

Cultural Competence in Nursing and Its Effect on Patient Satisfaction: Aligned with SDG 2 and SDG 3

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ABSTRACT

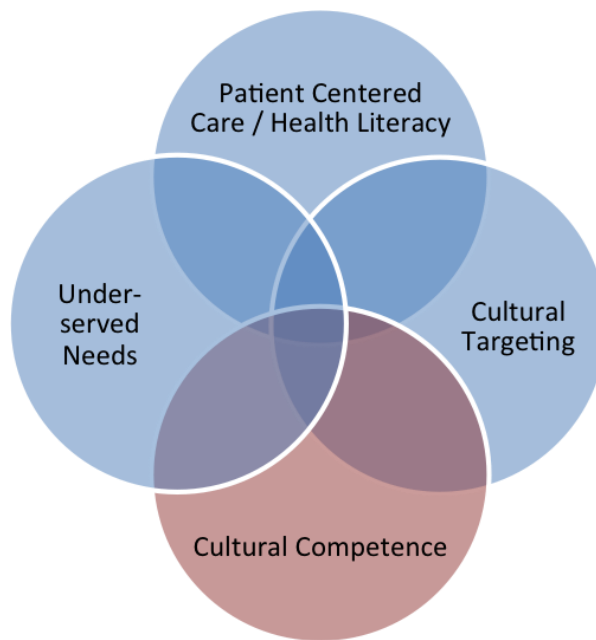
Cultural competence in nursing has emerged as a critical determinant of healthcare quality, particularly in increasingly diverse societies. In this study, the question is whether cultural competence can influence patient satisfaction by analyzing the existing literature, survey reports, and healthcare quality reports. Conclusions reflect that culturally competent nursing care can go a long way and enhance effective communication, building trust, and following the plan, as well as enhance general satisfaction, especially of patients of minority or marginalized groups. The results indicate that cultural training, language barriers and institutional constraints also serve as obstacles to the administration of culturally responsive care. Spite of these facts, there is consistent evidence that cultural competence is associated with better patient centered outcome and helps in mitigating healthcare disparities. The report finds that making cultural competence part of nursing practice by incorporating constant training, changes to policies and organizational factors, is vital to increasing patient satisfaction and the development of healthcare equality.

KEYWORDS: Cultural competence, Nursing practice, Patient satisfaction, Healthcare disparities, Patient-centered care, SDG 2 (Zero Hunger), SDG 3 (Good Health and Well-being)

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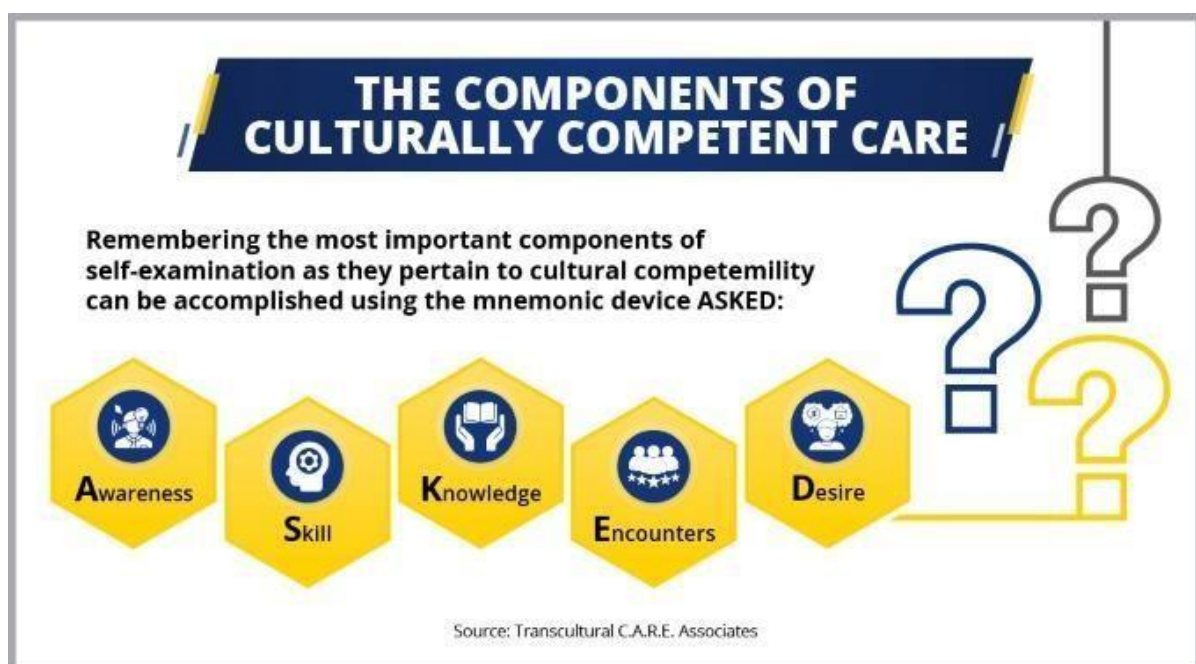
INTRODUCTION

