

Neonatal Care Quality Injimma University Medical Center: Parents Perspective

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Description

In 1966, Donabedian introduced the concept of quality that has formed the basis of many. He described quality as having three basic components which includes structure, process, and outcome. The outcome focuses on the end result or the effect of the care provided and its one of measuring parameter is patient and care givers satisfaction. Patient and Family Centered Care (PFCC) acknowledges the important and constant role of the family in providing medical care and encourages mutually beneficial collaborations between the patient, family and health care professionals.

Most of experts considered the patient satisfaction of hospital services are one of the most important indicators of the effectiveness and quality of services offered in the various departments and believe that satisfied patient is the key indicator to quality services and success of hospital.

Study conducted in few parts of Ethiopia revealed that there is variation of parents' satisfaction towards quality of neonatal care. Parental satisfaction towards the quality care given to their neonates is one of the indicators of the effectiveness and quality of services offered in NICU. Quality services are the main outcomes of the health system. Unless the parents satisfied, they will not believe and accept the recommended cares. Despite these facts, quality care in NICU was not well studied from parental perspectives. Therefore, the main purpose of this study intended to assess quality of neonatal care from parents' perspective among parents whose neonates admitted to Neonatal Intensive Care Unit (NICU).

Association between level of satisfaction and some variables

An institution based cross sectional study was conducted in University Medical center from January 20/2019-March 15/2019. The Hospital was one of the oldest public hospitals in the country and is the only teaching and referral hospital in the southwestern part of the country providing services for approximately 16,000 inpatients, 170,000 outpatients, 11,000 emergency cases and 4700 deliveries in a year coming to the hospital from the catchment population of about 15 to 20 million people. The hospital also has special units including NICU. Around 2100 neonates admitted in NICU per year which served by 28 nurses (07 diploma nurse, 16 degree nurse and 05 degree neonatal nurses).

This survey tried to test factors those affects the level of parental satisfaction the care given to their neonate. Accordingly, history of

past hospitalization, ANC follow up, Parity, gestational age of neonate, residence and age were not found to have significant association with parental satisfaction of their neonate care. On the other hand, duration of hospitalization sex, perceived hospital cost, perceived parents' involvement in care, being allowed to have visitors, getting necessary information easily, reported monthly income and parental education were significantly associated with parental satisfaction on the quality of care given to their neonates.

Conclusion

From parental perspective, quality of neonatal care in the hospital is not to optimal level. Availability of necessary investigations, availability of necessary drugs, availability of special room for mothers to express milk, participate in discussions about the neonate, consent and permission before procedures, availability of enough chair in the waiting area, opportunity to participate in discussions concerning neonates, and doctors' explanation on reason for medical test were those aspects highly contributed to parental dissatisfaction. Duration of hospitalization, sex perceived hospital cost, perceived parents' involvement in care, being allowed to have visitors, getting necessary information easily, reported monthly and parental education were independent predictors of parental satisfaction towards the quality of care given to their neonates. Therefore, the hospitals should work strong by emphasizing on availing the necessary supplies, making the unit convenient to the parents and neonates, giving compassionate family centered care and enhancing good communication with parents.

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Conflict of Interest

All authors declared that they have no any conflict of interests