



International Journal of Research In Paediatric Nursing

E-ISSN: 2664-1305
P-ISSN: 2664-1291
www.paediatricnursing.net
IJRPN 2022; 4(1): 17-20
Received: 28-11-2021
Accepted: 10-01-2022

Salam Premila Devi
Tutor, Clinical Instructor
College of Nursing,
NEIGRIHMS, Meghalaya,
India

Nochovono Tase
Lecturer College of Nursing,
NEIGRIHMS, Meghalaya,
India

Badondor Shylla
RCH Consultant National
Health Mission, Shillong,
Meghalaya, India

Corresponding Author:
Salam Premila Devi
Tutor, Clinical Instructor
College of Nursing,
NEIGRIHMS, Meghalaya,
India

A study to assess the level of satisfaction of the caregivers with the nursing care for the children admitted in the pediatric care units in selected hospitals of Shillong Meghalaya

Salam Premila Devi, Nochovono Tase and Badondor Shylla

DOI: <https://doi.org/10.33545/26641291.2022.v4.i1a.84>

Abstract

Satisfaction with nursing care is an important and commonly used indicator for measuring the quality in health care. Caregiver satisfaction affects clinical outcomes, patient retention, and medical malpractice claims in the pediatric care setting as children are vulnerable and depend on the family, and quality care which is provided by nurse. To bring the quality care, it's needed to determine the factors which are associated with patient satisfaction. In this paper, we aim to assess the level of satisfaction of the caregivers with the nursing care for children admitted in the pediatric care units of selected hospital of Shillong, Meghalaya.

Method: A cross sectional study was conducted among caregivers of children admitted in pediatric care units of selected hospitals of Shillong Meghalaya. Four hospitals were selected by simple random sampling technique out of which 2 were Govt. and 2 were private hospital for data collection. Total 96 caregivers were enrolled using consecutive sampling technique by using pen and paper technique. The tool consists of two sections; section I: socio-demographic characteristics of the children and caregivers, section II: 5 points likert scale based on 9 domains of nursing care to assess the level of satisfaction of caregiver.

Finding: Maximum number of caregivers 95 (99%) were satisfied with the nursing care. Most of the participants 94(97%) were satisfied with the admission process/procedure, 92 (95.8%) were satisfied with the attitude of the nurse and information and communication. The least satisfied domain was with the environment as 55 (57.3) reported noise as disturbance in the ward.

The study found that, there was significant association between the satisfaction of caregivers with the nursing care and gender of the caregiver.

Keywords: Satisfaction, caregivers, pediatric care units, family care center

Introduction

Delivering quality health services is essential especially for the children as they constitute the vulnerable population. Due to lack of autonomy and decision making capacity, family-centered care is a widely accepted approach to provide quality care to the children and their families in hospital ^[1]. Family-centered care can improve patient and family outcomes, and increase their satisfaction. Caregiver's satisfaction with the nursing care become as important indicator of quality nursing care.

According to WHO, Sustainable Development Goals (SDGs) will help to achieve universal health coverage (UHC) by 2030, by providing high-quality health services to all people and communities, everywhere in the world, without facing financial hardships ^[2]. As a result, it will bring an increase in the professional satisfaction, and decrease in health care costs leading to a more effective use of health care resources.

The main aims to assess the level of satisfaction of the caregivers with the nursing care for children admitted in the pediatric care units of selected hospital of Shillong, Meghalaya to provide quality care.

Need for the study

Nursing care is one of the pivotal determining factors for the satisfaction of both the patients and the caregivers as it plays the key role in providing satisfactory quality care. It helps to improve the health status of the children as well as change their attitude towards hospitalization. In health care sector, involvement of both the patient and the caregiver can lead to quality improvement in health service in compliance.

The expected outcome of nursing care is the improvement of the child's health and return to normal function with the collaboration of caregivers^[12, 6]. To provide quality care and improving nursing service through identification of areas of failure, and planning and implementing has been an important criterion for evaluation of health care. In pediatric care, the caregivers satisfaction with nursing care becomes an important criteria for promoting quality nursing care. Maintaining interpersonal relationship (IPR) between Nurse-Patient and nurse caregiver can be a big impact in reducing the length of hospital stay and improving the quality and satisfaction of both.