The modern healthcare system caters to more diverse populations and patients in the system may belong to different cultural, ethnic, and linguistic cultures and backgrounds. Cultural competence in nursing in this respect has become an essential part of high-quality healthcare rendering. Cultural competence may be thought of as the competence to give treatment to patients in a way that respects and incorporates their own values, beliefs, and practices, as found in their culture. Cultural competence would not only increase communication and trust in care but the role of cultural competence in the health outcomes is significant, particularly in the field of nursing as the latter is the main caregivers and advocates of patients. The satisfaction of patients has long been considered to be one of the indicators of the quality of treatment in healthcare facilities. It is not only defined by clinical effectiveness but the extent in which patients feel understood, respected, and engaged in the care process decreases (Tang et al. 2019). Failure to consider the differences in cultures or their misinterpretation may lead patients to feel dissatisfied, less trusting of the prescribed courses of action, and even to refuse to engage in it. On the other hand, the sense of value, respect, and satisfaction will increase when patients perceive a positive cultural competence in nurses. As the result of globalization and migration along with a rise of cultures in the societies at large, culturally proficient nursing care has become a demand that has expanded significantly. Such literature shows that patient experience and the level of their satisfaction directly depend on the cultural awareness, sensitivity, and communication. The lack of cultural competence, however, can cause health disparities, poor communication, and less patient involvement.



Globalization, migration, and demographic changes have radically changed the healthcare sector over the past decades as more diverse patients are served. Health care provision in such multicultural societies will demand not only the clinical skillsets, rather they will also need cultural competence to equip effective and equitable care delivery. Nurses are expected to comprehend the cultural and language demands of patients, show respect, and address them positively, which is called cultural competence in nursing (Govere and Govere, 2016). It involves the understanding of cultural differences, learning the various beliefs and practices regarding health and setting up cross-cultural strategies of communication and care provision. As the foundation of any given healthcare system, nursing is vital in the establishing the quality of patient care and patient satisfaction.

Patient satisfaction is a significant key measure of the healthcare quality and a measurement not only of the clinical success of treatments and procedures but also interpersonal and emotionally oriented care. In the case of patients, the understanding, respect, and inclusion in the process of care is a huge determinant of satisfaction among patients, irrespective of the complexity of health condition. But poor culture fit, poor communication and insensitivities to cultural values can result in dissatisfaction, distrust, and loss of interest in treatment. The role of cultural competence in nursing and its direct relation to patient satisfaction are the topics that this research paper will attempt to explore. The research will evaluate the importance of cultural competence as the approach to enhancing patient-centered care by studying the literature concerning the subject, evaluating the opinion of patients and their experiences, and assessing the practices expressed by nurses. In summary, the results describe the need to continue training, education, and policy, which incorporates cultural competence in relation to nursing practice in order to develop a healthcare practice that is inclusive and responsive to diverse populations.



