

## **LEVEL OF SATISFACTION OF PARENTS REGARDING NURSING CARE PROVIDED BY HEALTH CARE PROVIDERS DURING HOSPITALIZATION OF CHILDREN IN PAEDIATRIC INTENSIVE CARE UNIT (PICU) OF PUBLIC AND PRIVATE TERTIARY CARE HOSPITAL OF KOLKATA, W.B.**

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### **Abstract:**

*A Comparative descriptive study was conducted to assess the level of satisfaction of parents regarding nursing care provided by the health care providers during hospitalization of children in PICU of public and private tertiary care hospital in Kolkata, W.B. conceptual framework of the study was based on Dodabedian's structure, process and outcome model. The sample size was 80,40 from each setting selected by non-probability convenient sampling. For socio-demographic variable. Self structured interview schedule with 10 items was prepared. Determine the level of satisfaction regarding health care provided, self-structured 5 points Likert scale with 20 items was used. The findings revealed that in both the settings, parent of the children admitted in PICU were mostly satisfied with the environmental preparation without any statistical difference ( $t=1.75, df=78, p<0.05$ ). Significant statistical difference in the level of satisfaction was observed in the area of communication with parents and direct care between public and private hospital as evident by  $t$  values, [ $t=2.32, df 78$ , and " $t$ " =3.31,  $df 78, p<0.05$  respectively]. The study implies the field of Nursing practice education, administration and research. There is scope for further development with finding out the association between demographic variables and level of satisfaction to find out the factor for us.*

**Keywords:** *Level of satisfaction, Nursing care, Public hospital, Private Hospital, Health care provider.*

### **Introduction**

In the present competitive era, one of the most important goals of modern health care management system is to provide a "Quality Care" to their clients. A modern paediatric hospital requires a comprehensive approach to a child's health needs/problem developmental issues and family situation. Hospitalization of a child in an acute condition requiring intensive care service is fairly stressful for both the child, the parent and the family members.<sup>1</sup> Parent's satisfaction with medical care including nursing care is a multidimensional concept. Different studies on this reveal that communication with assurance in the initial phase,

attitude of the nurses and the other members of the health care team can be key factors for parents' satisfaction when their children are admitted in the PICU. Parental satisfaction is also determined by their individual need, the experience of the previous hospitalization.<sup>2</sup>The perception of satisfaction may also be influenced by the child's health condition, emotional stability, clinical stages and involvement of the parents in child care and preparing them to act as a direct caregiver after the discharge of the child at home. For the last few decades, a major advancement in paediatric intensive care has been observed. Model of care is changing, family-based care is getting a foothold.<sup>1,2</sup>

The assessment of the parent's attitude towards the changes in the service provided is an important component to measure the quality of care rendered. The opinion of the receiver of care or beneficiaries is an invaluable source of information allowing the administration to find out their loopholes and charge accordingly to maintain the quality of care provided.<sup>2</sup> In recent years "Evidence-based practices are given more value. The perception of the parents of children admitted in PICU can be considered as important Evidence to evaluate the care provided and act as an important parameter for the high quality of health care. If they are satisfied with them the advertisement of that health care facility will reach to the general public.<sup>3,4</sup>

It has also been found from the result of research studies that satisfaction level varies from type of hospital like private and public hospital different reasons play a part for it. Keeping these ideas in mind a small study was conducted in two tertiary level hospital- one is private and one is public, to find out the satisfaction of parent's regarding nursing care provided during hospitalization of children in Paediatric Intensive Care Unit (PICU).<sup>8,9,10</sup>

## **Material and Method**

A survey approach and comparative research study design were adopted for this study with 80 number of parents -40 from each hospital selected through non-probability convenient sampling. For a collection of demographic data semi-structured interview schedule was used and for the satisfaction level data, a structured 5 point Likert Scale was prepared. 3.11. For data analysis, both descriptive and inferential statistics were used.

## **Result**

The collected data were clustered under the following section-

- I. The findings related to demographic variables of the parents of children admitted in PICU in terms of frequency and percentage distributions.
- II. The findings related to the satisfaction level of parents regarding nursing care provided during hospitalization at children in PICU.
- III. The finding related to the comparison of the satisfaction level of parents of hospitalized children admitted to PICU in two different hospitals.

**Sec I** Findings related to demographic variables of the parents of children admitted in PICU in terms of frequency and percentage. It had been found that direct caregiver who stayed with the children during PICU stay – all were mothers (100%) in both the settings.

Age-wise 10% of mothers in the public hospital were below 20 years but no one in the private hospital was found in this age group. Maximum mothers were from the age group of 21-40, (82.5% in the public hospital and 97.5% in a private hospital, very few are above the age of 41 year, 7.5% in public and 2.5% in a private setting. Monthly family income-wise maximum mothers 80% had Rupees <10000, only 20% had family monthly income Rupees 11,000-20,000, whereas maximum mothers of a private setting, 60% had monthly income more than 30,000, 32.5% had Rupees 21,000-30,000 and 7.5% had their income in the range of 11,000-20,000 and nobody had income less than rupees 10,000.

