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Assessment of parents' or guardians' satisfaction of in-patient health care provided to their children in a tertiary care hospital.

Umasankar N¹

¹Department of Paediatrics, Faculty of Medicine, University of Jaffna

Introduction One of the important health care goals is to provide high quality services to the patient who are admitted to the hospital. One of the ways to assess the quality of care delivered to the children is to assess the parents' or guardians' satisfaction.

Objective This study was carried out to assess the parents' or guardians' satisfaction of in-patient health care provided to their children and to identify the factors which influence on satisfaction

Methodology This prospective cross-sectional study was carried out in the Professorial Paediatric Unit, Teaching Hospital Jaffna. Calculated sample size of 165 was selected by systematic random sampling. Data were collected from 1st January 2019 till get the adequate sample from parents or gordians' by interviewer administered questionnaires. The study instrument consists 3 parts, where the satisfaction section consist 7 questions related to communication and 3 questions related to environment. All were marked by 5 Likert scale, with 1 is highly unsatisfied and 5 is highly satisfied. Chi square test was used to assess the statistical significance and p value of <0.05 is considered as statistically significant. Ethical clearance was obtained from ERC Faculty of Medicine University of Jaffna.

Results Out of the 165 study participants 93.5% were mothers, 44.8% were in the age group of 31-40 years, and 56.2% studied between grade 6 to grade 11. The Mean age of the children was 4.23 years (SD 3.75) and mean duration of hospital stay was 3.64 days (SD 2.4).

The mean global satisfaction score is 4.93(SD 0.24). The mean score for the communication with nursing officers and medical officers were 4.85 and 4.87 respectively. For satisfaction of the environment the mean score for cleanliness

around the bed and cleanliness of the bathroom are 4.72 and 4.47 respectively. There was a significant relationship between educational level of the parents and global satisfaction $\chi^2(4, N=165) 16.408, p=0.003$.

Conclusion Most of the study participants are highly satisfied with the services provided to their children during the hospital stay.