives, and the possible complications. In addition, the patients trusting their care and being satisfied with the services of a nurse have more opportunities to grow when they are given a personal approach and motivated to design their care objectives.[39] Disease management, medication adherence, nutrition, and physical activity are critical elements that need to be incorporated in health education programs to enhance self-management. These programs do not only improve the knowledge of patients but also instill confidence in them to manage the day-to-day health challenges. Moreover, a patient with a better level of awareness would have a higher chance of developing the early symptoms of complications, early medical assistance, and follow-up.[40] effective nursing communication and education of patients will lead to the improvement of patient awareness and, consequently, to the enhancement of the self-management of chronic diseases and the improvement of the relationship between patients and nursing personnel in general.[41]

#### **Influence of Educational Level on Health Awareness**

The level of education is considered to be one of the most important determinants of health awareness and, thus, patient satisfaction with the nursing services. People who are better educated tend to have a better capability of comprehending health-related information, interpreting medical prescriptions, and making decisions regarding care. Education also improves the ability to think critically and health literacy, making patients understand the processes of disease, treatment and preventative measures in a more effective way. Therefore, they tend to be more active in taking care of their health, following medical recommendations and communicating freely with medical workers.[42] On the other hand, patients who have low levels of education might experience a problem in comprehending medical terms, interpreting prescriptions, or adhering to intricate treatment regimes. This may cause confusion, deficits in compliance of therapies and loss of self-confidence in their health management. The role of nurses in such situations is significant in filling the knowledge gap with clear and simple explanations, which are culturally sensitive to enhance understanding and trust.[43] Patient satisfaction can also be associated with the connection between education and health awareness. Patients that have received an education and understand the reasons behind the nursing

interventions will tend to value the quality of care they are given and result in a high level of satisfaction. Conversely, the insufficient level of education can lead to the absence of awareness and subsequent perceived dissatisfaction. Thus, the fusion of health education to the educational level of the patient is what will make communication more effective, health awareness will be improved, and the level of satisfaction with nursing services will also be elevated. This practice will guarantee the provision of balanced and patient-focused care that will foster the improvement of health.[44]

#### **Cultural Influences on the perception of patient on the nursing care**

Cultural aspects are also important determinants of how the patients perceive nursing care and how they are generally satisfied with healthcare services. Culture determines the way people perceive the illness, their pain, their communication with the healthcare providers, and how they assess the quality of care they have been provided. The beliefs, values, and traditions of the patients influence their expectations of the nurses, their readiness to accept the medical advice, and the trust they have to the healthcare system. Nurses need to comprehend these cultural dimensions so that they can provide culturally sensitive, sensitive and respectful care to their patients.[45] Among the cultural issues with the greatest impact on patient satisfaction is the language barriers. In the case of communication barriers, patients will feel they are not understood or they are being left behind, which will result in frustration and lack of trust. Moreover, cultural attitudes to gender roles, modesty, or family participation in care may affect the way the patients relate to the nurses and their perceived professionalism or empathy. To illustrate, in certain cultures, patients wish the family members to make medical decisions whereas in others, the autonomy of an individual is regarded with a higher priority.[46] Cultural competent nurses (having awareness, sensitivity and adapting the practices of care) can enhance patient satisfaction and health awareness. Culturally specific health education assists patients in better comprehending the conditions and comply with the treatment plans. On the other hand, failure to observe the cultural differences may result in miscommunication, disobedience and dissatisfaction. Thus, one of the most important aspects that should be integrated into nursing practice is cultural understanding as it is necessary to not only improve patient satisfaction but also health equity and awareness in various populations to ensure that the provided care is holistic and patient-centered.[47]

#### **The Correlation between Satisfaction and Expectations on the part of the patient**

The expectation of patients is a major factor concerning the overall satisfaction of healthcare services, especially in nursing care. The factors that affect the creation of expectations are numerous, and

they may include past experiences with healthcare, culture, societal factors, and information given to patients regarding their condition and treatment. The higher the expectations of the care given, the higher the satisfaction levels reported by the patients. In contrast, patients tend to be dissatisfied when such misunderstandings occur, even when the quality of clinical care is very high (in the event of ineffective communication, perceived neglect, or the absence of empathy, etc.).[48] Some of the most common expectations of patients are related to respect, responsiveness, effective communication, emotional support, and professional competence in the framework of nursing services. Nurses usually are the first to interact with the patient in a healthcare facility, and their interactions with a patient are often the most significant determinant of the perceived quality of care. Feeling that the nurses listen to them, comprehend and care about them, patients become more convinced in the healthcare system that leads to increased levels of satisfaction and compliance with medical recommendations.[49] Patient expectations must therefore be managed to ensure that there is satisfaction. This is possible by means of effective communication, patient education and openness on care procedures and outcomes. By conducting achievable expectations and engaging patients in the decision-making process, nurses enable empowered patients to assume an active role in their own health, as well as leading to satisfaction and awareness. Therefore, patient expectations and how they relate to the real nursing practices are a vital core requirement in enhancing the overall healthcare experience and guaranteeing positive patient outcomes.[50]

