



ORIGINAL / THEMATIC ISSUE

Nursing care with case management: increasing satisfaction of patients with Crohn's disease

Assistência de enfermagem com gerenciamento de caso: aumento da satisfação de pacientes com doença de Crohn
Cuidados de Enfermería y manejo de caso: aumento de la satisfacción de pacientes con enfermedad de Crohn

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ABSTRACT

Objective: To evaluate the satisfaction of nursing care from the perspective of patients with Crohn's disease attended by the case management program. **Methods:** A quasi-experimental study with a single group, before and after, was conducted with 36 Crohn's patients, in the period from May to September 2017 in the gastroenterology outpatient clinic of the University Hospital of Piauí. The adapted SERVQUAL was used to assess satisfaction before and after the Case Management program intervention, which is characterized as a care program to assess, manage, offer care plans, and monitor patients over a six-month period. **Results:** The total Gap, which is the difference between the expectation of the service provided and its perception, assumed a positive value (0.20.2±0.9). The perceptions of Crohn's patients exceeded expectations, that is, they were satisfied with the quality of nursing service after intervention in the dimensions: reliability (0.3 ± 1.3), attendance (0.2 ± 1.1), and empathy (0.5 ± 1.5); but dissatisfied with safety (-0.1 ± 1.0). **Conclusion:** There was an increase in Crohn's disease patients' satisfaction after intervention regarding the reliability, attendance, and empathy offered during the case management program.

Descriptors: Crohn's disease. Case Management. Nursing. Personal Satisfaction.

RESUMO

Objetivo: Avaliar a satisfação da assistência de enfermagem sob a ótica de pacientes com Crohn atendidos pelo programa de gerenciamento de caso. **Métodos:** Estudo quase experimental com grupo único, do tipo antes e depois, realizado com 36 pacientes com doença de Crohn, no período de maio a setembro de 2017 no ambulatório de gastroenterologia do hospital Universitário do Piauí. Utilizou-se a SERVQUAL adaptada para avaliar a satisfação antes e após a intervenção de programa de gerenciamento de caso, que se caracteriza como programa de cuidado para avaliar, gerenciar, ofertar plano de cuidado e monitorar os pacientes por um período de seis meses. **Resultados:** O Gap (lacuna) total, que é a diferença entre a expectativa com o serviço prestado e a sua percepção, assumiu valor positivo (0,20 ± 0,9). As percepções dos pacientes de Crohn superaram as expectativas, isto é, os pacientes se consideraram satisfeitos com a qualidade do serviço de enfermagem após intervenção nas dimensões confiabilidade (0,3 ± 1,3), atendimento (0,2 ± 1,1) e empatia (0,5 ± 1,5), encontrando-se, porém insatisfeitos com a segurança (-0,1 ± 1,0). **Conclusão:** Houve aumento da satisfação dos pacientes com doença de Crohn após intervenção no que se refere à confiabilidade, atendimento e empatia oferecida durante o programa de gerenciamento de caso.

Descritores: Doença de Crohn. Administração de Caso. Enfermagem. Satisfação Pessoal.

RESUMÉN

Objetivo: Evaluar la satisfacción de los cuidados de enfermería desde la perspectiva de los pacientes de Crohn asistidos por el programa de manejo de casos. **Métodos:** Estudio casi experimental con grupo único, del tipo antes y después, realizado con 36 pacientes con enfermedad de Crohn, de mayo a septiembre de 2017 en el ambulatorio de gastroenterología del hospital universitario de Piauí. Se utilizó SERVQUAL para evaluar la satisfacción antes y después de la intervención de un programa de manejo de casos, que se caracteriza como un programa de cuidados para evaluar, gestionar, ofrecer un plan de atención y monitorear a los pacientes durante un período de seis meses. **Resultados:** El Gap (brecha), que es la diferencia entre la expectativa con el servicio prestado y su percepción, asumió valor positivo (0,20 ± 0,9). Las percepciones de los pacientes de Crohn superaron las expectativas, es decir, los pacientes se consideraron satisfechos con la calidad del servicio de enfermería después de la intervención en las dimensiones fiabilidad (0,3 ± 1,3), atención (0,2 ± 1,1) y empatía (0,5 ± 1,5), hallándose, sin embargo, insatisfechos con la seguridad (-0,1 ± 1,0). **Conclusión:** Hubo un aumento en la satisfacción de los pacientes con enfermedad de Crohn después de la intervención con respecto a la confiabilidad, la atención y la empatía ofrecidas durante el programa de manejo de casos.

