

## Assess the knowledge regarding health services and utilization among adults in NMCH Nellore

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### Abstract

**Introduction:** Health is the level of functional or metabolic efficiency of a living organism. In it is the ability of individual or communities to adapt and self manage when flowing physical, mental or social challenges many factors combine together to affect the health of individual and communities whether people are healthy or not is determined by their circumstance and environment.

### Objectives

- To assess the knowledge regarding health services and utilization
- To associate level of knowledge regarding health services and utilization with socio- demographic variables of adults.

**Material and Method:** The present study was conducted by using quantitative research approach and descriptive design was adopted. The Samples were selected by using non -probability convenience sampling technique.

**Result and Discussion:** The level of knowledge regarding health services and utilization among adults 3(10%) got B+ grade, 6(20%) got B grade, 7(23.3%) got C grade, 14(46.7%) got D grade.

**Conclusion:** The study concluded that the majority of adults have average knowledge. The study indicates that more health services and utilization among adults.

**Keywords:** health services and utilization, adults

### Introduction

Health is the level of functional or metabolic efficiency of a living organism. In it is the ability of individual or communities to adapt and self manage when flowing physical, mental or social challenges many factors combine together to affect the health of individual and communities whether people are healthy or not is determined by their circumstance and environment. The determinants of health include social and economic environment, physical environment, person's individual characteristics and behaviours.

Factors that influence the health is people's behaviours their decisions to smoke, drinks over eat and so on with strong message about the changes needed to become healthier. But people's behaviour is influenced by circumstances and events, friends, family, education, job prospects, income, housing and environment.

Health services include all services dealing with the diagnosis, or the maintenance and restoration of health. They include personal and Non-personal health services. Health services are the most visible function of any health system. Both to users and the general public services provisions refers to the way inputs such as money, staff equipments and drugs are combined to allow the delivery of health intervention.

Improving access, coverage and quality of services depends on these key resources being available services are organized and managed, and on incentives providers and users. Health care is maintain or improvement of health via the diagnosis, treatment and prevention of diseases, illness, injury and other physical and mental impairments in human being.

Health services utilization can be calculated by counting the number of new consultation in all health facilities in the population dividing by the total population and multiplying by a correction factor to calculate the annual number.

### Need For the Study

Many factors predispose a population to increased or decreased utilization of health care services that include socio economic status, physician supply, policies and beliefs of a nation, risk behavior of population and health status.

Four sets of factors influence the utilization of health services. The first set arises from demographic characteristic of population such as age, race and income. The second set has to do with organization of health services ecological factors such as are, race and income. The second set has to do with organization of health services. Ecological factors such as distance comprise the third set, while social psychological factors such as the influence of friends and neighbors make up the remaining of set of variables.

Inpatient services measured by admission per 1,000 population would change over the 5 years 63% of our survey respondents expected a decrease 16% expected an increase and the remaining 23% expected no changes. On average the expected change was a 3% decrease. In emergency services over 40% of executive expected changes of at least 5% but they are Splint on whether that will be an increase or decrease. On while the respondents tended slightly towards increase with 53% expecting some amount of growth.

In diagnostic and treatment services 75% survey respondents

expected changes, of less than 5% in utilization of both major imaging services and interventional labs, resulting in an average protection of 2% growth. In ambulatory clinic services predicts very modest declines of 3% for primary care and 11% for specialty clinics. On averages they projects 95% increase in primary care along with 3% in specialty care.

**Problem Statement**

**A study to assess the knowledge regarding health services and utilization among adults in NMCH Nellore**

**Objectives**

- To assess the knowledge regarding health services and utilization
- To associate level of knowledge regarding health services and utilization with socio- demographic variables of adults.

**Assumptions**

The adults have adequate knowledge regarding health services and utilization

**Delimitations**

- The study is delimited to adults admitted in NMCH,only
- A sample size of 30 adults only
- Two weeks of data collection duration only

**Methodology**

**Research Approach:** quantitative research approach

**Research Design:** descriptive design

**Setting of study:** The study was conducted in Narayana Medical College hospital Nellore which is 8 kilometer away from Nellore,

**Target Population**

The target population for the study is adults above 19 years of age in Hospital.

**Assessable Population**

The population for the study is adults above 19 years of age admitted in NMCH Nellore.

**Sample**

Sample for the present study were adults 20 years to 60 years of age admitted and who fulfilled the inclusion criteria in NMCH

**Sample technique**

A Non-probability convenience sampling technique was used to select the subjects for the study.

**Data analysis**

**Sample Size**

The sample size of the study was 30 adults in NMCH Nellore.

**Criteria for sample selection**

**Inclusion criteria**

- Adults who are above 19 years of age
- Adults both male and female
- Who can understand and speak Telugu and English

**Exclusion criteria**

- Adults who are not willing to participate in this study

**Variables of the study**

**Research variables:** The knowledge regarding health services and utilization among adults.

**Demographic variables:** Demographic variables include age, gender, education, occupation, income, place of residence, type of family, and source of information.

