

ORIGINAL PAPER

## Level of Parents' Satisfaction with the Nursing Care Received by their Hospitalized Children

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Accepted (Revised): December 10, 2014

### ABSTRACT

A cross sectional descriptive study was conducted in Paediatric medicine and surgery ward of Gauhati Medical College and Hospital, Guwahati to assess the level of satisfaction among parents' with the nursing care received by their child during hospitalization. A sample of 160 parents of 80 children was selected by purposive sampling technique. The tool used for the study was the structure interview schedule consists of socio demographic characteristics and three point satisfaction scales to assess the level of satisfaction of parents.

The result revealed that majority of the parents 55.6% were moderately satisfied, 26.3% were highly satisfied and only 18.1% were not satisfied at all. No significant difference was observed in the level of satisfaction between mother and father. The study also revealed that there was significant association between sex of the child ( $\chi^2_{(2)} = 0.01, p < 0.05$ ), family income ( $\chi^2_{(12)} = 0.03, p < 0.05$ ), dependency of the child on the basis of nursing care ( $\chi^2_{(4)} = 0.00, p < 0.05$ ), duration of hospital stay ( $\chi^2_{(4)} = 0.03, p < 0.05$ ), and place of residence ( $\chi^2_{(2)} = 0.00, p < 0.05$ ) with satisfaction level of parents.

The findings of the study demonstrated that there is a need to increase the awareness among the nurses regarding satisfaction of parents with nursing care in children's ward to improve the quality of health care. The findings could be utilized as a basis for conducting in-service education programme for the nurses, so that they develop a constant awareness and a clear understanding of the care of children.

**Key Words:** Parents, hospitalized Children, Nursing care, level of satisfaction.

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### INTRODUCTION AND BACKGROUND OF THE STUDY

Illness, with the occasional consequence of hospitalization, affects children and their families in a variety of ways. Hospitalization is often confusing, complex and overwhelming for both children and their families.<sup>1</sup> Parents' reaction to illness and hospitalization of their child depends on variety of factors<sup>2</sup>. Although one cannot predict which factors are most likely to influence their response. A number of variables have been identified like seriousness of the threat to the child, previous experience with illness or hospitalization, available support systems, personal ego strength, coping abilities, communication patterns among family members etc. Parents often experience many stressful situations with the hospitalization of their child which may affect their satisfaction and ability to interact with their child.<sup>3,4</sup>

There has been increasingly interest in patients' satisfaction with nursing care is observed in the past few decades. Patients' satisfaction with nursing care is considered as an important factor in explaining patients' perceptions of service quality.<sup>5</sup>

Recent research has identified common factors among parents whose children were hospitalized, including feeling an overall sense of helplessness, questioning the skills of staff, dealing with fear, coping with uncertainty, and seeking reassurance from caregivers.<sup>6</sup>

Nurses are the important members of the health care team. Like any other set up, in pediatric set up also nursing care system has an important role

to play in providing care to the children. Support from nurses during their child's hospitalization can assist parents to maintain their parenting role and promote quality pediatric nursing care.<sup>7</sup> Thus nurses along with parents contribute significantly towards the child care by involving parents in providing care to their children.

Studies on the satisfaction of parents related to nursing care received by their children are very few in the developing countries especially in India. Therefore investigator has chosen this study to generate a road map for further improvement in nursing care of hospitalized children and which will increase the overall satisfaction of parents. The findings of present study would identify the probable areas of nursing care to be developed furthermore to give quality care to patient.

## OBJECTIVES

The present study attempted

1. To assess the level of satisfaction of parents' with the nursing care received by their child during hospitalization.
2. To compare the level of satisfaction between the mother and father of the hospitalized child.
3. To find out the association between level of parents' satisfaction with selected demographic variables (viz. age of the child, sex of the child, age of the parent, educational status, occupation, family income, dependency of the child on the basis of nursing care, duration of hospital stay, place of residence).