Descriptores: Enfermedad de Cronh. Manejo de Caso. Enfermería. Satisfacción Personal.

INTRODUCTION

Patient satisfaction is an indirect way of evaluating the quality of service, as it identifies aspects susceptible to improvement, favoring humanization in the institution and allowing professionals and managers to know in practice the community's response to the health service offered. The evaluation of the satisfaction with the practice of hospital services through the patients' point of view became widespread in the mid-'60s in the United States of America. In Brazil, it started in the '90s due to the strengthening of social control ⁽¹⁻²⁾.

The term "satisfaction" is related to "perceived quality"; however, satisfaction is understood as an emotional reaction to the performance of a good or product and is related to experiences, which can affect the outcome according to the care received. Perceived quality is a global judgment related to a good or service, which may or may not satisfy the patient ^(2,3).

For the evaluation of service satisfaction, there are predictive scales, among which SERVQUAL has stood out for its use in health care. In this previously validated scale, the comparison is made between the expectation and perception of the service from the client's point of view, and its use is extended to nursing practice ⁽⁴⁾.

SERVQUAL seeks to identify evaluation measures that take into account the gaps between users' expectations and the perception of what is offered. These gaps would be the major obstacles in the attempt to achieve a level of excellence in service provision ⁽⁴⁾.

Assessment of the satisfaction of patients living with chronic diseases is configured as a marker of long-term care. In the universe of chronic degenerative diseases, we have Crohn's disease, which is characterized as a disease of the gastrointestinal system causing inflammation in the perianal area. Its incidence has evolved in western industrialized countries, with a still uncertain etiology, despite theories relating its presentation to genetic, environmental, and nutritional factors ⁽⁵⁻⁶⁾.

Nursing care in Inflammatory Bowel Diseases (IBD) has been growing in developed countries, such as Canada, which uses a program with personalized care seeking through the collaborative process to assist, monitor, and observe the health needs of the patient, family, and caregiver. This type of care modality is called case management (CM) and is an effective tool that, when applied, reduces the cost of care, besides increasing communication between patient and professional ⁽⁷⁾.

In Brazil, case management consists of planned assistance, which must meet all the health needs of the patient, family members, and caregivers. The Case Management program using information coordination, communication, and team synergy in patient and family care has had an improving impact on the healthcare system ⁽⁷⁾.

Case management uses communication as a resource to guarantee patient safety, quality of attendance, and lower economic costs. Thus, it stands out among the technologies that help nursing care in the management of care and has been gaining

Nursing care with case management.. space in the nursing field. ⁽⁷⁾ Nevertheless, few studies are presented in the literature with its application to patients with IBD. ⁽⁸⁾

The incorporation of case management in hospital services translates into favorable results regarding patient-centered care by observing patient satisfaction, experience, engagement, and empowerment as positive tools. ⁽⁸⁾ Therefore, given the plausible improvements that case management programs can offer to patients with Crohn's disease, the importance of studying its effectiveness as one of the good nursing practices in the context of inflammatory bowel diseases is understood.

The present study is justified by the need for constant evaluation of the level of satisfaction with the Nursing services provided to patients with Crohn's disease, since they are chronic, fistulizing, and relapsing patients who continually seek remission of the disease, as well as by the negative impact on their quality of life. That said, these reasons add up to this research, in order to have initial knowledge of the factors that may or may not satisfy them, for possible interventions in nursing care for this public.

Thus, the objective of the research was to evaluate the satisfaction of patients with Crohn's disease with nursing service before and after the intervention, mediated by the investigative question: do Crohn's patients feel satisfied with the nursing service offered after the case management program?

