

**THE EFFECT OF COMFORT PROGRAM ON SATISFACTION, ANXIETY AND PAIN AMONG PATIENTS RECEIVING COLONOSCOPY**

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**ABSTRACT**

The objective of this study was to evaluate the effect of comfort program on satisfaction, anxiety and pain among patients who receive colonoscopy. A Quasi-experiment design was conducted among 158 patients including males and females with the age of 18 years or older in the Functional Examination Department of Bach Mai Hospital. They were divided equally into control and experimental groups receiving colonoscopy without sedation. Data were collected from the patients' hospital record, interview with the patients using the Mghaa-9 questionnaire, Hamilton Anxiety Rating Scale (HAM-A) and Numerical Rating Scale, ANCOVA, Mann-Whitney and Chi-square were used to analyze the data. There was significant difference of satisfaction and anxiety level between control and experimental group after colonoscopy ( $p < .01$ ). Most of the patients in the experimental group were satisfied with colonoscopy services at very good and excellent levels (75.9%, 24.1%). They received a good bowel preparation expressed by the color of the fluid in their bowel during colonoscopy while the clearance of the patient's bowel in the experimental group was good and excellent level 65.82%, 22.78%, respectively. Pain levels increased to  $4.96 \pm 2.02$  in the experiment group and  $6.41 \pm 2.10$  in the control group. However, there were no differences between two groups. In conclusions, the comfort program showed that it was effective in many aspects and therefore nurses should sustain this program by training all nurses and health care personal as well as develop guideline with standing order prescription to release pain.

**KEY WORDS : ANXIETY / COLONOSCOPY / COMFORT PROGRAM / PAIN /  
SATISFACTION /**

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