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KEY WORD:

EXPECTATION / PATIENT ADVOCACY / SATISFACTION

TOEIHOMME BOONPUN : RELATIONSHIPS BETWEEN EXPECTATION AND PATIENT
ADVOCACY AND SATISFACTION IN NURSING PRACTICE OF OUT-PATIENTS IN

HOSPITALS UNDER THE JURISDICTION OF BANGKOK METROPOLITAN

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The purposes of this research were to study the relationships between expectation of patient advocacy and actual patient advocacy and satisfaction in nursing practice of out-patients. Research subjects consisted of 140 out-patients in out-patient department. The instrument was the interview guideline which was developed by the investigator and tested for the validity and reliability. The data were analyzed by using arithmetic mean, standard deviation, t-test and Pearson Product Moment Correlation Coefficient.

The major findings were as followed:

1. The mean scores of actual patient advocacy and patients' expectation of patient advocacy were in the moderate level.
2. The mean scores of satisfaction in nursing practice of out-patients was in the moderate level.
3. Actual patient advocacy was positively and significantly related to out-patients' satisfaction in nursing practice, at .05 level.
4. There was no relationship between patients' expectation of patient advocacy and the satisfaction of out-patients.

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