METHODS

This is a quasi-experimental study with pre- and post-tests, without a control group, following the SQUIRE - Standards for Quality Improvement Reporting Excellence guidelines. It was conducted in a university hospital in northeastern Brazil, from January to September 2017. The dependent variable analyzed was patient satisfaction, and the independent variables were: gender, years of study, years of disease treatment, and age. The convenience sample was composed of 36 patients diagnosed with Crohn's disease registered in that hospital. Inclusion criteria were participants of both genders, who had been undergoing outpatient treatment for over a year. Inpatients were excluded, due to the impossibility of responses regarding social aspects related to quality of life in the last 15 days; and patients with colostomy, due to the particularity of the scale that assesses the quality of life of patients with IBD (Inflammatory Bowel Disease Questionnaire - IBDQ), and people with colostomy would not be able to respond faithfully regarding the desire to defecate because it is involuntary.

The instruments used were: a form to extract socioeconomic data, SERVQUAL, and GerenciaQualiCrohn. SERVQUAL is a short, multiple-choice, reliable, and valid instrument to assess the expectations and perceptions of the service offered, in which the measurement of satisfaction perceived by the patient is done by measuring the differences between the scores of perception and expectation ⁽⁹⁾.

In this instrument, each dimension has 4 to 5 items and each statement has two parts, one is about the expectation of a particular item and the other about the perception of the same item structured in

Likert type. The scale used in this research, entitled SERVQUAL was adapted to the reality of the study. It was performed reliability test with the adapted scale and was observed high overall internal consistency ($\alpha=0.896$); in the evaluation of the values of the subscales - expectation ($\alpha=0.876$) and perception ($\alpha=0.928$). The item with the lowest internal consistency value was - Attendance ($\alpha=0.391$).⁽¹⁰⁾

The study intervention consisted of the application of the "GerenciaQualiCrohn" in the case management program. The main steps in the CM process were: 1) identification of the client, in this phase the selection and engagement in the patient's CM process were performed; 2) Assessment and identification of opportunities, which involved the collection, analysis, and synthesis of information to develop actions for the patient, i.e. care plan; 3) Development of the Case Management Care Plan: in this phase, the case care plan was made, which is a structured and dynamic tool used to document the opportunities, interventions, and expected goals; 4) Implementation and Coordination of the Care Plan; 5) Follow-up and Evaluation of the Care Plan: step performed by telephone follow-up; 6) Closure of the CG process: in this phase, it focused on stopping or repeating CG process upon the results or when the patient's needs and wishes changed, i.e. were achieved.^(7,10)

The study was conducted in 3 phases (pre, intervention, and post). In phase 1 of the study protocol, it was performed the application of the scale (SERVQUAL adapted - expectation) in all participating patients who met the inclusion criteria. This step lasted three months. Data collection occurred on two days of the week in the Inflammatory Bowel Disease (IBD) outpatient clinic and in the infusion center.

Phase 2 consisted of the application of "GerenciaQualiCrohn". In this stage, the Case Management program was initiated. The nurse manager/researcher performed the actions mediated by GerenciaQualiCrohn in nursing consultations in individual rooms inside the infusion center. During consultations, vital signs were measured, diagnoses were formulated, and nursing interventions based on the needs of patients with Crohn's disease were provided. Verbal interventions based on the quality of life score were offered after measurement by the IBDQ.

This is an instrument in the form of a flowchart that aims to guide nurses in the case management program with a focus on the quality of life of patients with Crohn's disease. It was developed and validated for content and appearance, with good psychometric measures, and needs an average of 27.6 minutes for applicability⁽¹⁰⁾

The GerenciaQualiCrohn is configured as a technological innovation in which the nurse using it has support to evaluate patients with physical examination, basic human needs affected, elaborate nursing diagnoses, provides nursing activities according to the patient's quality of life score, in addition to follow-up and monitoring by periodic telephone calls. The instrument directs the nurse to make telephone contact depending on the quality of life scores after evaluation. If poor, there will be

Nursing care with case management.. more than one contact, and if excellent quality, the patient will have a longer deadline to return.

One of the main objectives of GerenciaQualiCrohn is to assess the quality of life of these patients with IBD, and for this, it has attached to the instrument the IBDQ scale, which was validated for the Brazilian context (11), being possible to scale this construct in: excellent, good, regular, and poor utilizing four domains, namely: systemic, intestinal, social, and emotional aspects.

