



PARENTAL SATISFACTION REGARDING THE SERVICES PROVIDED TO CHILDREN DURING HOSPITALIZATION

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ABSTRACT

Background & Objectives: Parental satisfaction on the care provided becomes a quality indicator for the hospital. The present study aims to assess the parental satisfaction regarding the services provided for the children admitted with pediatric illness. **Methods:** Non experimental descriptive survey design was adopted for this study. Sample of 100 parents having children aged 0 to 18 years were selected by using non probability purposive sampling technique. The study was conducted in pediatric wards of a tertiary care hospital. Demographic proforma and parental satisfaction scale was used to collect data. The data was collected and analysed using descriptive and inferential statistical. **Results:** The study results showed that majority (36%) of the study participants were in the age group of 31 -35 years, majority (92%) were females, majority (49%) were homemaker, majority (65%) were residing in rural area, majority (79%) of the parent verbalized that they had previous hospitalization of family members, and majority (86%) had accompanied the family members during hospitalization. It was found that 93% of parents were extremely satisfied regarding the services provided. The mean parental satisfaction score was 201.56 ± 16.59 . The study also found that there is a significant association between parental satisfaction scores and educational status of parents ($\chi^2=209.16$, $p<0.05$). **Interpretation & conclusions:** The study concluded that majority of the parents were extremely satisfied by the care provided to their children who were admitted to the pediatric wards. Quality patient care is one of the key indicator for the parental satisfaction.

KEYWORD: Children, hospital services, parental satisfaction.

INTRODUCTION

In the recent years, parents take a keen interest in the care of their children. They expect that good care to be provided to their children by the health care facility when they are admitted to the hospital. At the same time the health care facility also aims at providing quality care to the clients, thereby trying to maintain the accreditation from various agencies.^[1] In addition, it was seen that demands for effective health care and improvement in patient outcomes are increasing worldwide. In order to deal with these demands, health care needs to be more evidence-based and patient-centered.^[2]

It is true that, parents' satisfaction with health care is associated with an improvement in their child's health or with a reduction of symptoms, including adherence to the therapeutic regimen and understanding medical information. Thus, the level of parent's satisfaction with health care can be used as a good proxy variable for important aspects of quality of care.^[3] Increasingly, families' perspectives are also taken into account in the

appraisal of health services and the views of parents are sought for the evaluation of pediatric care quality.^[4,5]

Healthcare system today is characterized as complex, technically proficient, competitive and market-driven. Nowadays, there is an increased evidence that greater satisfaction with health services results in better treatment adherence, which leads to better health outcomes.^[1,6] This has led to an increased interest in patient satisfaction as an essential factor in providing quality health care.^[7]

Moreover, healthcare organizations have started to show an increasing interest in examining and developing their functions through a marketing perspective. This fact leads to the examination of service provision from the perspective of both the service buyer and the service provider and, in contrast, the examination of service use or consumption from the perspective of the customer. As a result, the service provider's success or competitiveness is based on providing services that meet

the customer's needs.^[8,9] A study results demonstrated that the parents showed greater satisfaction with staff attitudes and medical treatment, whereas they were less satisfied with the information concerning routines and the staff work environment.^[10]

It was noted that when new technologies and treatments, aging population, managed care's limitations and regulations has increased hospital expenses, the insurance for both care providers and the hospital organization are attempting to reduce costs.^[11] Therefore hospitals are trying to reduce costs of operation in conjunction with improving quality of care. This unique challenge has led to the focus on a market driven approach that utilizes patient satisfaction as a measure of quality and performance.^[12]

In case of a child's hospitalization, the satisfaction with care is also assessed by parents or guardians^[13], who have the right to be present, participate and co-decide medical care issues.^[14] A sense of parental satisfaction with care is determined by their individual needs, experiences of previous hospitalizations and changing external factors, including systemic factors.^[15-18] Parents' satisfaction with care may also be influenced by other factors such as child's health condition and its impact on family functioning, child's emotional condition, clinical stage of the disease and maintaining continuity of care from hospital admission to discharge including preparing parents for continuing nursing care in home environment.^[19,2] The assessment of parental satisfaction is an important part of the holistic nursing care for a paediatric client which allows finding parents' attitude towards the services they are provided with.^[16,20] The aim of this study was to assess the parental satisfaction regarding the services provided for children admitted with pediatric illness.

MATERIALS AND METHODS

It was a Cross-sectional, questionnaire based study. It was conducted at a selected tertiary care hospital of Dakshina Kannada district which is a 1050 bedded multispecialty hospital. It has a well equipped pediatric unit comprised of outpatient department, medical and surgical wards, PICU, NICU and ENT units.

To conduct the study, ethical clearance was obtained from institutional ethics committee and formal permission was obtained from hospital authorities. A questionnaire was prepared by reviewing the literature and got it validated by the subject experts. The questionnaire was pre tested and found reliable ($r=0.86$).