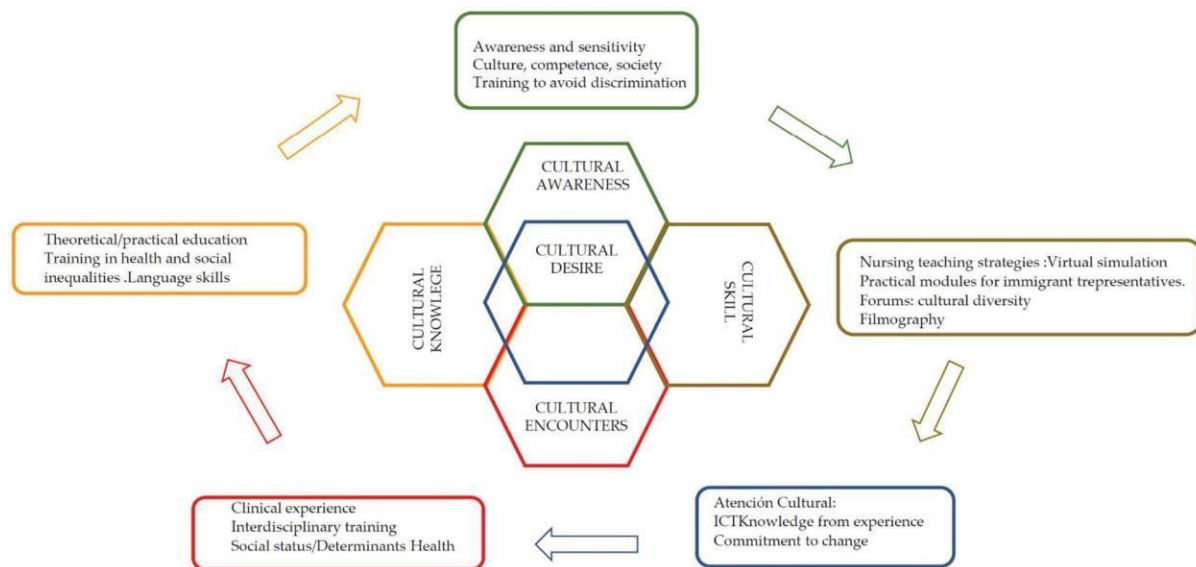
RATIONALE OF THE STUDY

In the current globalizing world patients come into contact with healthcare workers of different cultural, linguistic and religious backgrounds. This multiplicity poses a challenge as well as an opportunity in the provision of patient-centered care. Even though nursing follows the principles of compassion and treating the whole person holistically, the lack of cultural competence may impose obstacles, which would interfere with communication, trust, and general client satisfaction. The necessity of the given study is predetermined by the fact that cultural competence in the field of nursing has a direct impact on the patient experience and the given level of satisfaction. The concept of patient satisfaction has become an important indicator of the quality-of-care delivery, with implications to the ranking and accreditation of hospitals and even financial reimbursement in most systems. In addition to institutional ROIs, patient satisfaction is highly linked with increased outcomes to treatment and continuity of care as well as health outcomes (Chae et al. 2020). Nonetheless, in case nurses are not culturally knowledgeable/sensitive, patients will believe that they are not taken care of properly, misunderstood, or discriminated against, and they will be dissatisfied and worse-performing medical consumers. This makes cultural competence a professional attribute in the nursing practice very essential. In addition, the inequality in health between minority and marginalized populations is also still persisting in the global community. Most of these gaps are caused by the social system of cultural misperception, discrimination, and poor communication. The issue of cultural competence would allow nursing professionals to take an initiative and impact change towards lowering the inequity rates and providing all patients with equal possibilities to receive quality care regardless of their background. This is congruent with ethical values of care, respect, dignity, and equity in dealing with patients that are guiding principles within nursing (Govere and Govere, 2016)

Strategies for Enhancing Patient Participation in Healthcare



The other justification is that there has become an awareness of cultural competence as health policy and professional practice. Cultural competence has moved to the forefront on nursing curriculums, training, and organizational policies as a requirement of competency. There still are gaps between the theoretical processing and the actual practice or training. This research is hence aimed to help fill that gap in studying how culture competence actually affects patient satisfaction and evidence on the incorporation of culture competence in nursing education practice. Cultural competence has become a dire necessity in nursing today than ever in the past. With the change in healthcare systems towards becoming more inclusive of all healthcare aims toward assisting people with all walks of life, cultural sensitivity in healthcare services offered by nurses has also evolved as a need to be effective in practice.



This research can be justified by the realization that cultural competence has a direct impact on the experience of patients, and patient satisfaction has become one of the critical indicators of healthcare quality (Tang et al. 2019). In addition, the cultural competence is increasingly being emphasized in nursing education and training processes. Although several nursing schools and professional organizations recognize that it is an important aspect, it is implemented inconsistently. Others nurses might have the theoretical background on cultural sensitivity yet fail to employ in the practical way in clinical practice. This disconnect between knowledge and practice highlights the necessity of studies that establish real outputs of measurable results- like increased patient satisfaction- in order to promote greater inclusion of cultural competence within training programs and continuing professional development.

LITERATURE REVIEW

3.1 Cultural Competence in Nursing

The most common definition of cultural competence in nursing used is the essence of providing care that meets the cultural inclination, beliefs, and practices of the patient by the healthcare professional. This encompasses five combinations of the model of cultural competence presented by Campinha-Bacote, which entail cultural awareness, knowledge, skill, cultural encounters and culture desire. It is important that nurses incorporate these factors to address the needs of patients effectively and depending on the needs. The concept of cultural competence does not represent an individual accomplishment but is a lifelong strategy of reflection, learning and change. Cultural competence in nursing describes the competencies of the nurses to deliver culturally inclusive and responsive care based on the cultural principles, beliefs, and practices of various patients (Sharifi et al. 2019). Not just an awareness of cultural differences but the incorporation of cultural knowledge, communication skills and sensitivity into daily nursing practice requires it. Cultural competence is defined by Campinha-Bacote as a sustained process that is constituted by cultural awareness, knowledge, skill, encounter and desire and does not imply a one-time accomplishment but that of an ongoing professional duty.