In the public setting maximum mothers, 52.5% had education up to primary level and only 2.5% graduation or above. The rest were 25% secondary level and 20% higher secondary level. The picture is different in private setting here maximum mothers 65% completed their graduation or above level of studies only 25% was found to have a primary level of education. Only 10% read up to H.S and 7.5% secondary level. As per their residence, in a public setting, 65% are from rural and only 35% are from urban. Whereas all the mothers (100%) of the private setting were from the urban area.

#### **Child-related information:**

The distribution of admitted children according to their age in years was more or less similar that is 1-3 year 30%, 4-6 year 35% and 7-10 year 35% in a public setting. In private setting 40% in the 1<sup>st</sup> group, 37% in the 2<sup>nd</sup> group and 22.5% in the highest age group. Related with the number of admissions in PICU. Maximum children 95% had this as their 1<sup>st</sup> admission and 5% were admitted in the 2<sup>nd</sup> time, in a public hospital, In private setting 92.5% there was the 1<sup>st</sup> hospitalization only for 7.5% it was the 2<sup>nd</sup> experience. For maximum children of the public hospital, 55% duration of stay in PICU was  $\leq 3$  days, only 5% stayed 15 days or more, 40% stayed 14 days. In the case of the private hospital also it is similar i.e 67.5% stayed for  $\leq 3$  days, 2.5% stayed for 15 days or more, duration of stay for 40% children was from 4-14 days.

As per disease condition, 100% in both setting children were admitted in PICU with a medical condition. Most of them were 1<sup>st</sup> child-62.5% in public and 82.5% in the private hospital only 2.5% in public had the birth order 4 or more than 4 and more in the private hospital were found with this birth order. Next highest i.e 27.5% in the public hospital were having their birth order, 7.5% in public and 2.5% in private were found in the birth order of 3. **Sec II** The findings related to the satisfaction level of parents regarding nursing care provided during hospitalization of children in PICU of selected public and private hospitals. The satisfaction level was found in these major areas- Environment preparation, communication with the direct caregiver and direct nursing care.

The mean score of Environmental preparation had a mean of 20.6 and mean percentage of 82.4 so the rank order was 1 in a public hospital, whereas in a private hospital

the mean score and mean percentage were 19.6 and 78.48 respectively making this as 1<sup>st</sup> rank. It revealed that the parents of both the setting were satisfied maximum with the environmental preparation.

In the area of direct communication mean score and mean percentage in the public hospital were 18.25 and 73, make this in 2<sup>nd</sup> rank but private hospital they are 16.6 and 66.4 respectively keep in 3<sup>rd</sup> rank, which shows the parent's satisfaction in direct communication was in 2<sup>nd</sup> priority but the private hospital is in the lowest rank i.e 3<sup>rd</sup>. In the field of direct care, the satisfaction level of the mother is lowest i.e. 3<sup>rd</sup> rank with a mean score of 36.27 and mean percentage of 72.5% but in the private hospital, the mean score of direct care was 33.35 and mean percentage 66.7% making it in the 2<sup>nd</sup> rank.

**Sec III**The findings related to the comparison of satisfaction level of parents regarding nursing care provided during hospitalization of children in PICU of a tertiary level public and private hospital. In the three areas of satisfaction, the mean S.D were calculated and the 't' value was computed. It showed that in 1<sup>st</sup> area of environmental preparation 't' was 1.75 in 2<sup>nd</sup> area of communication 't' was 2.32\* and indirect care 't' was 3.31\* ('t' df(78)=1.99, p<0.05). This value showed that there was no significant difference in the satisfaction level of parents on Environmental preparation in both public and private hospital. But in the area of communication and direct care significant difference in there among public and private hospital.

### **Discussion:**

The major findings of the study related to demographic characteristics

- In both public and private hospitals, the person stayed with the children in PICU were mothers (100%).
- Most of the mothers belonged to the age group of 21-30 year in both the settings, 57.75 in public and 67.5 in a private hospital.
- Majority of the parents (80%) monthly family income were below Rupees 10,000 in the public hospital and most of the parents (60%) had monthly family income more than Rupees 30,000.
- Most of the parents (52.5%) in the public hospital had primary education whereas the maximum of the 65% was graduate or above.
- Maximum parents, 65% in the case of public hospital resided in rural areas are 100% parents of private hospitals were resident of the urban area.
- Most of the admitted children (35%) were aged between 4-6 year and 7-10 year respectively in a public hospital. Whereas in the private hospital most of the admitted children 40% were aged between 1-3 year and private hospital.
- For public and private hospital maximum children were admitted for the 1<sup>st</sup> time, 95% and 92.5% respectively.
- Both in a public hospital and private hospital most of the children stayed for 3 days or less in PICU i.e 55% and 67.5% respectively.
- All the children (100%) in both settings had a medical condition for admission.

- In a public hospital, most of them admitted children 62.5% were elder according to birth order but in private hospitals most of them 82.5% were 1<sup>st</sup> born.