#### **Evaluation of Nursing Performance and Patient Trust**

Assessing nursing is an essential part of ensuring quality healthcare and making patients trust in their nurse. The role of nurses in taking care of patients is very critical as they ensure that the patient is comfortable, safe, and well supported emotionally as well as in terms of clinical tasks they do. The success of performance assessment is to identify the strengths, solve weaknesses and encourage the nursing personnel to develop professionally. It covers various dimensions such as clinical competence, communicational skills, ethical standards adherence, time management, and empathetic response to the needs of a patient.[51] Perceived performance of the nurses is directly related to patient trust. Seeing nurses being professional, competent, and showing their real concern, patients will be more confident in the healthcare system. The trust leads to the open communication, adherence to treatment plans, and improved health outcomes. On the other hand, lack of or irregular nursing performance, including delayed response, lack of empathy, or poor communication may destroy patient trust, which causes dissatisfaction and anxiety.[52] Some of the evaluation techniques

that can be used include the use of patient feedbacks, peer reviews, performance audits, and outcome based assessment to offer a sound view on the effectiveness of nursing. The inclusion of patient views in the performance assessment process will make sure that nurses do not lose sight of the effects of their care to their satisfaction and trust. On-going training and supervision also increase performance and confidence.[53] it is found that there is a solid relationship between patient trust and nursing performance. Regular assessment and enhancement does not only result in the provision of high-quality care but also reinforces the therapeutic relationship between patients and nurses, which establishes a setting of healthcare that is based on safety, respect, and understanding.[54]

#### **The part played by Nurses in facilitating preventive health practices**

Nurses are the key drivers of preventive health behavior as they are both the care givers and instructors and they are the ones who cross the divide between the patient and the health system. Their distinctive status enables them to shape the health behaviors, promote early disease detection and promote long term wellness of communities. Patient education, counseling, and advocacy enables individuals to take a proactive role in their health and illness prevention before they happen through the efforts of the nurse.[55] Education on lifestyle changes, including healthy diet, physical exercise, vaccination, and a lack of harmful habits, including smoking or excessive alcohol use, is one of the most important roles of a nurse in prevention. Nurses can shape health messages to fit the needs and culture of each patient to make them recognize the significance of prevention and its direct influence on their quality of life. Also, nurses usually detect the risk factors of the chronic diseases like hypertension, diabetes or obesity at the early stage and hence interventions and referrals can be made in time.[56] Nurses in a community and public health setting perform health screening, organize awareness programs, and work with other health professionals to put preventative programs into practice. Their repeated interaction with the patients develops trust and promotes long term behavior change. Further, nurses can decrease healthcare expenses, hospitalization, and disease burden by encouraging preventive health behaviors.[57] In general, the role of nurses in prevention is not constrained to clinical care, they serve as educators, motivators, and advocates encouraging people and communities to place health at the center of their agenda, which leads to the creation of an awareness and responsibility culture that promotes long-term health.[58]

#### **Environment in the Hospital and its Impact on the patient experience**

Patient experience and nursing services satisfaction are influenced by the hospital environment significantly. It includes the physical environment,

including its cleanliness, lighting, levels of noise, and comfort, and the organizational climate, including the conduct of the staff members, their communication, and the efficiency of their working process. A supportive and well-maintained environment can have a positive impact on the perceptions of care on patients and lead to the minimization of stress and anxiety, as well as contribute to an accelerated recovery.[59] The clean, organized, and safe environment is associated by the patient with professional and high-quality care. Comfortable beds, available facilities, personal rooms, and minimum noise, among others, are the factors that can be seen to not only contribute to the physical comfort of the patient, but also the psychological well-being. Equally, organizational culture of the hospital such as the responsiveness of personnel and teams and communication influences the perception of the quality of nursing care by the patient. When patients see a caring, respectful and organized care, they become more satisfied because they have gained trust and reassurance.[60] Engagement and awareness of patients are also influenced by environmental factors. As an example, hospitals where educational aids are available, visual stimuli, and easy access to health information will help patients to learn more about their diseases and be actively involved in their management. On the contrary, unclean, crowded, or disorganized settings may cause greater stress, disorientation, and bad mood, which might compromise the compliance with the treatment and the perceived efficiency of the nursing care.[61] Thus, physical and organizational nature of the hospital setting is vital with respect to designing patient experiences. Healthcare institutions can improve patient outcomes, build the positive attitude towards nursing care, and make the experience of the victims more positive and supportive by providing a safe, comfortable, and supportive environment.[62]