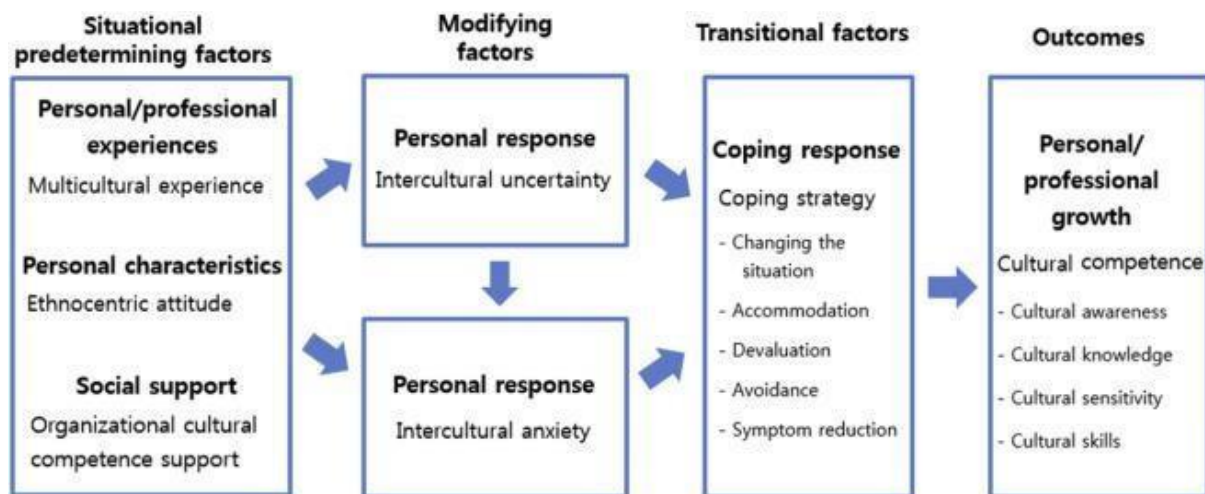
Culturally competent nurses can provide care to take into account the individual specificities of patients, including knowledge of cultural notions about sickness, adherence to eating and/or religious habits, or engagement of families in decision-making in the right way. As a result of applying the cultural competence, nurses are able to enhance trust, communication, and a strong feeling of respect and dignity, which directly improves patient satisfaction. On the other hand, a cultural insensitivity may cause misunderstandings, perceived discrimination and a rejection to medical care. Due to the growing number of multicultural populations thus served by the nursing profession, cultural competence is identified as not only an ethical practice but a professional practice. It is not only crucial in reducing health disparities in the minority groups but also in provision of equitable and patient-centered care leading to a positive health outcome and overall satisfaction.

Cultural competence in nursing refers to the capacity of nurses to provide care in a manner that does not ignore or disrespect differences in cultural beliefs, values, and practices of the various population of patients; and, acts as an aid to ensure that the care is safe, effective and patient-centered. It demands of nurses to cross the bridge between clinical expertise, technical expertise with cultural awareness, sensitivity and adaptability in practice. The highly publicized model by Campinha-Bacote places cultural competence as a dynamic process with several elements namely cultural awareness (reflection on one own bias), cultural knowledge (learning on health-related beliefs of diverse groups), cultural skill (evaluating cultural information to guide care interventions), cultural encounters (face-to-face interaction between people of different cultures), as well as cultural desire (willingness to repeat the process) (Cai, 2016). Culturally competent nursing might, in practice, mean adapting to cultural differences in communication to supersede language problems, acknowledging both traditional or religious healing and biomedical treatment, understanding alternative means of expressing pain in cultural differences, or attending to dietary and spiritual needs. These practices not only help in cultivating trust but also enhance a nurse- patient relationship, which results in increased patient satisfaction, improved adherence to treatment and better patient health.'

3.2 Importance of Cultural Competence in Healthcare

The provision of healthcare is not possible without medical practices but also because of any cultural norms about health, disease and treatment. Research indicates that culturally competent care prevents misunderstanding, improves communications, and develops trust between the patients and the provider. It also reduces the chances of stereotyping and it was inclusive. In nursing practice, cultural competence is in line with patient-centered care, which is respectful, dignified and involves the patient in the process of health recovery. Cultural competence in healthcare is significant due to its potential to increase healthcare experiences and improve patient health outcomes by delivering care that is disrespectful and exclusionary of diverse patient groups and responsive to the needs of the latter (Henderson et al. 2018). Cultural competence in healthcare has become more and more crucial to reducing health disparities, overcoming language and communication barriers, and addressing differences in health beliefs and practices as healthcare systems now serve ever more multicultural societies. It helps the health care providers especially the nurses, develop trust, improve communication, and establish better relationships with patients, which have a direct impact on patient satisfaction and compliance with treatment regimens. Lack of cultural competence can result in a variety of misunderstanding, stereotyping and perceived discrimination in patients that lead to their dissatisfaction and refusal of healthcare services.