The patients were cared for in the Case Management program for 6 months. The time spent using the "GerenciaQualiCrohn" was counted. The follow-up of the continuity of care and the actions to be performed were followed according to the steps of the "GerenciaQualiCrohn" instrument. Around 5 to 7 applications of the instrument were performed individually per day.

In phase 3, the scale (adapted SERVQUAL - perception) was applied after 6 six months of the case management program. Data collection was performed by the researchers and occurred on alternate days in the drug infusion center in which the subjects were treated twice a week. This phase lasted three months after the intervention and the patients were approached at the moment before the infusion of medications in a specific room.

Regarding data analysis, categorical variables were evaluated descriptively with simple frequency and numerical variables (discrete/continuous) measures of central tendency (mean and median) and dispersion (standard deviation) were performed. Each question of the adapted SERVQUAL, as well as its domains, was tested for normality and distribution using the Kolmogorov - Smirnov test. The Wilcoxon non-parametric test was used to compare pre- and post-test data. The significance level was 5%.

As for the ethical aspects, this research was approved by the Research Ethics Committee of the University Hospital of Piauí - Teresina, under protocol 1.847.126.

RESULTS

Most participants were male (58.3%) with a mean age of 36.5 ± 11.5 . As for education, 69.4% had more than 9 years of schooling, 52.8% were married and 38.9% had no children, 58.3% declared themselves to be brown and 61.1% lived in the capital.

The average individual income was one minimum wage, and 97.2% declared they were non-smokers. As for the time of treatment with immunobiological drugs since the discovery of the disease, there was a mean of 5.9 years. The results of phase 1 of the study are shown in **Table 1**.

The item with the lowest mean compared to the four dimensions of the adapted SERVQUAL- expectation was "Nurses have their schedules convenient for all their users" with a mean of 5.3 ± 1.7 . The item with the highest mean (6.6 ± 0.6) was "Nurses' behavior makes you feel safe".

In Phase 3 the adapted SERVQUAL -perception was evaluated, **Table 2** shows the analyses of the means of this stage.

Table 1. Mean scores of the items of the adapted SERVQUAL - expectation- PHASE 1 in patients with Crohn's Disease seen in the outpatient clinic. Teresina, Piauí, Brazil, 2018.

Domains	Items	N	M	SD (±)	Min	Max
Reliability	Nurses promise in a certain time They deliver.	36	5,7	1,4	1	7
	Nurses show interest in solving the problem.	36	5,9	1,3	1	7
	Nurses get the job done right the first time.	36	5,7	1,4	1	7
	Nurses always try to do the task without error.	36	6,2	1,1	1	7
Attendance	Nurses provide you with services within the deadlines.	36	6,0	0,8	4	7
	Nurses provide you with fast care.	36	5,8	1,3	1	7
	Nurses are always willing to help you.	36	6,3	0,7	5	7
	Nurses are not busy to answer questions.	36	5,4	1,8	1	7
Safety	Nurses' behavior makes you feel safe.	36	6,6	0,6	5	7
	You feel safe to be admitted to this hospital.	36	6,3	0,8	4	7
	Nurses are polite to you.	36	6,4	1,2	1	7
	Nurses have the necessary knowledge to answer your questions.	36	6,3	0,8	4	7
Empathy	Nurses give you individual attention.	36	5,5	1,5	1	7
	Nurses have their schedules convenient for all their users.	36	5,3	1,7	1	7
	Nurses are willing to offer you the best service.	36	6,2	1,1	2	7
	Nurses give you personalized care.	36	5,8	1,3	1	7
	Nurses provide the best service to you.	36	6,1	1,2	2	7
	Nurses notice your specific needs.	36	5,6	1,6	1	7

Legend: M: mean; Min=minimum, Max=maximum. SD± Standard Deviation
Source: Developed by the authors (2022).

Table 2. Analysis of the means of the dimensions of the adapted SERVQUAL - perception of patients with Crohn's disease seen in the outpatient clinic. Teresina, Piauí, Brazil, 2018.

