

## Abstract

**Introduction:** Patient satisfaction with nursing care is considered as an important indicator of the quality and effectiveness of the health care system and improving the quality of care is not possible without considering the opinions and expectations of patients. Due to the fact that comprehensive scales for assessing the level of satisfaction with nursing care in our country are not comprehensive and measure very few areas, so in this study to psychometric the Persian version of the Newcastle Nursing Care Satisfaction Scale in patients admitted to Internal medicine and general surgery were treated.

**Methods:** This cross-sectional study was performed on 200 patients admitted to the surgical and internal medicine wards of hospitals affiliated to Ardabil University of Medical Sciences. The Newcastle questionnaire was used for the first time in Iran in comparison with the Good Nurse Questionnaire to assess the level of satisfaction with nursing care. The Newcastle questionnaire was used after translation and validation.

**Results:** Patients 'satisfaction and patients' experiences with nursing caregivers were at a desirable level with a mean of  $111.8 \pm 14.2$  and  $69.07 \pm 14.8$ , respectively. There was a significant and positive relationship between patient age and patient experiences. There was a significant relationship between education level and patient satisfaction. The overall reliability in terms of experiences and satisfaction were 94%, 99% and 98%, respectively. The total CVI was 0.96 for the experiences section, 0.95 for the satisfaction section, and 0.96 for the whole scale. The index (CVR) was 0.95 for the experiences section, 0.95 for the satisfaction section and 0.95 for the whole scale. The validity of the criterion was estimated using 0.725 correlation. The validity of the structure was also confirmed using the goodness-of-fit index ( $1932.05 = \text{chi-sq.}$ ,  $p = 0.013$ ,  $\text{KMO} = 0.913$ ). Convergent validity was estimated to be 0.92 in the field of experiences and 0.98 in the field of satisfaction.

**Conclusion:** The Persian version of the Newcastle Nursing Care Satisfaction Scale, as a comprehensive tool that is easily completed by patients and easy to interpret, has good validity and reliability, and its use in patient care centers, in groups Surgery and medicine are recommended.

**Keywords:** Psychometrics, Newcastle Nursing Satisfaction Scale, Nursing Care Satisfaction, General Surgery Department