So this study aims to assess the level of satisfaction of caregivers with the nursing care for children admitted in pediatric care units and to find the association with the selected demographic variables.

Statement of the problem

"A study to assess the level of satisfaction of caregivers with the nursing care for children admitted in pediatric care units in selected hospitals of Shillong, Meghalaya".

Objectives

Primary objective

- To assess the level of satisfaction of caregivers with the nursing care of children admitted in the pediatric care units in selected Hospitals of Shillong, Meghalaya.

Secondary objective

- To find the association between the level of satisfaction of caregivers with nursing care and selected demographic variables.

Assumption

- Caregiver's satisfaction with the nursing care is a good indicator for the quality of nursing care.
- Caregivers satisfaction gives information to nurses about the care aspects that enhance satisfaction.

Delimitations

The study is delimited to-

- Caregivers who are not able to read and write.
- Caregivers who stayed with the patient for less than 3 days.
- Study period is limited to 4 weeks.

Research Methodology

A cross sectional study was used for the study. Total 96 caregivers were enrolled using consecutive sampling technique. Final study was done in the month of March 2021(from 1st March 2021 to 27th March 2021). With the approval from the MS and HOD of the selected hospitals, data was collected by using self-administered questionnaire consisting of two sections; section I: socio-demographic characteristics of the children and caregivers, section II: 5 point Likert scale on 9 domains of nursing care to assess the level of satisfaction of caregiver.

Inclusion criteria

1. Caregivers above 18 years

2. Caregivers who stayed and cared for the admitted child for more than 3 days during the study period.
3. Duration of hospitalization.

Exclusion criteria

1. Caregiver who cannot read and write.
2. Caregivers who are not willing to participate.

Data collection methods

The investigator obtained IEC clearance and formal permission from the selected hospital to conduct the study. The purpose of the study was explained to the caregivers and informed written consent and assent were obtained. Data was collected using Self-administered questionnaires Socio-Demographic Variables which includes 12 items, Section II: Self structure questioner containing and likert scale 30 questions based on nine domain of nursing care consisting of Admission procedure/process: 4 items, Information and communication:6 items, availability/accessibility :3 items, emotional support :4 items , attitude of the nurse :3 items, participation of caregivers :2 items, competency of nurses :2 items, environment of ward :3 items, professionalism :3 items.

Findings

Computed frequency and percentage distribution to describe the sample characteristics.

Table 1: Frequency and percentage distribution of socio - demographic variables of children. n = 96

Socio Demographic Variables	Frequency (f)	Percentage (%)
Age (in Yrs)		
0 - 3	77	80.2
4 - 7	13	13.5
≥8	06	6.3
Gender		
Male	60	62.5
Female	36	37.5
Duration of Hospitalization (in days)		
4 – 10	81	84.4
11 – 15	15	15.6
≥16	0	0
Previous History of Hospitalization		
Yes	14	14.6
No	82	85.4

The data presented in Table 1 reveals that maximum children, 77(80.2%) were in the age group of 0-3 years and 6 (6.3%) were in the age group of more or equal to 8 years. For the duration of hospitalization, the data reveals that maximum children, 81(84.4%) stayed in hospital for 04-10 days and 15(15.6%) children were in the hospital for 11-15 days.

It also reveals that 14(14.6%) children had previous history of hospitalization while 82(85.4%) children do not have previous history of hospitalization.

This section describes the socio-demographic variables of caregivers' age, gender, relationship with the child, marital status, educational status, occupational and Residence.

