



RESEARCH ARTICLE

A DESCRIPTIVE STUDY TO FINDOUT THE LEVEL OF SATISFACTION AMONG PARENTS REGARDING SERVICES RECEIVED DURING HOSPITALIZATION OF CHILDREN IN PEDIATRIC WARD, IGMC SHIMLA, H.P.

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Abstract

Background: Parent's satisfaction and involvement are vital for the judgment of health care intervention. Parents were satisfied by participating in their child's health thereby enhancing adherence to the therapeutic regimen and understanding medical information. Parent's participation in their child's care is a new approach. An effective communication between parents and health care professionals is vital for parent's satisfaction and quality of care.

Objectives: The investigator conducted the study with an objective to assess the level of satisfaction among parents regarding services received during hospitalization of children in Pediatric ward, IGMC Shimla, H.P.

Conceptual Framework: Donabedian Health Care Quality Model (2003) is used for present research study.

Methodology: A descriptive study was conducted in the month of January, 2021 in selected Pediatric ward; IGMC Shimla (H.P.). The research approach adopted for this study was quantitative. The independent variable is self structured questionnaire and dependent variable is level of satisfaction among parents. 100 parents of admitted children in Pediatric ward were selected as sample of research study on the basis of convenient sampling technique.

Results: The study results revealed that level of satisfaction among parents regarding services received during hospitalization of children in Pediatric ward was not satisfactory. 90% parents were dissatisfied with hospital services while only 7% had neutral satisfaction score.

Conclusion: The main focus of the study was to assess the level of satisfaction among parents regarding services received during hospitalization of children in pediatric ward. The study findings concluded that there was no significant association between level of satisfaction score with selected demographic variables. Hence, the study findings concluded that most of the parents satisfied with physician services, nursing services but less satisfied with physical facilities and diet services.

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