**Description of the tool**

The knowledge regarding health services and utilization among adult was assessed by using questionnaire with the help of extensive review and study of literature from various textbooks, journals and the tool was developed.

**Part 1:** deals with demographic data

Demographic variables including age, gender, education, occupation, income, place of residence, type of family, source of information

**Part 2:** deals with questionnaire to assess the knowledge regarding health services and utilization

**Scoring Key**

The scoring system is used by giving 1 mark for each response and 0 marks for wrong answer

**Scoring Interpretation**

**Table 1:** The knowledge will be categorized as following

Level of knowledge	Score
A+	More than 85%
A	More than 75%
B+	More than 65%
B	More than 55%
C	More than 50%
D	Less than 50%

**Table 2**

Sl.no	Data analysis	Method	Remark
1.	Descriptive Statistics	Frequency, percentage distribution	Distribution of socio demographic variables
		Mean, standard deviation	To determine the level of knowledge regarding health services and utilization among adults.
2.	Inferential Statistics	Chi- square test	To find the association between the knowledge regarding health services and utilization among adults.

**Data Analysis and Interpretation**

**Section: I:** Frequency and percentage distribution of

demographic variables of adults.

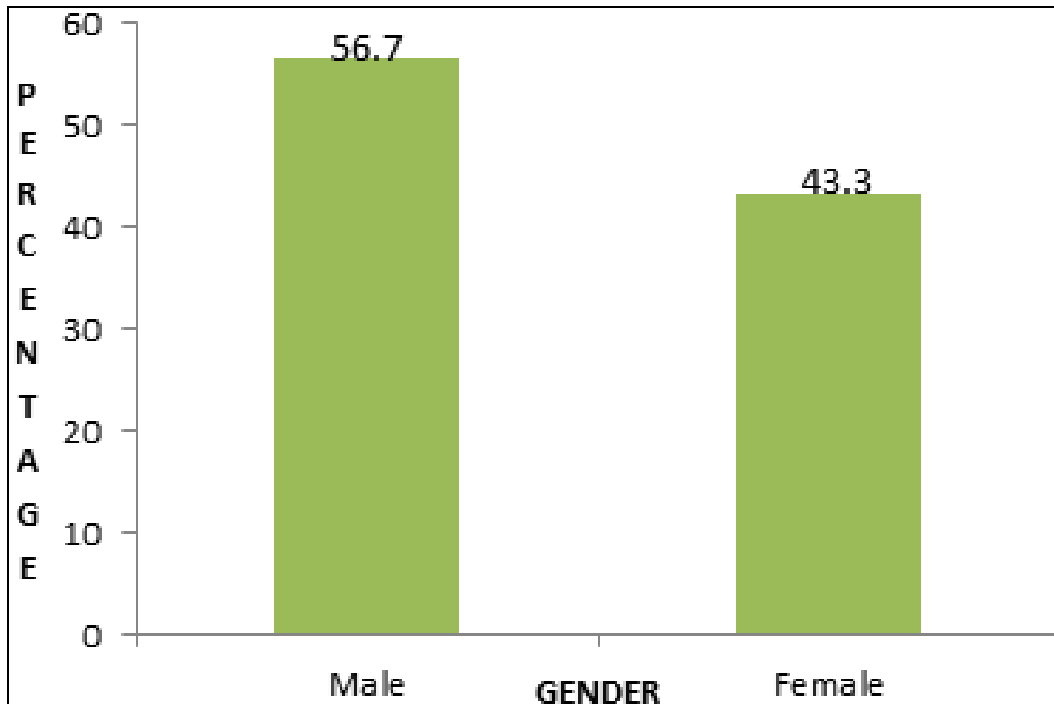
**Section: II:** Frequency and percentage distribution of level of

knowledge regarding health and utilization among adults.  
**Section: III:** Mean and standard deviation of knowledge scores among adults

**Section: IV:** Association between the level of knowledge of adult regarding health services and utilization and their selected socio-demographic variables.

**Table 3:** Frequency and percentage distribution of demographic variables of adults Frequency and percentage distribution of adults based on age (n=30)

Age in year	f	%
a. 20-30 years	11	36.7
b. 31-40 years	8	26.6
c. 41-50 years	5	16.7
d. 51-60 years	5	16.7
e. >60 years	1	3.3
Total	30	100



**Fig 1:** Percentage distribution of adults based on gender

**Table 4:** Frequency and percentage distribution of adults based on education (n=30)

Education	f	%
Illiterate	7	23.3
Primary education	9	30
Intermediate	7	23.3
Graduate	4	13.4
Post graduate	3	10
Total	30	100

**Table 5:** Frequency and Percentage distribution of adults based on occupation (n=30)

Occupation	f	%
Unemployed	4	13.4
Cooli	10	33.3
Farmer	4	13.4
Government employee	1	3.3
Private employee	11	36.6
Total	30	100