## METHODOLOGY

Across sectional descriptive survey approach was used for the study. The Study was conducted in Pediatric medicine and Pediatric surgery ward of Gauhati Medical College and Hospital, Guwahati. The population consisted of parents whose children were hospitalised for at least 3 days or more. The sample size was 160 parents of 80 children which were selected by purposive sampling technique.

The tool used for data collection consists of the following:  
Part 1: *Demographic characteristics*

Demographic characteristics includes age and sex of the child, age, educational status, occupation and family

income of the parent, dependency of the child on the basis of nursing care, duration of hospital stay and place of residence.

Part 2: *level of satisfaction of parents' related to different areas of nursing care to their hospitalized children*

Level of satisfaction of parents was determined by three point satisfaction rating scale related to fifteen areas of nursing care which was developed by the investigator and validity and reliability of tool was obtained. Each of these items has three responses with a scale value of 3, 2, and 1 respectively. The level of satisfaction was computed in terms of percentile and were graded as highly satisfied (Above 75<sup>th</sup> percentile) moderately satisfied (25<sup>th</sup>-75<sup>th</sup> percentile) and not satisfied respectively (Below 25<sup>th</sup> percentile).

## ETHICAL CONSIDERATION

The study was performed after getting approval from the Institutional Ethical Committee of Regional College of Nursing, Guwahati. Permission was obtained from the concern authorities. Verbal and written consent was taken from the participants. Anonymity of the respondents was maintained by using a coded number instead of their name.

## OBSERVATIONS AND RESULTS

All the items in the tools were coded and transferred to a master sheet for computer programming. Statistical analysis has been performed by using SPSS software version 20.0 to analyze the data. Frequency and percentage distribution was used to describe the demographic variables. The t-test was used to find the difference between the satisfaction level of mother and father. The Chi-square ( $\chi^2$ ) test was applied to determine the association between satisfaction level and the selected variables. Significance levels was fixed at 95% confidence intervals (p value <0.05).

## DEMOGRAPHIC CHARACTERISTICS

Analysis of demographic data revealed that majority of children (48.8%) were in the age group 1 month-3 years followed by (21.25%) in the age group 10 years-12 years and above, (16.25%) in the age group 4 years-6 years and only 11 (13.75%) children were in the age group 7 years-9 years.

Majority (66.25%) were male and (33.75%) were female children.

Majority (56.25%) fathers were in the age group 33-37 years and above. Whereas majority (28.8%) mothers were in the age group of 28-32 years.

In relation to education of mother majority (33.75%) were illiterate and rest of the mothers were middle school (31.25%), primary school (21.25%), had high school (6.25%), higher secondary level (5%) and (2.5%) were professional level of education.

In case of father majority had primary school (25.0%) followed by (18.8%) illiterate, (17.5) graduate, 13 (16.3%) higher secondary, (7.5%) high school, (5%) middle school

and very few have post graduate, professional and graduate level of education.

In relation to occupation of the father majority (38.0%) were in clerical job, shop owner, or farmer. Whereas in case of mother majority (76.3%) of them were house wife.