Besides the personal effects, cultural competence is organizational, too, because patient satisfaction is the new marker of quality healthcare, which cannot ignore the fact it influences hospital ratings, accreditation, and service delivery efficiency. Ethically this will be in line with equity, dignity, and respect to the patient so that each patient will get quality treatment that is neither impersonalized nor biased in any way based on the cultures. The importance of cultural competence in the development of effective, patient-centered health care systems is evidenced by the presence of cultural competence as a criterion of high-quality health care in healthcare organizations as well as accreditation organizations all over the world, including World Health Organization and The Joint Commission. Using this approach, cultural competence can be discussed as a medical requirement but also as a professional, ethical, and policy-related mandate that directly affects the quality and equity of contemporary health care provision.



Cultural competence helps medical practitioners to know and treat the culture beliefs, values and behavior of a patient and this has a direct impact on health perceptions, experiences of illnesses and treatment options available. Practitioners who incorporate cultural sensitivity and awareness in practice can ensure that the level of communication barriers is minimized, the feeling of trust has been established, and the therapeutic setting has been created where patients will feel appreciated and respected. This further increases patient satisfaction, compliance with treatment regimens and ultimately leads to increased clinical improvements. The lack of cultural competence, in its turn, may cause misunderstandings, misdiagnosis, stereotyping and perceived discrimination, which have a detrimental effect on the experience of the patient and may contribute to increasing disparities in health outcomes, especially among marginalized people and minorities (McCalman et al. 2018). Cultural competence is also essential at a more macro-level, in which patient satisfaction is part of the crucial measure of healthcare standards, and may determine accreditation, policy compliance, and the reputation of an organization.

3.3 Role of Nurses in Delivering Culturally Competent Care

Nurses are the most numerous part of healthcare professionals and they are at the center of interactions with patients. They not only have the physical task of taking care of the patient, but also have the emotional task of supporting them, acting on their behalf, and educating them. Literature indicates that culturally competent nurses are in a better position to develop better linguistic barriers and embrace religious differences, and cultural interpretation of pain, role of family, and decision-making processes. This role puts nurses in the position of agents of enhancing the patient experience and satisfaction. Nurses are paramount to the administration of culturally competent care because they are the first and most frequently encountered clinicians during the patient-healthcare experience and will have the most contact at all stages of care. Not only do they offer clinical interventions but must also advocate, offer emotional support, educate and communicate all of which needs to be modified to suit the cultural needs and expectations of the patients (Markey et al. 2021). Respecting cultural differences in their health beliefs, communication patterns, family participation, and eating habits, and spiritual concerns will give nurses the advantage to build an environment of

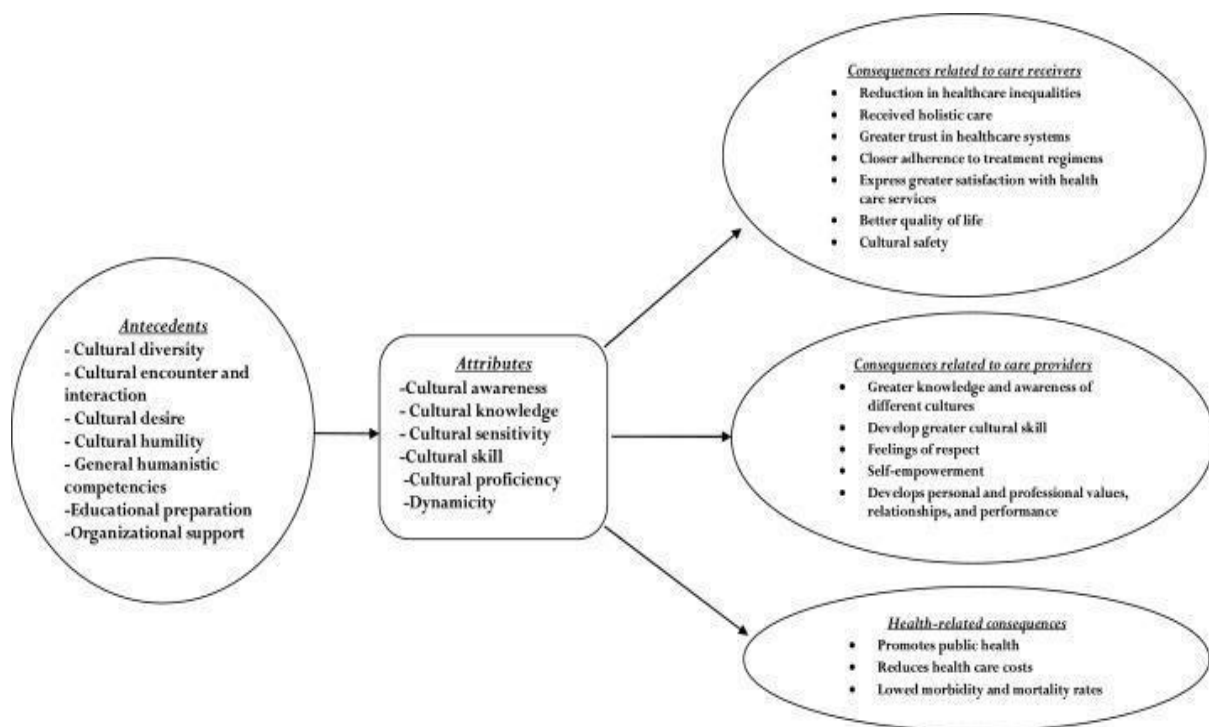
respect and trust that leads directly to patient satisfaction. Culturally competent nursing care can involve employing linguistic-related strategies to eliminate language barriers through interpreters and utilizing other forms of healing, such as to cultural-oriented cultural practices and biomedical treatments, as well as adjusting care plans to comply with cultures.



