

Assessment of Mother 's satisfaction about quality of Health care Services Provided for their Children in the Pediatric ward.

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ABSTRACT:

Background: mothers have the right to expect the same quality of care provided for their children. Today, mothers and caregiver's satisfaction is considered one measure for evaluating quality of care.

Aims of the study: The study aimed to identify mothers' satisfaction with care provided for their children in pediatric ward.

Methodology: A descriptive study was carried out through the present study in order to achieve the early stated objectives. The study was began from 21\ januaryr , 2021 to April, 21, 2021. The study was conducted in conducted in Al-Najaf City / in pediatric wards at Al-Zahraa teaching hospital . The study was carried out with 100 mothers Data were collected by face-to-face interviews.

Results: The finding of this study reveals that that the mothers are unsatisfied about quality of health care services provided for their children in pediatric care unite at wards for most domain of health care services quality.

Conclusion: The study concluded that most motherss are unsatisfied about quality of health care services that provided at maternity wards

Recommendations: The study recommends Assessing quality of health care services in the pediatric wards continuously, so that we can apply the quality improvement and/or quality assurance in wards, The domains and items related to the quality of health care services must be educate to health worker (physician, nurse ... etc.) to teach them how they can apply it in the wards.

Keywords: *Satisfaction, Quality, Health care services*

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INTRODUCTION

Critical illness in children is a life changing event for the child, their parents, and the wider family Admission to pediatric intensive care units (PICU) are often a transitional phase

in the child's recovery from critical illness. Most children in PICU may be unable to express their needs and experiences. Parents' experiences of a PICU admission are often related to their roles, stress factors and needs. Parents' perception of quality of health care delivery that includes both experiences and satisfaction is an important factor in health care evaluation, interventions, and assessment of care excellence. Measuring parent satisfaction has become vital in the assessment of health care services. In recent decades, parent's satisfaction has become a tool to appraise the quality of care and to accomplish a unique level in meeting parents' needs and expectations in the critical care department⁽¹⁾.

Satisfaction is the judgment of the recipient of medical care about the amount of expectations. In other words, no care can be of high quality unless the patient is satisfied and the patient's satisfaction leads to more effective collaboration and more consistent with the treatment and, as a result, it is more likely to be used again. If necessary. Assessing patient satisfaction can improve the quality of care, since it provides important information that can be used to improve management plans and identify employee performance. ⁽²⁾.

In addition, poor neonatal care may lead to substantial morbidity and long-term disability. It is estimated that improved quality of newborn care could save the lives of thousands of infants in South Africa, particularly in district hospitals where many infant deaths occur. Strengthening health systems and improving adherence to evidence-based guidelines can improve quality of clinical care, and may lead to improved patient outcomes. However, quality of care (QoC) is a complex construct that is difficult to define and measure, and goes beyond evidence-based clinical care and adherence to treatment protocols. Other dimensions of quality may include care that is safe, efficient, patient-centred, equitable and cost-effective, depending on the perspective of the assessor. This complexity makes it difficult to determine how best to measure such a crucial and multi-faceted concept⁽³⁾.

One important dimension of patient management that lacks well-child care-related satisfaction measurements, according to literature in the U.S., is that there is no instrument to assess satisfaction levels associated with parents' perspective on preventive healthcare for children aged <3 years. Measuring instruments for the parents' satisfaction were designed to assess parental satisfaction with neonatal intensive care, for parents of children with special-needs care, parental perceptions of pediatric in-patient quality of care, and pediatric familial satisfaction⁽⁴⁾.

AIMS OF THE STUDY

The study aimed to identify mothers' satisfaction with care provided for their children in PICU and to investigate the relationship between demographic and clinical data of the child and level of mothers' satisfaction.

METHODOLOGY

- **Study Design:** A descriptive study was carried out through the present study in order to achieve the early stated objectives. The study was begun from 21\ januaryr, , 2021 to April, 21, 2021. The study was conducted in conducted in Al-Najaf City / in pediatric wards at Al-Zahraa teaching hospital. The study was carried out with 100 mothers Data were collected by face-to-face interviews.

Study Setting: in this study setting The study was conducted in Al-Najaf City / in pediatric intensive care unite wards at Al-Zahraa teaching hospital.

Results:

Table (1) Socio-Demographic Data of Mothers .

Items	Sub-groups	Patients group Total = 200	
		Frequency	Percentage
Age / Years of mothers	14-19	21	21.0
	20-25	38	38.0
	26-31	23	23.0
	32-37	14	14.0
	38-43	4	4.0
Residency	Rural	26	26.0
	Urban	74	74.0
Levels of Education	Illiterate	23	23.0
	Able to read and write	22	22.0
	Primary school graduated	22	22.0
	Intermediate school graduated	11	11.0
	preliminary school graduated	8	8.0
	Institutes	6	6.0
Occupation Status	College	8	8.0
	Employee	10	10.0
	Free business	9	9.0
	Retired	0	0.0
	House wife	74	74.0
	Jobless	4	4.0
Economic Status	student	3	3.0
	adequate	23	23.0
	Adequate to Some Extent	56	56.0
Child's gender	Inadequate	21	21.0
	male	51	51.0
Childe age in month	femal	49	49.0
	< 36m	64	64.0
Previos admition to Pediatic ward	≥36m	36	36.0
	Yes	45	45.0
Method of admission	No	55	55.0
	Transfer from emergency	53	53.0
	From operation room	30	30.0
Length of hospital stay	From other hospital	17	17.0
	<3 days	10	10.0
	3-6	29	29.0
	7-10	21	21.0
	>10	42	42.0