Domains	Items	N	M	SD	Min	Max
Reliability	Nurses promise in a certain time They deliver.	36	6,1	1,4	2	7
	Nurses show interest in solving the problem	36	6,2	1,3	2	7
	Nurses get the job done right in the first time	36	6,1	1,3	3	7
	Nurses always try to do the task without error	36	6,3	1,2	2	7
Attendance	Nurses provide you with services within the deadlines.	36	6,1	1,5	1	7
	Nurses provide you with fast care.	36	6,1	1,3	2	7
	Nurses are always willing to help you.	36	6,3	1,3	2	7
	Nurses are not busy to answer questions.	36	6,0	1,6	2	7
Safety	Nurses' behavior makes you feel safe.	36	6,2	1,2	2	7
	You feel safe to be admitted to this hospital.	36	6,1	1,6	1	7
	Nurses are polite to you.	36	6,5	1,1	2	7
	Nurses have the necessary knowledge to answer your questions.	36	6,4	0,9	3	7
Empathy	Nurses give you individual attention.	36	6,1	1,5	1	7
	Nurses have their schedules convenient for all their users.	36	6,1	1,3	1	7
	Nurses are willing to offer you the best service.	36	6,4	0,9	3	7
	Nurses give you personalized care.	36	6,3	1,3	1	7
	Nurses provide the best service to you.	36	6,6	0,8	3	7
	Nurses notice your specific needs.	36	6,2	1,6	1	7

Legend: M: mean; Min=minimum, Max=maximum. SD± Standard Deviation
Source: Developed by the authors (2022).

The item with the worst evaluation in Phase 3 was "Nurses are not busy to answer questions" with a mean of 6.0±1.6 and the best evaluation was "Nurses provide the best service to you" with a mean value of 6.6±0.8. **Table 3** presents the results regarding the comparison of the means of the dimensions of the

Table 3. Comparison between the means of the adapted SERVQUAL - expectation/perception subscales of patients with Crohn's disease seen at the outpatient clinic of PIUH, (n=36). Teresina, Piauí, Brazil, 2018.

Domains	EXPECTATION			PERCEPTION			p-value*
	M ± SD	Min	Max	M ± SD	Min	Max	
Reliability	5,9 ± 1,0	4,5	7	6,2 ± 1,1	3	7	0,088
Attendance	5,9 ± 0,7	2,3	7	6,1 ± 0,9	3,6	7	0,190
Safety	6,4 ± 0,9	4,3	7	6,3 ± 0,9	3,3	7	0,976
Empathy	5,7 ± 1,1	2,3	7	6,3 ± 1,1	3	7	0,009

Legend: M: mean; SD standard deviation; Min: minimum. Max: maximum. *Wilcoxon Test

Source: Developed by the authors (2022).

It was observed that, in expectation, the domain with the highest mean was "Safety", 6.4±0.9. In perception, there was an increase in mean values in 3 domains, and two domains ("Safety" 6.3±0.9 and "Empathy" 6.3±1.1) showed similar values. However, a reduction in the mean value of safety was identified comparing before and after the intervention, although this difference was not statistically significant.

By the non-parametric Wilcoxon test, a statistically significant improvement was found in the satisfaction of Crohn's patients regarding the "empathy" dimension, so that perceptions exceeded expectations. **Table 4** shows the mean Gaps of the four domains of the adapted SERVQUAL: reliability, attendance, safety, and empathy.

Considering the mean difference between perception and expectation observed in the gap values, the dimension "Safety" obtained a negative gap (-0.1±1.0), showing that satisfaction with the quality of service decreases in this domain. The other indicators obtained positive values, demonstrating satisfaction of Crohn's patients. The values regarding how Crohn's patients perceived the nursing care service performed through case management were higher than their expectations in three dimensions: reliability, attendance, and empathy.

The "Empathy" dimension had the highest mean variation among the four domains (0.5±1.5), characterizing that Crohn's patients had a better perception regarding the personalized and individualized attention given by nurses after the intervention. The total Gap assumed a positive value (0.20.2±0.9). Gaps regarding the individual items of each dimension are arranged in **Table 5**.

In the dimension Attendance, the item "Nurses are always willing to help you" obtained a gap = 0, meaning that the perceptions of Crohn's patients were consistent with expectations.