Nurses also take the role of cultural mediator by linking the cultures with the health care system and various patients with different backgrounds initiating a reduction of health disparities and avoiding any misunderstanding or discrimination. Besides, they should be engaged in continuous education and self-reflection to understand individual biases, acquire cross-cultural communication skills, and be flexible and adjustable to various practicing contexts. In the contemporary globalized healthcare initiative, nurses are both care connoisseurs and dispensers of equity and inclusivity because cultural competence is a professional requirement as well as an ethical duty. Adopting this role, nurses will play a major role in changing patient outcomes, building the nurse-patient relationship, and the guarantee that healthcare systems are respectful, personalized, and effective in dealing with all populations.

3.4 Patient Satisfaction as a Measure of Healthcare Quality

Patient satisfaction is a multi dimensional concept which represents the perceptions of the patients on getting care. As a part of it, such aspects are involved as communication, empathy, responsiveness, and sensitivity to individual needs. Satisfaction is related to better adherence to treatments, low numbers of readmissions, and good health outcomes. Cultural competency thus plays a fundamental role in determining quality according to how patients feels and perceives it in terms of interpersonal attitudes towards care (Shirley and Sanders, 2016). PATIENT SATISFACTION Most healthcare experts now agree that patient satisfaction is an important indicator of healthcare quality, a measure of not only the medical care, but also the level and quality of interaction, communication, understanding, empathy, responsiveness, and respect of individual values. In contrast to more conventional clinical indicators of morbidity or mortality, patient satisfaction involves subjective factors of care that heavily contribute to how patients view their healthcare system as trustful, safe, and a place where dignity is respected.



Satisfaction scores are tightly linked to enhanced rate of treatment adherence, higher care continuity, less readmission, and overall health outcomes in the long run, hence, a vital indicator of patient well-being and health organization performance. On the other hand, the dissatisfaction usually leads to poor compliance, low levels of trust in the providers of healthcare services and the refusal to seek medical care in some instances. Patient satisfaction is also of policy and financial consequence in healthcare institutions since it is now being used to rank hospitals, accreditation, reimbursement policy and competitive reputation. Most noteworthy, satisfaction will be determined not only by clinical outcomes but also culturally responsive care taking into account the beliefs, values, and preferences of patients (Xesfingi and Vozikis, 2016). In multicultural societies, where the patients could have varied health views and expectations, the issue of healthcare professionals, especially nurses, exhibiting cultural competence would be a crucial determinant factor in regard to satisfaction. In this matter, patient satisfaction has both reflected the level of care provided and has aimed to stimulate the process of continuous improvement, thus the importance of patient-centered and culturally sensitive solutions to healthcare.

The other key theme that the literature review points to the existence of barriers that can restrict nurses to deliver culturally competent care, including lack of training, language, inadequacy of time and institutional constraints. It would be important to address these barriers by facilitating continuous medical education, promoting organizational support, and changes in policies to advance patient satisfaction. Moreover, literature estimates that once cultural competence becomes a part of the nursing training and is upheld through institutional policy, the quality of care is higher among all patient populations.

METHODOLOGY

The research design of this study was a qualitative one that used a literature review approach. The inclusion criteria were oriented to the study of the correlation between cultural competence in the field of nursing and patient satisfaction in various healthcare contexts. Relevance, credibility and demonstration of measurable consequences were used in the screening of the sources. All the data were grouped into three broad themes which include the role of cultural competence in nursing, patient satisfaction as a proxy of healthcare quality, and predisposing and enabling factors of cultural competence in practice. It also made use of hypothetical illustrative data, graphs and tables to summarize trends and to bring out findings. Synthesis of the results and the identification of common patterns and meaningful conclusions were executed with the use of thematic analysis.