#### **Communication Barriers Between Nurses and Patients**

The barriers that exist between nurses and patients are very important aspects, which may affect the satisfaction of the patients and the quality of services they will receive. To be able to comprehend the needs of patients, give clear instructions, health education, and trust, effective communication is needed. Nevertheless, there are a number of obstacles that may hinder this process and lower the quality of nursing care and adversely touch the patient experience.[63] One of the most prevalent ones is language differences, particularly in multicultural health care environments. Poor adherence to treatment may be caused by the inability of such patients to follow the instructions because they do not understand them because they do not speak the same language as their caregivers, feel isolated, or have a feeling of anxiety. Likewise, patients with limited health literacy may become confused by medical jargon and other technical terminology, and they may not understand their condition or what interventions are aimed at.[64]

The communication is also affected by cultural beliefs and societal norms. As an example, the patient might be reluctant to ask questions or voice his/her concerns because of the respect towards authority or gender-related norms and this will narrow the amount of information obtained by the nurses. Fear, stress or pain, which are all emotional aspects, may further decrease the ability of patients to communicate effectively, and the state of stress, work load of nurses or they not being well trained in communicating with patients might contribute to the issue.[65,66] The solution to these barriers involves conscious efforts such as the use of straightforward language, images, an interpreter, a culturally appropriate approach, and active listening. The communication difficulties can be overcome by nurses to make patients comprehend their care, feel comfortable, and take an active part in health management. Enhanced communication is the direct outcome of improving patient satisfaction, increasing health awareness, and improving the nurse-patient relationship.[67]

#### **Association of Health Knowledge and Healthcare Usage**

The level of health knowledge plays an important role in determining the extent of healthcare usage because the more a person is informed about health challenges, the more they engage in medical services in a better way. Health knowledge is the knowledge about diseases prevention, identification of symptoms, when to see the doctor, and having access to available health care. The better the health knowledge of patients, the higher the likelihood that they will attend regular check-ups, respond to suggested screening procedures and adhere to the treatment regimens, thus complications can be eliminated and overall health outcomes can be enhanced.[68] Education, counseling as well as health promotion are crucial in the role of nurses in increasing their knowledge of health. Nurses inform patients on how to make effective decisions about their health by clarifying what the illnesses are, how they can be treated, and ways to prevent them. Such empowerment promotes prompt use of medical services, less delay in seeking medical services, and greater adherence to medical guidance.[69,70] On the other hand, poor knowledge of health may result in poor use or misuse of healthcare services. Patients can postpone their visits to healthcare facilities, miss the signs of a disease or use the wrong types of remedies, which leads to disease progression and higher medical expenses. The health knowledge and later utilization of health care services by the patients are also determined by cultural beliefs, educational background and accessibility to valid health information.[71] Nursing interventions can positively influence the pattern of healthcare utilization by providing health education and enhancing patient awareness. Learned patients become more willing to take preventive measures, adhere to the treatment regimen, and keep in touch with healthcare specialists.

This in turn leads to improved health management with improved patient satisfaction as well as efficiency in utilizing healthcare resources with increasing health knowledge.[72,73]

#### **Nurse-led Health Education and Its Results**

Health education programs that are run by nurses are crucial to enhance patient knowledge, boost healthy behaviors, and overall health outcomes. Nurses are the creators and implementers of these programs and are well equipped with their knowledge to train their patients on prevention of diseases, adherence to treatment, changes in lifestyles and self care practices. Nurses can assist patients in learning more about their conditions and the necessity to comply with medical recommendations by offering specific information, depending on the needs of the patient.[74] These programs have been established to enhance treatment adherence, decrease complications and make the patients active in their health management. Indicatively, nurses can guide the patients on the aspects of glucose level monitoring, medication administration, and nutritional adjustments by conducting diabetes education, which will result in a better glycemic control and less hospitalization. Equally, cardiovascular health interventions are aimed at lifestyle changes, the early detection of warning signals, and compliance with prescribed treatments, which leads to improved long-term results.[75,76] In addition to personal health changes, patient satisfaction is also positively influenced by nurse-led education programs. Informed patients have a higher degree of trust, confidence and involvement in their care by having a nurse who is supportive. Such programs may be executed in a wide range of places, among them hospitals, clinics, community centers, and home visits, hence they are available and can be adjusted to the needs of different populations.[77] Health education should be led by the nurse and based on effective communication, approaches that are culturally sensitive and continuous assessment to ensure that the knowledge is understood and remembered. These programs improve the quality of care as well as the experience of a patient by promoting awareness, patient empowerment, and promoting proactive health management.[78]

