

PARENTS SATISFACTION REGARDING THEIR CHILD WITH NURSING CARE IN TERTIARY HOSPITALS, PESHAWAR

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ABSTRACT:

OBJECTIVES:

To study the satisfaction of parents regarding their child with nursing care in government tertiary care hospitals in Peshawar, KPK.

METHODOLOGY:

A cross sectional study was done in three tertiary care hospitals in Peshawar District, KPK. Data was collected from 306 participants as a convenient sample size. Parents of children admitted in three units consisting of Pediatric Ward, Pediatric Intensive Care Unit (ICU) and Pediatric High Dependency Unit (HDU) for at least 2 days in these units were included. Whereas, those who have stayed less than 2 days were excluded. Data was collected from 306 participants through a structured questionnaire. Informed consent was taken from the participants. The data was recorded and analyzed on SPSS version 20.0.

RESULTS:

The result of this study shows more satisfaction from parents toward nursing care provided to their child. But in some areas i.e. providing informational care and following hygienic conditions, the parents' satisfaction was not positive.

CONCLUSION:

Parents as well as patient satisfaction are the key factors in relation to nursing care. Our study's finding show great satisfaction toward nursing care.

KEYWORDS: *Intensive Care Unit (ICU), High Dependency Unit (HDU), Parents' Satisfaction, Children, Nursing Care*

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INTRODUCTION:

Parents' satisfaction with nursing care provided to their children is very important. Nurses and other health professionals should know the importance of support needed for the parents and to provide quality care for their children. Nurses should be aware of how to bridge the gap and communicate with parents through their knowledge and skills to support parental role. Access to information can make parents feel more comfortable, reduce

helplessness, and provide them a sense to control the situation¹. Better nurse/patient ratio, nurse involvement in decision making, and positive doctor-nurse relations are also associated with improved patient outcomes, including reduction in further complications, mortality, and better parents' satisfaction². The attitude and approach of the nurses are important factors, which enable them to treat children as human being, and not just a case, with sympathy, respect, and empathy and by staff who are interested in providing holistic care³. Parents and nurses are at the forefront of a hospitalized child's care and to understand the views of parents and nurses in the provision of holistic care to patient. Parents and children have a unique bond of relationship, which makes parental involvement much important to provide the holistic care to admitted child in pediatrics unit⁴. Patient satisfaction levels is a crucial part to measure the quality of care, especially for children who has difficulty in speaking, so parent's level of satisfaction should be taken into consideration⁵. Parents' satisfaction is generally accepted as a vital indicator of the quality and effectiveness of care⁶. The quality of care based on nursing care deficiencies was also explored and indicated that a significant relationship existed between quality care and parents of patient safety ratings. The creation and maintenance of trust is essential to increase the benefits of the relationship between nurses and parents of hospitalized

children⁷. Nurses are the front-line personnel who care for patients on a daily basis. Nurses can play an important role in ensuring patient safety in every unit of hospital³. The results of a study reported the assessment of parental satisfaction with nursing care was good. Enough resources are also one of the factors to provide better quality care⁹.

METHODOLOGY:

A cross sectional quantitative study design was used to find out the satisfaction level of parents in three government tertiary care hospitals in Peshawar district, Khyber Pakhtunkhwa from February to April 2020. The convenience sampling method was used and total 306 participants were recruited. Parents of children admitted in three units consisting of Pediatric Ward, Pediatric ICU and Pediatric HDU for at least 2 days in these units were included. Whereas, those who have stayed less than 02 days were excluded. Data was collected from 306 participants through a structured questionnaire. The questionnaire consisted of 20 questions based on various aspects of nursing care. The satisfaction level was graded to follow the Likert scale as; Never-1, Sometimes-2, Usually-3, and Always-4. Approval to carried out the study was taken from the hospital director. Informed consent was obtained from all participants. Data was processed and analyzed using the SPSS version 20.