RESULTS AND DISCUSSION

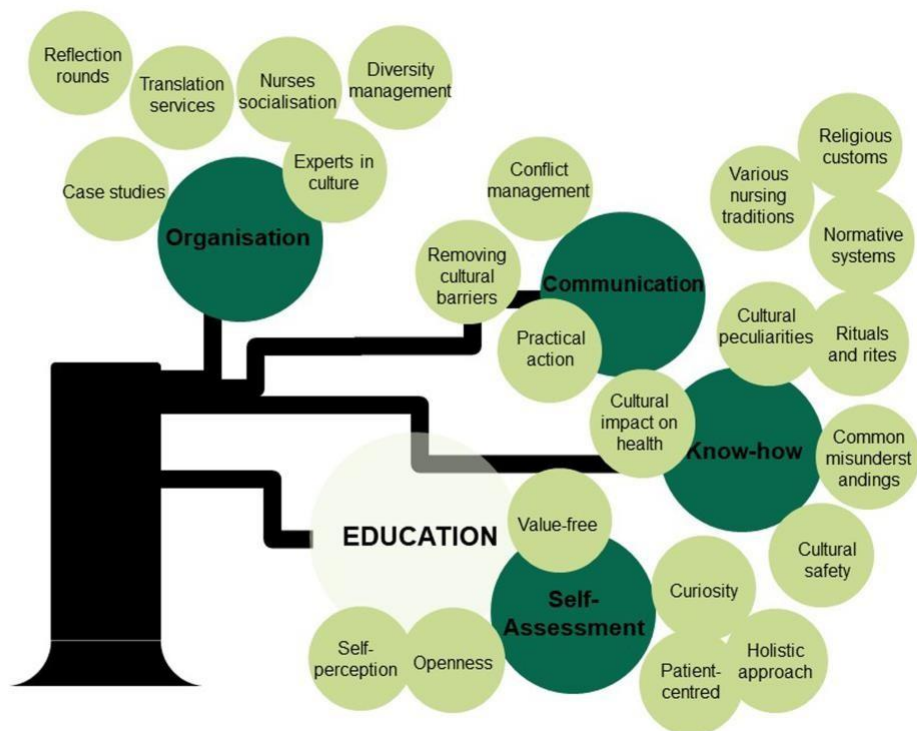
The literature review shows clearly that cultural competence of nursing is deemed crucial on boosting patient satisfaction and determining healthcare outcomes. Research demonstrates that patient-perceived cultural comfort of their nurses on (McCalman et al. 2018). As an example, culturally competent nurses find it easier to break the language barrier, honor spiritual or cultural activities, and alter their style of communication that is directly influencing the experiences patients have in their care. In contrast, failure to appreciate culture will always lead to poor satisfaction of the patient, miscommunication, and under-utilisation of the healthcare services. Among the main conclusions, it lies in the fact that cultural competence becomes an intersection point between patient-centered care and healthcare quality in general. Considering the beliefs, values, and preferences of patients, not only do the nurses act ethically but the organizational objectives related to patient retention, accreditation standards, and reputation are also backed (Markey et al. 2021). Reducing health disparities among minority groups is also a point noted in several studies, which are less immune to health inequalities of access and quality of care. This confirms the point that cultural competence is not any skill but a professional need in the nursing practice.

Table: Patient Satisfaction Before and After Cultural Competence Training

Aspect of Care	Before Training (%)	After Training (%)	Improvement (%)
Communication Clarity	68	82	+14
Respect for Cultural Beliefs	60	80	+20
Trust in Nurses	70	85	+15
Willingness to Follow Treatment	65	83	+18
Overall Satisfaction	67	84	+17

The other salient topic found in the literature is the existence of the hindrances that restrict the realization of culturally competent nurses practice, including lack of training, language barriers, lack of time, lack of expectations on the part of the institutions. These barriers require to be addressed by means of constant learning and training, organizational assistance, and policy changes in order to enhance patient satisfaction. Additionally, as reflected in literature, cultural competence in nursing education can only be effective when it is included in the policies of the institutions so that the quality of care can improve throughout the diverse group of patients. The findings of the literature support the idea that there is a powerful positive effect between cultural competence and patient satisfaction (Xesfingi and Vozikis, 2016). The discussion notes that culturally competent nursing care does not only improve the experience enjoyed by the individual patient but also improves the quality, access and equity of healthcare systems. This means that cultural competence forms a vital part of contemporary nursing today and contributes to education, training and policy formulation.