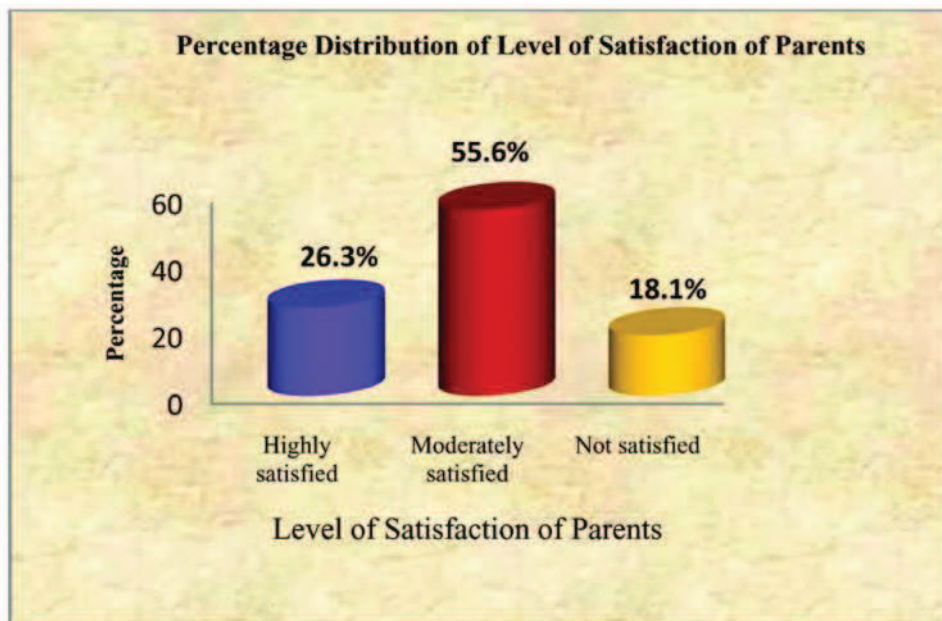
Majority of parents (36.3%) had total family income Rs.2936- Rs.4893.

Majority parents (67.5%) were from rural area.

In relation to dependency of the child on the basis of nursing care majority (66.3%) were partially dependent on nursing care.

Majority of parents (40.0%) were with their child during hospital for 3-7 days.

**LEVEL OF SATISFACTION OF PARENTS' OF HOSPITALISED CHILDREN**  
n=160



**Figure 1** Distribution of parents according to level of satisfaction

From **Figure 1** it is observed that majority (55.6%) were moderately satisfied, (26.3%) parents were highly satisfied and only (18.1%) were not satisfied at all with the nursing care.

**Table 1** Distribution of mothers and fathers' according to their level of satisfaction

Category of Parents	Highly Satisfied		Moderately Satisfied		Not Satisfied	
	No	(%)	No	(%)	No	(%)
Mother	20	25	45	56.3	15	18.8
Father	22	27.5	44	55	14	17.5

From Table 1 it is interpreted that mothers (56.3%) and father (55%) were moderately satisfied. Whereas mothers (25.0%) and father (27.5%) were highly satisfied, and only (18.8%) mother and (17.5%) father were not satisfied at all.

**Table 2** Mean, standard deviation standard errors and t- value of mothers and fathers level of satisfaction

Category of parents	Mean	Standard Deviation	Standard Error of Mean	T-value	P-value
Mother	142.18	14.76	1.65	0.407	0.684
Father	143.15	15.51	1.73		(>0.05)

From the above table 2 it is observed that there is no significant difference in the level of satisfaction between mother and father of the hospitalized child ( $t=0.407$  for  $df$  158) as  $p$  value= 0.684 which is  $>0.05$ . Therefore it may be inferred that satisfaction level between father and mother is same.

**Table 3** Distribution of parents according to their level of satisfaction with different areas of nursing care (n=160)

Nursing care	Highly Satisfied		Moderately Satisfied		Not Satisfied	
	No	(%)	No	(%)	No	(%)
Admission and orientation in the pediatric wards.	37	23.1	89	55.6	34	21.3
Comfort, rest and sleep	35	21.9	95	59.4	30	18.8
Hygienic needs	24	15.0	102	63.8	34	21.3
Environment	0	0	127	79.4	33	20.6
Administration of medication	39	24.4	98	61.3	23	14.4
Investigation, other procedure	34	21.3	92	57.5	34	21.3
Nutritional needs	26	16.3	102	63.8	32	20.0
Psychological support	0	0	135	84.4	25	15.6
Safety and security	17	10.6	104	65.0	39	24.4
Elimination	22	13.8	109	68.1	29	18.10
Observation	0	0	131	81.9	29	18.0
Participation	21	13.1	126	78.8	13	8.1
Play and activity	28	17.50	131	81.9	1	0.6
Communication	40	25.0	92	57.5	28	17.5
Health education	28	17.5	132	82.5	0	0

From **Table 3** it is interpreted that majority of parents (84.4%) were moderately satisfied with psychological support, observation and play activity (81.9) whereas (25.0%) were highly satisfied with the communication of nurses. Majority (24.4%) were not satisfied with safety and security provided by the nurse to their children. Therefore it may be concluded that nurses working in the paediatric ward need to improve skill in providing nursing care.