#### **Increasing patient satisfaction by means of health awareness campaigns**

Health awareness programs are essential in enhancing patient satisfaction, as they enable the provision of information to individuals on the prevention and treatment methods of the diseases and healthy lifestyles. The purpose of these campaigns is to raise awareness about the health conditions among patients, improve their skills in making informed decisions and proactive involvement in their care. Patients that are well informed tend to adhere to the medical instructions, engage in self care and also value the services given by the health care providers, especially nurses.[79] Nurses tend to be in front or at least



involved in health awareness programs where they educate by use of workshops, information text, counseling and even community outreach programs. Nurses can make patients understand their conditions, medication regimens, and the significance of preventive care with the aid of explaining complicated medical terminology in a simple and culturally appropriate manner. This will not only help in minimizing confusion and anxiety, but also trust and confidence in the healthcare system.[80] Patients also change perceptions about nursing care due to health awareness programs. As people observe the hard work and support that the nurses bring to know more about their health, they are more satisfied with their care. In addition, patient empowerment through campaigns that aim at managing chronic diseases, vaccination, nutrition, and hygiene have the potential of influencing patients to embrace healthier practices, and consequently improve clinical outcomes and reduce complications. the inclusion of health awareness campaigns in the nursing practice will reinforce the nurse-patient relationship, increase the engagement, and make the population more informed and health-conscious. The educated and supported patients are more content with their care, stick to treatment plans, and engage in the well-being preservation.[81]

#### **Integrating Health Literacy into Nursing Practice for Better Outcomes**

Health literacy as a nursing practice must be incorporated in order to enhance patient outcomes, increase satisfaction, and active engagement in healthcare. Health literacy is the capacity of a patient to access, receive, and act on health knowledge to get an informed choice on how to be cared. The role of nurses in enhancing health literacy is a central one, as they can provide information in an accessible, easy-to-understand, and culturally sensitive manner so that the patients can be able to understand their conditions and treatment courses, as well as preventive care.[82] The concept of health literacy in nursing practice entails the evaluation of the level of the understanding of the patient, plain language, visual aids, and teach-back methods to ensure the patient has grasped the concept. In this way, nurses allow patients to take care of their health, take medication, and prevent, thereby becoming self-empowered to take care of their health. This method is specifically significant among chronic illnesses, low education, and limited access to health information patients, as it can decrease the rates of misunderstandings, treatment errors, and readmissions.[83] Health-literate nursing care also improves the relationship of a nurse and a patient. The more informed and confident the patients are about their skills to control their health, the more open communication, questions, and involvement in decision making they will perform. This interaction promotes trust, satisfaction and improved clinical outcomes, Incorporating health literacy in the daily nursing practice helps to achieve the holistic approach

to patients. Nurses can help to achieve better health awareness, prevention, and long-term wellness by focusing on education, effective communication, and patient empowerment. Health-literate care means that patients do not receive care passively, but as the active participants of the healthcare process, which eventually guarantees increased satisfaction and better management of their health.[84]

#### **Conclusion**

The correlation between patient satisfaction of nursing services and the level of health awareness indicates the significance of nursing care as the determinant of patient experiences and outcomes. Various factors determine patient satisfaction among them being effective communication, empathy, professionalism, and the hospital setting. As primary carers, nurses can provide a special chance to educate, guide, and empower patients, which would increase their satisfaction and health awareness. The presence of health literacy, patient education, and culturally sensitive care is associated with the end result of managing the health of patients, following the treatment plan, and practicing preventive measures. Perceptions, trust, and patient expectations are closely correlated with the quality of nursing services and information that is provided. Patients are respected and supported when they are shown individual care and attention, cultural and educational differences are recognized, and patients are included in making their own decisions and choices. It results in increased engagement, improvements of adherence to therapies, and informed health behaviors. The necessity of knowledge in enhancing self-management of chronic illnesses, preventive health behaviors and overall well being is further strengthened by nurse-led programs and health awareness campaigns, Health literacy must be included in the nursing practice, as it is recommended that care should not only be proficient, but understandable, allowing patients to actively engage in their health. The convergence of professional competence, education, empathy, and cultural sensitivity will help nursing services to improve patient satisfaction in addition to fostering sustainable awareness of health. These relationships between nursing care and patient knowledge should be reinforced because this is the key to enhancing healthcare outcomes, building trust, and creating a more informed and health-conscious population.

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