Findings related to the satisfaction level of parents regarding nursing care provided during hospitalization of children in PICU of the public and private hospital- According to rank order in both the settings parents were most satisfied with environmental preparation, 82.5% in public and 78.48% in private hospital PICU.<sup>6-8</sup>

Finding related to comparison of satisfaction level of parents regarding nursing care provided during hospitalization of children in PICU of public and private hospitals- Regarding Environmental preparation no statistically significant difference was observed in both the setting ( $t = 1.75, df(78) = 1.99, p < 0.05$ ). Significant difference were found in both the areas of communication and direct care,  $t = 2.32, df.78 = 1.99, p < 0.05$  and  $t = 3.31, df.78 = 1.99, p < 0.05$  respectively. The findings of the study were partly supported by other studies done concerning demographic characteristics and satisfaction level of parents. In some studies, other parameters for satisfaction like emotional support was also included. 3.10.5 With the changing environmental of health care, and increasing awareness of consumers right and protection the health care managers should be alert to give importance to the feedback of the consumer about the care they have received. So the beneficiaries level of satisfaction matters at the end.<sup>8-11</sup>

## TABLES

**Table 1 Frequency (f) and percentage (%) distribution of parents according to their relation with child age, monthly family income, educational qualification and place of residence.**

(N = n1+n2, 80=40+40)

Sample characteristics	public hospital		private hospital		
	(f)	(%)	(f)	(%)	
Relation with child					
Mother	40	100%	40	100%	
Father	Nil	—	Nil	—	
Age in years					
<20	4	10	Nil	—	
21-30		23	57.75	27	67.5
31-40		10	25	12	30
>41	3	7.5	1	2.5	
Monthly family income					
In rupees					
<10,000	32	80	Nil	—	
11,000-20,000	20	3	67.5		
21,000-30,000		Nil	—	13	30
>30,000	Nil	—	24	60	
Level of education					
Primary	21	52.5	1	2.5	
Secondary	10	25	3	7.5	

Higher secondary	8	20	10	25
Graduation and above	1	2.5	26	65
Place of education				
Rural	26	65	Nil	—
Urban	14	35	40	100%

**Note:**See I findings related to the demographic characteristics of parents of children admitted in PICU of public and private hospitals; Parent related information; Child-related information.

**Table 2 frequency (f) and percentage distribution of children according to their age, several time of admission in PICU, duration of stay in PICU, disease condition and birth order in a public and private hospital.**

(N = n1+n2, 80=40+40)

Sample characteristics	public (f)	hospital (%)	private (f)	hospital (%)
Age in year				
1-3	12	30	16	40
4-6	14	35	15	37.5
7-10	14	35	9	22.5
No of times admitted				
1 <sup>st</sup> time	38	95	37	92.5
2 <sup>nd</sup> time	2	5	3	7.5
3 <sup>rd</sup> time	Nil	—	Nil	—
Duration of stay in days				
≤3	22	55	27	67.5
4-7	10	25	10	25
8-14	6	15	2	5
≥5	2	5	1	2.5
Disease condition				
Medical	40	100	40	100
Surgical	Nil	—	Nil	—
Congenital	Nil	—	Nil	—
Malignancy	Nil	—	Nil	—
Birth order				
1 <sup>st</sup>	25	62.5	33	82.5
2 <sup>nd</sup>	11	27.5	6	15
3 <sup>rd</sup>	3	7.5	1	2.5
4 <sup>th</sup>	1	2.5	Nil	—

Session II The findings related to the satisfaction level of parents regarding nursing care provided during the hospitalization of children in PICU of the public and private hospital.

**Table 3 Area wise range, mean, median, mean percentage and rank order of satisfaction level of parents in public hospital.**

(n1 = 40)

Area	Range of score	mean	median	mean Percentage	Rank order
Environmental Preparation	5-25	20.60	19	82.4	1
Communication With parents/ Caregiver	5-25	18.25	15	73	2
Direct care	10-50	36.27	37	72.54	3

**Table 4 area wise range, mean, median, mean percentage and rank order of satisfaction level of parents in a private hospital**

(n1 = 40)

Area	Range of score	mean	median	mean Percentage	Rank order
Environmental Preparation	5-25	19.62	22	78.48	1
Communication With parents/ Caregiver	5-25	16.60	19	66.40	3
Direct care	10-50	33.35	33	66.7	2

See IIIThe findings related to the comparison of satisfaction level of parents regarding nursing care provided during hospitalization of children in PICU of public and private hospital.

**Table 5 Area wise mean, mean difference, standard deviation, and ‘t’ value of satisfaction level of parents regarding nursing care provided hospitalization in public and private hospitalization.**

Area	Public Mean	Hospital S.D	Private Mean	Hospital S.D	mean difference	‘t’ value
Environmental Preparation	20.60	2	19.62	3.03	.98	1.75
Communication With parents/ Caregiver	18.25	3.26	16.6	3.21	1.65	2.32
Direct care	36.27	3.37	33.35	4.48	2.92	3.31

t df (78) = 199, p<0.05

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