**Table 4** Association between level of parents' satisfaction and selected demographic variables.

Demographic variables	Sample	Chi-square	Significance (p-value)
Age	Children	8.20	0.22
Sex	Children	8.96	0.01*
Age	Parents	4.91	0.56
Educational status	Parents	15.11	0.52
Occupation	Parents	12.55	0.25
Family income	Parents	22.28	0.03*
Dependency of the child on the basis of nursing care	Parents	15.63	0.00*
Place of residence	Parents	9.53	0.00*

\*P value significant at <0.05

From the table 4 it is clear that sex of the child ( $\chi^2_{(2)} = 8.96, p < 0.05$ ), total family income ( $\chi^2_{(12)} = 22.28, p < 0.05$ ), dependency of the child on the basis of nursing care ( $\chi^2_{(2)} = 15.63, p < 0.05$ ) and place of residence ( $\chi^2_{(2)} = 9.53, p < 0.05$ ) has significant association with the satisfaction level of parents. Whereas age of the child ( $\chi^2_{(6)} = 8.20, p > 0.05$ ), age and educational status of parents ( $\chi^2_{(6)} = 4.91, p > 0.05$ ),  $\chi^2_{(16)} = 15.11, p > 0.05$ ) and occupation of parents ( $\chi^2_{(10)} = 12.55, p > 0.05$ ) were not significantly associated.

## DISCUSSION

The current study revealed that majority of the parents (55.6%) were moderately satisfied, (26.3%) highly satisfied and only (18.1%) were not satisfied at all. Similar findings were observed by Momani MM<sup>8</sup> Yasodha P<sup>9</sup> and Das P. et al<sup>10</sup> Whereas Devasia<sup>11</sup>, Ammentorp J<sup>12</sup> and Marino B L S<sup>13</sup> observed very few parents were moderately satisfied which is in contrast with the present study.

In the present study it was found that there is no significant difference in the level of satisfaction between mother and father of the hospitalized child ( $t = 0.407$  for  $df = 158$ , as  $p$  value = 0.684 which is  $> 0.05$ ). This finding is consistent with the study findings done by Kandari et al<sup>14</sup>, Halfon N et al<sup>15</sup> which revealed that there is no significant difference in the parents' perception of quality nursing care to their hospitalized children regardless of the sex of the parents.

In the present study, significant association was found between level of parents' satisfaction with sex of the

child, total family income, dependency of the child, duration of hospital stay, and place of residence. The finding is consistent with the study findings done by Joshi P<sup>16</sup> and Puotiniemi et al<sup>17</sup>, in their study revealed that there is a significant relationship between the parents' satisfaction and the duration of hospital stay of the parents with their child. No significant relationship could be established between the parents' satisfaction level with the age of the child, parents' age, educational status and occupation. This finding is contrast with the study findings done by Virginia E<sup>18</sup> which reveals that higher satisfaction scores to the nursing care to their hospitalized children is associated with levels of educational status of the parents.

## CONCLUSION

This study clearly demonstrates that majority of the parents have moderate levels of satisfaction with the nursing care provided to their child during hospitalisation. Still very few parents were fully satisfied which needs to be addressed. Low level of satisfaction of parents indicates inadequate knowledge of the nurses in providing care to the children. The findings could be utilized as a basis for conducting in-service education programme for the nurses, so that they develop a constant awareness and a clear understanding of the care of children. This in turn will assist in increasing the level of satisfaction of parents and planning for adequate staffing as well as nursing care activities.

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