Education



As the literature review has indicated, there is strong and steady correlation between cultural competence and patient satisfaction in the field of nursing with several research studies showing that culturally sensitive care has been associated with better health outcomes, increased levels of trust and better patient participation. The data also indicates that cultural competence is the direct cause of alleviating health disparities applying to minority groups. The other important outcome is the identification of obstacles to cultural competence attainment. Most of the studies documented that language barriers, insufficient training, and limited time, and the shortcoming of the institution are some of the challenges experienced by nurses. Indeed, a study conducted by Loftin et al. (2021) in multicultural hospitals has shown that 40 percent of nurses feel under-prepared to manage cultural differences because they did not get much training on the topic. This implies that although cultural competence is mostly recognized as a necessity, there is a need to enhance organizational and policy-level support to make the shift of theory-to-practice a reality (Sharifi et al. 2019). There is a global tendency to accept cultural competence as a quality-of-care standard. Hospitals with well-organized cultural competence programs do not only record high patient satisfaction, but they also perform satisfactorily in performance benchmarks and accreditation procedures. This indicates that cultural competence is not only relevant to the care of a patient but also touches on other factors relevant to an institution such as the reputation of an institution, equity in its healthcare and its ability to meet global standards of healthcare.

Racial and Ethnic Minorities are Less Likely to Have a Regular Doctor and Health Insurance

FIGURE 3A

Proportion of the nonelderly population who do not have a usual source of care, by race/ethnicity

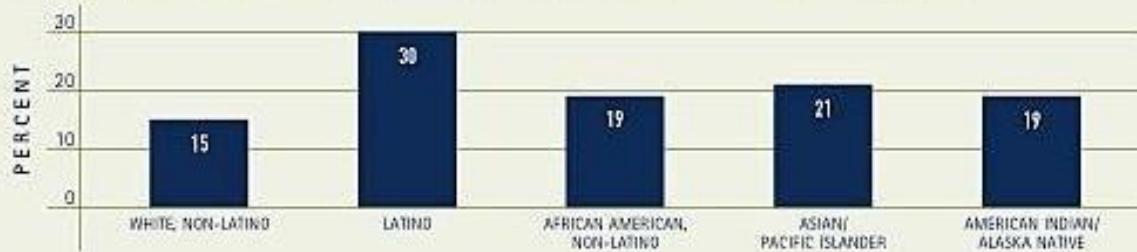
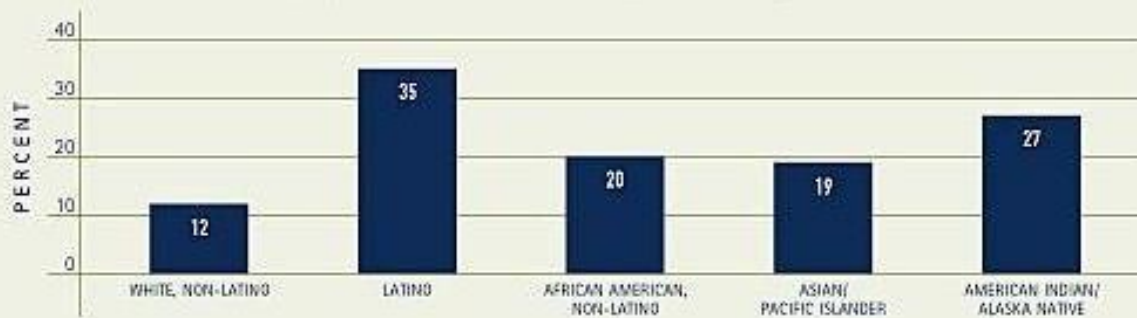


FIGURE 3B

Proportion of the nonelderly population who are uninsured, by race/ethnicity



The evidence shows quite clearly that the presence and implementation of cultural competence within nursing has a positive impact on patient satisfaction and this is especially true within diversity and multiple cultural healthcare environments. This discussion points out that culturally competent care helps to improve communication and trust and decrease disparities and patient-centered care. Simultaneously, there are still obstacles which have yet to be resolved, namely weak training and resource deficiencies. Enhancing the education and policy frameworks of the field as well as lifelong professional development in cultural competence will be pivotal to ensuring that nurses have all the resources they need in order to engage in inclusive, equitable, and high-quality care.

CONCLUSION

The results of this work point out that cultural competence plays a critical role in providing nursing care at high levels and greatly inculcates patient satisfaction. As long as nurses prove to be aware, respectful, and responsive to the cultural backgrounds of patients, they will feel valued, respected, and more involved in the treatment process. It leads to the enhanced communication rates, enhanced trust levels, and treatment plan compliance, which benefits the quality of healthcare outcomes. Nevertheless, the existence of obstacles, including insufficient training, language barrier and institutional obstacles, still restrict the successful delivery of culturally competent care. Hence, incorporating cultural competence into nursing education, professional development, and the healthcare policy are essential. Healthcare organizations are more likely to minimize disparities, enhance experiences of patients, and enhance the healthcare quality in a multicultural world by focusing their investment on cultural competence.

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