Table 2: Frequency and percentage distribution of socio-demographic variables of caregivers n=96

Demographic variables of Caregivers	Frequency(f)	Percentage (%)	
Age (in years)	18-25	26	27.1
	26-32	44	45.8
	33-39	19	19.8
	≥ 40	07	07.3
Gender	Male	03	03.1
	Female	93	96.9
Relationship	Mother	92	95.8
	Father	02	02.1
	Aunty	01	01.0
Marital status	Married	95	99.0
	Unmarried	01	01.0
Educational Status	Schooling	90	93.8
	Non- schooling	06	06.3
Occupation	Employed	08	08.3
	Unemployed	88	91.7
Residence	Urban	42	43.8
	Rural	54	56.2

Finding in the table shows that 44 caregivers (45.8%) were in the age group of 26-32 year and 93 caregivers (96.9%) were female. Maximum of the caregivers (95.8%) were mother and Marital status wise, majority of them, 95 (99%)

were married. With regard to educational status, 90 caregivers (93.8%) attended school whereas 88(91.7%) caregivers were unemployed and 54(56.2) stayed in rural areas.

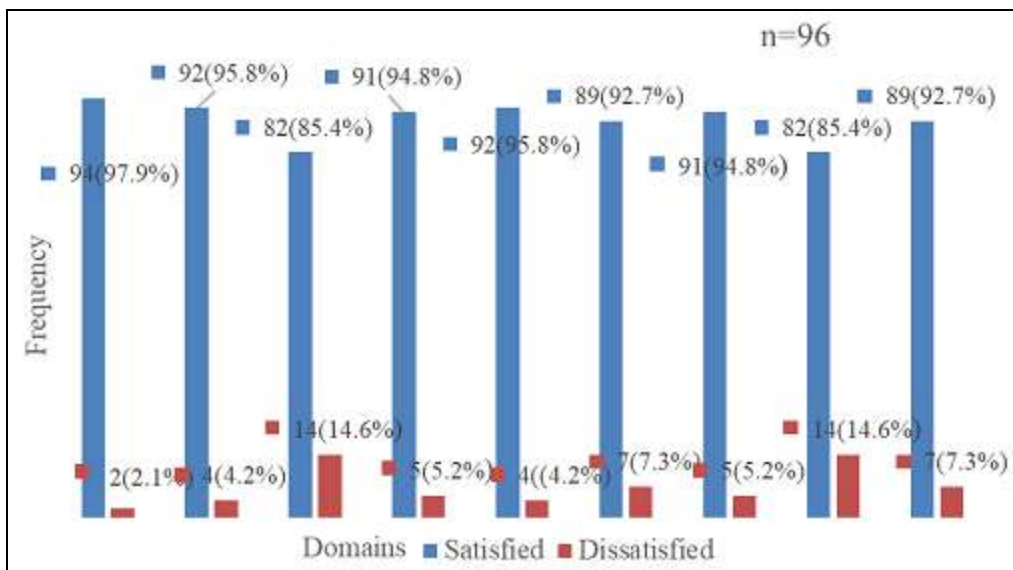


Fig 1: Frequency distribution of satisfaction of caregivers with domains of nursing care

Figure shows level of satisfaction of the nursing care on domain wise.

Discussion

The result of the present study shows that 95 (99%) caregivers were satisfied with the nursing care. 94 (97.9%) caregivers were satisfied with the admission procedure/process and 92 (95.8%) caregivers were satisfied with the attitude, information and communication of the nurse whereas 91 (94.8%) caregivers reported satisfied with emotional support given by nurses. 89(92.7%) caregivers were satisfied with participation as they were involved in the decision making for treatment and any other procedures done for the child.82 (85.4%) caregivers were satisfied the availability/accessibility, environment in the ward. There was significant association between satisfactions of caregiver with gender ($p < 0.05$) whereas no significant association was found with marital status of caregivers,

education, occupation and place of stay. It also found no association between the caregivers satisfaction with duration of hospital stay and history of previous hospitalization of the children ($p > 0.05$).

Conclusion

From the findings of the study, it is concluded that:

- Although all the caregivers are satisfied with all the domains of the nursing care, the mostly satisfied domain is the admission procedure/process of the patient care in the pediatric unit.
- Only gender of the caregivers was found to be the associating factor, regarding the level of satisfaction of caregivers with the nursing care admitted in pediatric care units.

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