We observed that the items that presented a higher expectation than perception regarding nursing care were: "nurses' behavior makes you feel safe" (-0.6); "you feel safe to be admitted to this hospital" (-0.1); "nurses are polite to you" (-0.3).

Table 4. Gaps in the dimensions: reliability, attendance, safety, and empathy of adapted SERVQUAL. Teresina, Piauí, Brazil, 2018.

GAPS	M ± SD	Min	Max
Gap 2- Reliability	0,3 ± 1,3	-4,0	2,5
Gap 3- Attendance	0,2 ± 1,1	-3,4	2,5
Gap 4- Safety	-0,1 ± 1,0	-3,8	1,5
Gap 5 - Empathy	0,5 ± 1,5	-4,0	4,7
Total Gap - Satisfaction Score	0,2 ± 0,9	-3,5	1,7

Legend: M: mean; SD standard deviation; Min: minimum. Max: maximum.

Source: Developed by the authors (2022).

Table 5. Gaps of the items of each dimension of adapted SERVQUAL, (n=36). Teresina, Piauí, Brazil, 2018.

Dimensions	E	P	GAP (P-E)
Reliability			
Nurses promise in a certain time They deliver.	5,7	6,1	0,4
Nurses show interest in solving the problem.	5,9	6,2	0,3
Nurses get the job done right the first time.	5,7	6,1	0,4
Nurses always try to do the task without error.	6,2	6,3	0,1
Attendance			
Nurses provide you with services within the deadlines.	6,0	6,3	0,3
Nurses provide you with fast care.	5,8	6,1	0,3
Nurses are always willing to help you.	6,3	6,3	0,0
Nurses are not busy to answer questions.	5,4	6,3	0,9
Safety			
Nurses' behavior makes you feel safe.	6,6	6,0	-0,6
You feel safe to be admitted to this hospital.	6,3	6,2	-0,1
Nurses are polite to you.	6,4	6,1	-0,3

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Nurses have the necessary knowledge to answer your questions.	6,3	6,5	0,2
Empathy			
Nurses give you individual attention.	5,5	6,4	0,9
Nurses have their schedules convenient for all their users.	5,3	6,1	0,8
Nurses are willing to offer you the best service.	6,2	6,1	-0,1
Nurses give you personalized care.	5,8	6,4	0,6
Nurses provide the best service to you.	6,1	6,3	0,2
Nurses notice your specific needs.	5,6	6,2	0,6
Legend: E- Expectation. P- Perception.			
Source: Developed by the authors (2022).			

DISCUSSION

The results of this study expressed the overall judgment of Crohn's disease patients about perceptions and expectations regarding the nursing service performed through case management in the outpatient clinic. The perceptions of Crohn's patients exceeded expectations, in which they presented themselves as satisfied with the quality of nursing service in the dimensions Reliability, Attendance, and Empathy after the intervention, despite the negative gap in the dimension Safety.

The evaluation of satisfaction through SERVQUAL allowed results that will serve as an alert to managers and nursing professionals, to improve the health offer and preparation of future action plans, allowing visibility of weak points, based on the level of satisfaction of patients with Crohn's disease seen in outpatient clinics⁽¹⁰⁾.

The analysis of the Reliability dimension showed that patients with Crohn's disease, especially in the 40 to 50 age group are satisfied and feel confident with the nurses, because they always try to perform the task without error, according to the patients' expectations.

In the dimension Attendance, perceptions exceeded expectations after the case management program. This data represents one of the human and professional competencies of nurses in helping the patients assisted and providing agility in the service. This dimension is very important for the quality of the service offered since attendance takes place in the field of human relations where unique ways of existence are present, in other words, each person needs special and individualized attention⁽¹²⁾.

In the context of the Safety dimension, the identification of a negative gap showed dissatisfaction with the service, i.e., perception did not exceed expectation. However, it is noteworthy that both expectation and perception means in each item of this domain had high levels. Nevertheless, when compared to each other, there was a slight decrease, showing the need for improvement to reach the satisfaction of these patients. Because it is known that a satisfied and safe patient may recommend the service performed by the team and contribute to the quality management of the hospital⁽¹³⁾.