Table (1) shows statistical distribution of mothers by their socio-demographic data, it refers that the majority of the mothers subgroup are : mothers with ages between (20-25) years old (38%), those who live urban residents (74%), those who are illiterate (23%) , house wife patients (74%), and mothers with adequate to some extent economic status (56%). So the most child gender male(51), most of their children in pediatric ward aged <36m, then the method of admission of most sick children from emergency unit,so about (42) stay in hospital >10 days.

Table (2) : Assessment of tangibility domain of Mother' Satisfaction about Health Care Services

Items	MS	RS	Assessment
Ward Place is convenient and simply access to the provision of health service for all children	2.50	84.00	Unsatisfied
ward is an integrated and well furnished.	2.19	73.65	Unsatisfied
In ward all amenities are provided such as (continuous electricity, water, sanitation, ventilation and unpleasant odors)	2.05	68.66	Satisfied
ward have up- to-date Instruments, equipment and medical supplies	1.90	64.66	Unsatisfied
Foods are appropriate for sick child	2.10	70.66	Unsatisfied
ward provides all required medication in the pharmacy.	1.83	62.00	Satisfied
Employees in the ward excellent and they have a neat appearance.	2.50	84.32	Unsatisfied

MS : Mean of Scores ; RS : MS : Ratio of Scores

According to table (3.2) The observed frequencies , percentages and assessment of Tangibility mothers' Satisfaction about Health Care Services for their children, as the mean of scores is (2), above which each score is considered (unsatisfied), below which is considered as (Satisfied).

Table (3.3) : Assessment of reliability domain of Mothers' Satisfaction about Health Care Services for their children.

Items	MS	RS	Assessment
The ward is interested in recording information about sick children and their health status in the records accurately	2.54	85.00	Unsatisfied
When a child has problem the employees will appear a sincere interest in solving them	2.37	79.30	Unsatisfied
the ward provides promised services at appointed time	2.30	77.30	Unsatisfied
the employees attempt to delivering Services in right way at the first time	2.25	75.66	Unsatisfied
The employees provide services with a high degree of accuracy and reliability.	2.27	76.00	Unsatisfied

MS : Mean of Scores ; RS : MS : Ratio of Scores

According to table (3.8) The observed frequencies , percentages and assessment of reliability mothers' Satisfaction about Health Care Services, as the mean of scores is (2), above which each score is considered (unsatisfied), below which is considered as (Satisfied).

Table (3.4) : Assessment of responses domain of Patients' Satisfaction about Health Care Services

Items	MS	RS	Assessment
The employees of ward telling mothers exactly when services will be provided	2.46	82.67	Unsatisfied
The employees are too busy to respond patient requests immediately	2.40	80.33	Unsatisfied
The employees of ward Simplify work procedures as much as possible to ensure the speed and ease in providing health service.	2.43	81.32	Unsatisfied
The ward organize continuous shifts to ensure the provision of health services at all the time of day.	2.69	90.32	Unsatisfied

MS : Mean of Scores ; RS : MS : Ratio of Scores

According to table (3.4) The observed frequencies , percentages and assessment of responses Mothers' Satisfaction about Health Care Services, as the mean of scores is (2), above which each score is considered (unsatisfied), below which is considered as (Satisfied).

Table (3.5) : Assessment of empathy domain of Mother's Satisfaction about Health Care Services for their children

Items	MS	RS	Assessment
employees put child needs in best interests at introduction of their work	2.33	78.00	Unsatisfied
Employees in this ward interest understand the requirements of the patient and give him individual attention.	2.36	79.32	Unsatisfied
Employees have the knowledge to answer mother's' questions in understandable way.	2.39	80.32	Unsatisfied

Employees in the ward gives enough time to caring their patients	2.27	76.32	Unsatisfied
employees considerateness and respect the habits and customs for mothers	1.85	62.00	Satisfied

MS : Mean of Scores ; RS : Ratio of Scores

According to table (3.5) The observed frequencies , percentages and assessment of empathy Mother's Satisfaction about Health Care Services for their sick children, as the mean of scores is (2), above which each score is considered (unsatisfied), below which is considered as (Satisfied).

Table (3.6): Assessment of assurance domain of Patients' Satisfaction about Health Care Services

Items	MS	RS	Assessment
childrens feel comfortable during receive health care	2.42	81.63	Unsatisfied
The mothers trusts with the experience, the skills and qualifications of medical and nursing staff in the ward.	2.2	80.00	Unsatisfied
Employees were courteous, and treated childe with dignity and respect	2.83	95.00	Unsatisfied
Employees in this ward willing to help patients permanently	2.49	83.66	Unsatisfied

MS : Mean of Scores ; RS : MS : Ratio of Scores

According to table (3.6) The observed frequencies , percentages and assessment of assurance Patients' Satisfaction about Health Care Services, as the mean of scores is (2), above which each score is considered (unsatisfied), below which is considered as (Satisfied).