Using non probability purposive sampling technique, 100 parents were selected as study participants. The study participants were explained clearly about the purpose and nature of the study in the language they can understand. They were enrolled in the study only after obtaining a written informed consent. After taking their consent, the data was collected by providing a self-administrated pre-

designed questionnaire. The questionnaire consisted of two sections. Demographic proforma and the parental satisfaction scale. The parental satisfaction scale consisted of 45 items divided into 5 areas like satisfaction regarding hospital facilities (8 items), treatment and care (9 items), health care team (9 items), reception and hospitality (7 items) and information and communication (12 items). It was a 5 point Likert scale which has to be rated from strongly agree (5) to strongly disagree(1). The maximum possible score was 225. The collected data was analyzed using descriptive and inferential statistics.

RESULTS

The study results showed that majority (36%) of the study participants were in the age group of 31 -35 years, majority (92%) were females, majority (50%) had high school education, majority (49%) were homemaker, majority (65%) were residing in rural area, majority (55%) belonged to family nuclear. Regarding the children, majority (28%) were in the age group of 2 to 6 years, majority (52%) were males, majority (33%) were admitted to paediatric medicine, majority (77%) had no previous hospitalization. Majority (79%) of the parent verbalized that they had previous hospitalization of family members, and majority (86%) had accompanied the family members during hospitalization.

The study results also showed that majority (81%) were extremely satisfied with the preadmission visit to the OPD / emergency. 47% were extremely satisfied with the procedure of reception to the ward. Majority were extremely satisfied with the waiting time (72%) and adequacy of waiting area (59%). Majority (67%) were extremely satisfied with the appearance of consultation room, 52% were extremely satisfied with the admission procedure, 50% were extremely satisfied with the accessibility of services in the hospital. 44% were extremely satisfied with the dietary services provided by hospital and 56% were extremely satisfied with the parking area.

Regarding receiving of information, 62% were extremely satisfied with the information received in the hospital. 55% were extremely satisfied with the information provided by doctors, 57% were extremely satisfied with the information provided by nurses, 52% were extremely satisfied with the information provided by nurses regarding routine, procedures and physical orientation to the ward, 44% were extremely satisfied with the information regarding payment of bills and 48% were extremely satisfied with the feedback system.

Majority (53%) said that there was no delay in meeting the needs of the child in the outpatient department, 51% said that there was no delay in meeting the needs of the child in the ward, 54% extremely satisfied suitability of treatment, Regarding the hospital staffs, 53% were extremely satisfied with the nursing care, 61% extremely satisfied by the care provided by doctors, 51% extremely

satisfied with the approach and attitude of doctors, 47% extremely satisfied with the approach and attitude of nurses, 55% extremely satisfied with the assurance and

empathy provided by doctors, 59% extremely satisfied by the assurance and empathy provided by nurses and 59% extremely satisfied with the discharge procedure.

Table 1: Overall mean, median and SD of parental satisfaction scores.

n=100

	Maximum possible score	Minimum	Maximum	Range	Median	Mean \pm SD
Parental satisfaction score	225	141	225	89	213	201.56 \pm 16.59

Table 2: Arbitrary grading of satisfaction score.

Satisfaction grading	Scores	Percentage
Extremely. Dissatisfied	57	0
Dissatisfied	57 - 115	0
Satisfied	116 - 172	7
Extremely satisfied	173 -225	93

The study also found that there is a significant association between parental satisfaction scores and educational status of parents ($\chi^2 = 209.168$, $p < 0.05$).

DISCUSSION

The present study findings are supported by a study^[21] which was conducted to assess the parental satisfaction regarding pediatric oncology nursing care where it was shown that 83% of the parents were partially satisfied and 17% were satisfied with paediatric oncology nursing care. Highly satisfied paediatric nursing care areas were Nutrition, Investigation / procedure, utilization of care and admission. The areas of least satisfied paediatric nursing care areas were elimination, Play and activity, Personal hygiene, Comfort measures.

In another study^[22] it was reported that the lowest level of satisfaction was found for items such as "Waiting time in the ward for medical examination", "The child's need has been taken care of, without waiting too long", and questions related to information about and procedures in the ward. The parents were most satisfied with the nurses' behavior and information given by the nurses, but items such as "Being involved in the care and treatment" and "The physicians are kind" also got a high score among parents. It was also seen that the statements like "The nurses show you around the ward" and "The nurses tell you about the ward procedures" and "The nurses inform you how to find things in the ward" were the one which satisfied the parents the most.

In another study^[23] which examined the parental satisfaction concerning their child's hospital care, parents showed greater satisfaction with staff attitudes and medical treatment, whereas they were less satisfied with the information concerning routines and the staff work environment. They were pleased by the nursing care, nurses' concern and from the respect to their needs or their child's needs. Fathers gave statistically significant higher ratings for information about illness than mothers did. Adequacy of care, adequate pain management, parents' involvement in care, trusting relationship and

staff attitudes were the most important determinants of parental satisfaction.

Thus the study has elicited that majority of the study participants were extremely satisfied by the services provided to the children admitted with pediatric illness. Parental satisfaction is a key indicator for the quality care as well. Thus it is concluded that parents satisfaction should be taken care of in hospitals and quality care must be provided to children to enhance the parental satisfaction.

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