RESULTS:

Table 1: Demographic Data (in Percentage)

Gender	Male	61	19.9%
	Female	245	80.1%
Age	25 to 30 years	143	46.7%
	31 to 35 years	133	43.5%
	36 to 40 years	29	09.5%
	41 and above	01	0.3%
Ward	Pediatric General ward	265	86.6%
	ICU	08	02.6%
	HDU	33	10.8%
Parents	Father	61	19.9%
	Mother	245	80.1%
Residence	Urban	121	39.5%
	Rural	185	60.5%

Table 2: Overall Results (Variables 1 to 20)

Serial No.	Questions	Participants Responses			
		Never N (%)	Sometimes N (%)	Usually N (%)	Always N (%)
1	Nurses listen carefully to your concerns	05 (1.6)	28 (9.2)	63 (20.6)	210 (68.6)
2	They provide effective nursing care during every procedure to your child	06 (2.0)	16 (5.2)	70 (22.9)	214 (69.9)
3	Nurses provides informational care to you	37 (12.1)	71 (23.2)	70 (22.9)	128 (41.8)
4	Behavior of nursing staff	13 (4.2)	15 (4.9)	67 (21.9)	211 (69)
5	Overall quality of care of the nursing staff	15 (4.9)	18 (5.9)	73 (23.9)	200 (65.4)
6	The nurses follow the hygienic conditions	93 (30.4)	108 (35.3)	31 (10.1)	74 (24.2)
7	Give medications on time	12 (3.9)	26 (8.5)	107 (35.0)	161 (52.6)
8	Nurse communicate doctor's messages with you regarding your child health status	06 (2.0)	40 (13.1)	74 (24.2)	186 (60.8)
9	I am satisfied from overall hospital care	05 (1.6)	15 (4.9)	61 (19.9)	225 (73.5)
10	Your child receives satisfactory treatment	03 (1.0)	15 (4.9)	56 (18.3)	232 (75.8)
11	Positive work climate and cooperation among staff members	02 (0.7)	10 (3.3)	38 (12.4)	256 (83.7)

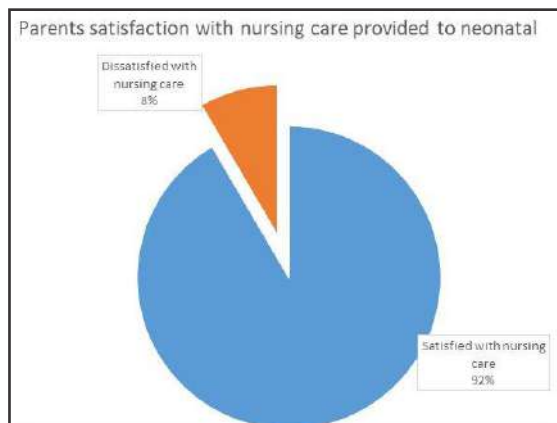


Figure 1 : showing satisfaction of the parents with nursing care

DISCUSSION:

The satisfaction of the parents of those children admitted in pediatric wards in three teaching hospitals of Peshawar was studied. Charge nurse is the principal healthcare provider for the neonatal patients admitted in the ICU and HDU. They have greater

responsibilities for giving the effective care to infants, listening to their parents concerns and providing information care to them along with health status of their children. These factors contribute in the parent's satisfaction regarding the services and nursing staff^{10,11,12}. Similarly, in our study, parents scores were high on the questions such as active listening of the nurses, effective care, behavior, and overall quality of nursing care but they reported that 35.5% of the nursing staff doesn't follow the hygienic conditions. To minimize chances of infection, following hygienic conditions is very important before and after performing procedure. Due to work burden, shortage of staff, and lack of facilities, proper hygienic conditions are not practiced in hospitals. A study conducted in Jordan¹³, reported that ninety per cent of the parents perceived that nursing staff show negligence in the care of their children and didn't listen to parents' concerns. Similarly, another study result showed that the parents were less satisfied from the nursing care provided to their six-year-old children

admitted in emergency units^{14,15}. This study also reported that duration of hospitalization, gender and age were not associated with the satisfaction of the parents. In our study, the results showed that most of the participants were satisfied with nursing care provided to their child. Patient satisfaction with nursing care is a definitive determinant of quality of healthcare in the hospital¹⁶. An integrative review was conducted and reported that several countries (United Kingdom, United States of America, Australia, Canada, Israel, Netherland, and South Africa) showed parents satisfaction with nursing care provided to their infants¹⁷. In USA¹⁸, parents were highly satisfied from the nurses performing duties in the emergency care units of neonatal.

CONCLUSION:

This study concluded that the majority of the parents were satisfied with the overall care provided by nurses except hand washing and the provision of information for which responses were not satisfactory. The remaining variable got more than 50% (positive) score.

CONFLICT OF INTEREST: None

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