Table (3.7) : Domain and overall Assessment of Mothers' Satisfaction about Health Care Services for their children.

Items	MS	RS	Assessment
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Tangibility	2.17	72.56	Unsatisfied
Reliability	2.35	78.66	Unsatisfied
Response	2.50	83.66	Unsatisfied
Empathy	2.44	81.52	Unsatisfied
Assurance	2.36	79.32	Unsatisfied
Overall Assessment	2.36	79.13	Unsatisfied

MS : Mean of Scores ; RS : MS : Ratio of Score

Table (3.7) shows that the patients' unsatisfied toward Health Care Services in related to overall assessment, as the mean of scores is (2), above which each score is considered (unsatisfied), below which is considered as (Satisfied).

DISCUSSION

Table (1) showed the demographic data of mothers the majority of age of mothers in this study from 20-25 this agree with (Mutinke z.2017) that indicate in their study (mothers satisfaction with immediate postnatal care provided at nodla central hospital) most women at age (≥ 20 years)⁽⁵⁾. In addition, the study results indicate that the majority of the research sample are living in urban area Ramadan, et al., (2013) and Goodarzi, et al., (2014), they revealed in their study that the majority of the study subjects are urban residents⁽⁶⁾.

Concerning the socio-economic status, the highest percentage of study sample is Satisfied to some extent. High percent of the study sample does not read and write. Shinde and Kapurkar, (2014) in agreement with this result, they found that the majority of study subject were Illiterate ⁽⁷⁾. Regarding to occupational status this study show most of mothers housewife that agree with (Mutinke z.2017) ⁽⁵⁾. The study also show most sick children aged < 36m and stay in hospital >10 admission from emergency this result agree with another study by(Ammal A.2019) ⁽¹⁾.

Table 2: this study about tangibility domain of Mother' Satisfaction about Health Care Services most mothers in this study Unsatisfied about (Ward Place, Instruments, equipment and medical supplies, Foods are appropriate for sick child, Employees in the ward excellent and they have a neat appearance) that disagree with (ofonime G.et al.2020) that indicate most womens satisfied about tangibility⁽⁷⁾.

Table (3.3) and (3.4) : This table about Assessment of reliability domain of Mothers' Satisfaction about Health Care Services for their children the study show that services of the ward are not adequate to the child's requirements at all items tis disagree with (Meghan N.andKristin v.2018) shows most parent (mothers) satisfied about care during admissions of child such as solving prblems, quality of care, psychological support for mothers and her child ⁽⁸⁾.

Table (3.5) : Assessment of empathy domain of Mother's Satisfaction about Health Care Services for threir children , the majority of women are unsatisfied about services employees according to put childe needs in best interests at introduction of their work, attention, answer mothers' questions in understandable way, enough time to caring their sick children this results are disagree with (Reza Haj,2020) A studybyPourmovahed, indicated that the most appropriate and intimate relationship is the highest percentage of Good evaluation of medical care in pediatric wards⁽²⁾.

Table (3.6): Assessment of assurance domain of Patients' Satisfaction about Health Care Services, all mothers in this study unsatisfied about employement about(receive health care, trusts with the experience, the skills and qualifications of medical and nursing staff in the ward, treated childe with dignity and respect, help patients permanently) ,this results agree with another study (Yolanda F. Et al,2009) that indicate mother's satisfaction was very lower about assurance of health care providers⁽⁴⁾.

Table (3.7): The study shows that patients are unsatisfied with the quality of health care services provided at the wards tangibility, reliability, responsiveness, empathy and assurance dimensions of the health care services quality, this results disagree with the results of the study done by (Khumalo N.,2020) they mentioned that the majority of the patients are satisfied with health care services, but this result in agreement with study done by (Mahmoud, H.,2014) . they stated in their study that the quality of health services provided in health centers according to the dimensions of quality of health services (tangibility, reliability, power of responsiveness, empathy, trust and safety) are unsatisfied.

CONCLUSIONS

According to the present study findings, the researcher can mention the following conclusions:

Most patients are unsatisfied with the services provided in the wards regarding all domain of healthcare services . There is satisfied from few of patients about the health care services provided in the wards regarding tangible domain of healthcare services related to (medication, continuous electricity, water, sanitation, ventilation). As general the study indicates that most of patients are unsatisfied toward all quality of

health care services domains. The mothers' satisfaction with care provided for their children was influenced by many factors such as maternal education level, length of hospital stay, communication and parental participation in care. Moreover, the clinical conditions and the diagnosis of the child also affected mothers' satisfaction.

RECOMMENDATIONS:

It was recommended that parents (mothers) must be involved in their child's care during their presence in pediatric ward and during medical rounds. Also, it was suggested that training programs should be implemented about effective communication skills between the health team and patients as well as their parents and providing parents with up-to-date information about the child's condition is necessary.

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