**Table 6:** Frequency and percentage distribution of adults based on (n=30)

Family income per month	f	%
Rs <5000	15	50
Rs 5000-7000	5	16.7
Rs 7001-9000	7	23.3
Rs 9001-11,000	3	10
Total	30	100

**Table 7:** Frequency and percentage distribution of adults based on place of residence (n=30)

Place Of Residence	f	%
Rural	18	60
Urban	12	40
Total	30	100

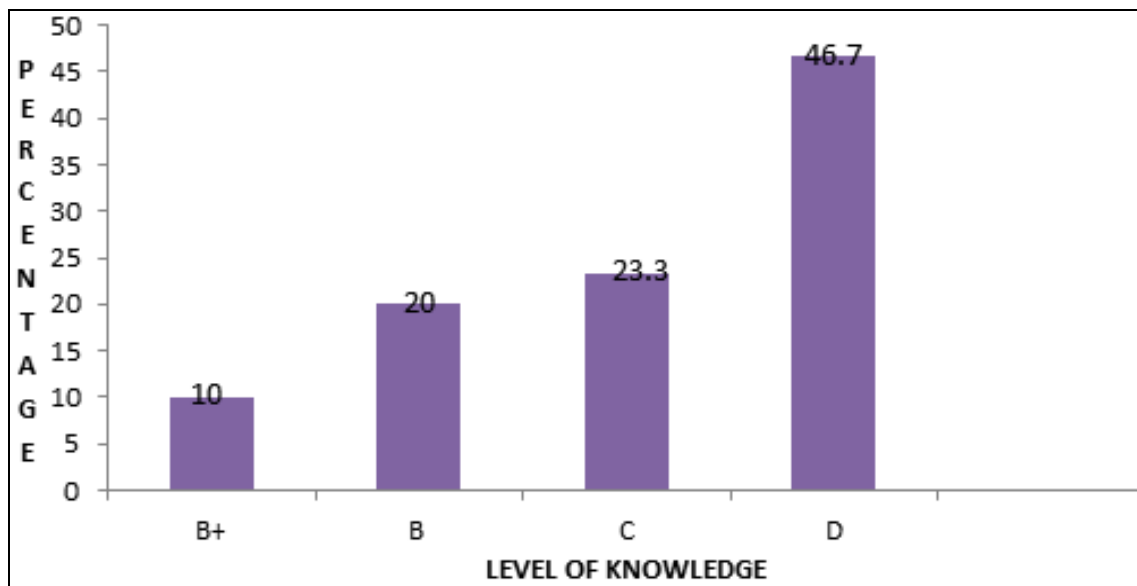
**Table 8:** Frequency and percentage distribution of adults based on type of family (n=30)

Type of Family	f	%
Nuclear family	15	50
Joint family	11	36.6
Extended family	4	13.4
Total	30	100

**Table 9:** Frequency and percentage distribution of adults based on source of information (n=30)

Source of Information	f	%
Health professional	2	6.7
Television	6	20
Internet and mass media	9	30
Friends and relatives	13	43.3
Total	30	100

**Section – II**



**Fig 2:** Percentage distribution of adults based on level of knowledge.

**Section – III**

**Table 10:** The mean knowledge score and standard deviation of adults regarding health services and utilization.

Sample	Mean	Standard deviation
Adults	15	3.22

**Section – IV**

**Association with the level of knowledge of adults is regarding health services and utilization with their selected socio demo graphic variables. (n=30)**

There is significant association between the level of knowledge and socio demographic variables like gender,

education, income.

There is Non significant association between the level of knowledge and socio demographic variables like age, occupation, place of residence, type of family, source of information.

### Summary

#### Implications of the study

The findings of the study have implication on various areas of Nursing practice, nursing education, Nursing administration, Research.

#### Nursing Education

- Nursing education help nursing students and staff nurses to develop more insight in depth knowledge regarding health services and utilization
- As nurse educators there should be improve the knowledge in health services and utilization.

#### Nursing Practice

- The expanded role of professional nurse emphasizes those activities which promote health services and utilization among adults
- Nurse can actively participates in health services program
- Community health nurse can provide primary health services to the community
- The nurse can provide various health care services in setting like hospital, working homes, community areas.

#### Nursing Administration

- Make provision for self instructional materials for staff nurses and nursing students to gain more knowledge.
- The nursing administration should provide support and funds to conducts health services program in various settings.

#### Nursing Research

- Extensive researcher can be carried out to assess the knowledge regarding health services and utilization among adults.
- The essential of research is to buildup body of knowledge in nursing as an evolving profession.
- Motivate the budding researchers to conduct similar studies on a large scale. Can be used as reference for research studies.

#### Limitations

- This study is limited to only adults of NMCH, Nellore
- This study is limited to sample size of 30 adults only.

#### Recommendations

- The similar study can be conducted with a large sample in different setting.
- Interventional studies can be conducted to improve knowledge regarding health services and utilization.
- Educational programmes can be designed to create awareness among adults regarding the utilization of health services.

### Conclusion

The study conducted that majority of adults have average comparing better knowledge. The study indicates that for health services and utilization among adults.

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