The Safety dimension ensures patients' confidence so that they feel protected in the environment since it has a strong relationship with the institution's and professionals' ability to perform the service. In the patients' view, safety in the hospital environment is related to courtesy and knowledge that health

professionals offer in the execution of some procedures and the service performed⁽¹⁴⁾.

It is important to emphasize that feeling safe to be admitted to the hospital where treatment is done at the outpatient level is a fact that requires more attention from the professionals who serve this population. Therefore, it is evident the importance of using predictive evaluation tools, which analyze the view of users of the services offered in institutions, taking into consideration the discrepancies of each sector within the hospital service, and their past experiences with hospitalization. In this particular research, it can be added to the results a priority to fight for improvements related to care and that the attention given to these patients by nurses, be constant, even in the face of difficulties.

In the Empathy dimension, Crohn's patients had a better perception regarding the personalized and individualized attention offered by nurses after the intervention, through the interventions of welcoming and respect at the time of attendance. One can perceive through this result the importance of service quality for positive impact and new implications in nursing practices⁽¹⁵⁾.

It is noteworthy that the care that nursing develops focused on patient needs is under construction, along with daily actions linked to hospital institutions and closely linked to the attribute communication and interpersonal relationships⁽¹⁶⁾.

In this sense, patients should receive personalized treatment so that they feel empowered and trust the professional who assists them, considering that, through empathy, people can experience the feelings of others, as if they were their own. Therefore, dialogue, listening, and touch are actions that generate feelings of gratitude, and have the potential to contribute to the increase in patient satisfaction⁽¹⁶⁾.

Empathy is one of the most important pillars within SERVQUAL, because it demonstrates subjective aspects from the perspective of those being assisted, unlike those related to tangible elements. A study showed that users of the service felt dissatisfied with the lack of attention from health professionals and that is closely related to low satisfaction in attendance⁽¹²⁾. This data reinforces the importance of their insertion in a case management program, which ensures integral humanized care in the physical, human, technological, and administrative contexts.

It was found that respect, trust, and empathy were the main factors evidenced by patients related to their satisfaction. Thus, the care provided by

nursing is one of the most relevant factors regarding the overall satisfaction of patients in outpatient or inpatient care, as well as their permanence at the treatment site^(13,17-18-19).

The study brought contributions to the advancement of the Nursing area, especially in the theme of service quality measured by user satisfaction. Contemporary nurses are undergoing the process of implementing advanced practices in the provision of their care so that the evaluation from the perspective of the patient assisted is an indispensable factor⁽²⁰⁾.

We have advanced in the knowledge about the potentialities and challenges that emerge from the intervention, contributing to improving nursing care. We endorse the contribution of this research to the advancement of knowledge within the context of nursing science by using predictive scales and by the unprecedented application of the "GerenciaQualiCrohn" in the Case Management program. Thus, with this study, it is possible to search for improvement in "locus" to bring about changes in the form of Nursing care.

It is believed that these findings may cause new investigations and reflections to make the quality of nursing care a primordial indicator in the hospital environment and awaken interest in improvements in the services provided in public institutions by understanding the expectation and perception of quality and satisfaction of the services provided to its users.

The study presented as a limitation the difficulty of access to patients who did not return for the completion of treatment on scheduled days, and to reverse and reduce the situation, the researcher contacted the participants by phone to schedule a later date.

CONCLUSION

Crohn's patients had better perceptions of the nursing service after the case management program with the "GerenciaQualiCrohn" intervention, and feel satisfied with the quality of dimensions reliability, attendance, and empathy, although dissatisfied with the safety dimension.

The study brought to the area of nursing in Inflammatory Bowel Disease, the visibility to patient-centered care, and care for all people who are part of the family context by favoring interpersonal relationships, and improvement of the system of care delivery through care programs, which focus on attendance, aiming to promote safety and quality in the care process.

It also adds the use of predictive scales to evaluate the satisfaction of the clientele as a valid resource for interventionist actions. It is expected that these results can serve as a requisite for changes in the nursing practice for patients with Crohn's disease, especially regarding safety in care. It is recommended that new studies be carried out within the area, to improve the quality of care for the clientele.

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