

## ORIGINAL ARTICLE

# Parents' Perception regarding Nursing Care of their Child in Tertiary Care Hospital, Lahore

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## ABSTRACT

**Background:** The nursing care of child effect the health of the child somehow. As, the health of child is effecting the health of the parents. This research was planned to check the perception of parents related to nursing care of their admitted child in the hospitals.

**Materials and Methods:** This study was a crosssectional and conducted at Sir Ganga Ram Hospital, Lahore from Septmeber 2021 to January 2022. After getting approval and review from hospital committee, a total of 120 parent were selected for data collection out of which 100 filled out structured questionnaires. Data was analysed on SPSS version 21.0, and different tables were generated.

**Results:** The average age of parents was 31.19 years, while about 45% of them have some bachelor level education. The level of good perception was maximum in parents having higher education while bad perception was in having secondary education. Overall perception rates of good and bad perception was 63% and 37%, respectively.

**Conclusion:** The majority of the parents have a good perception of nursing care of their ill child. More than one-third of the participants agreed that nurses should not be rude, hostile, and unkempt. Nurses' managers should support the nurses to get a higher level of education and to get admissions in specialization so the number of specifically skilled holders should be increased in the specific ward.

**Keywords:** Perception, Parents, Nursing care

## INTRODUCTION

Nursing care behaviors are the actions, attitudes, and demeanors of nursing professionals. Nurses spend a significant amount of time associated with patients and family members; however, their awareness of nursing care behaviors appears to differ from the perspectives of care recipients. Indeed, fulfilling the requirements of pediatric patients and their parents may be impossible unless their perceptions of ideal care and standards of care are reviewed<sup>1</sup>. Care professionals frequently overestimate or underestimate the parents' satisfaction and requirements, which differs from that of the members of the healthcare team. The nurses' respectful demeanor (i.e., politeness, patience, and friendliness) toward the parents and/or their children was seen as a humane method of engaging with these patients<sup>2</sup>.

Another crucial attribute of the nurses to the parents was their ability to communicate with youngsters. They thought that nurses' ability to emulate the child's language and voice was an excellent method for gaining the children's cooperation and, as a result, promoting nurse-parent therapeutic interactions<sup>3</sup>.

The quality of treatment delivered, on the other hand, can go a long way toward convincing moms that their child will be returned to health. When a patient's expectations aren't satisfied, the quality of care is virtually always seen as bad. In the course of nurse-patient interactions, this may cause patients to grow agitated and display hostile behaviors. As a result, mothers' perspectives help to assess the quality of care provided, providing chances for improvement<sup>4</sup>.

Till today, very few studies are conducted on parents' perception regarding nursing care of an admitted child in a hospital. However, in Pakistan, no such study is conducted in the last five years to check out the parents' perception regarding nursing care provided to their admitted child in a tertiary care hospital. This study will help to see the perception of parents regarding nursing care.

## MATERIAL AND METHODS

A descriptive cross sectional study was conducted at Tertiary Care Hospitals in Lahore. The population of the study was parents of the children, who are currently admitted to a hospital under any pediatric specialty. Ethical approval was obtained from the university ethical committee and informed consent was obtained from every participant before data collection. Total 100 parents

were enrolled in study through the convenient sampling method. Inclusion criteria for this study was parents whose child is admitted to the hospital and are willing to participate. Exclusion criteria was those parents of those who are VIP patients and those who are in private units of the hospital.

**Parent Perception:** Parent perception was measured by using a structured questionnaire developed by Evan (2021). It consists of 18 questions, having a five-point Likert Scale, ranging from strongly agree to disagree. Strongly agree as 4 scores to strongly disagree as 0 scores. The maximum score of the questionnaire is 72 and the minimum is zero. A score of 76-100% was termed good perception while 0-75% was poor perception<sup>4</sup>. Data analysis was performed over SPSS version 21.0. The descriptive statistics was checked as frequency and percentage and classification according to their perception.

## RESULTS

In current study total 100 parent were enrolled. The average age of the parent present with the child during the hospital stay is 31.19 + 6.61. Majority (60.0%) of parents were employed. Nearly 76% of the children are those who are admitted during one week in the hospital.

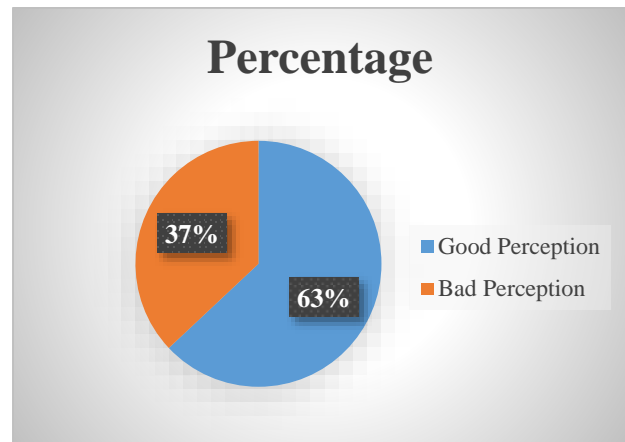


Figure 1: Parents Perception Regarding Nursing Care

Figure 1 showed the perception of parents regarding nursing care for their children. 63% parents have good perception about nursing care and they were satisfied with the care provided by nurses, only 37% have bad perception.

Table 1: comparison of perception according to educational status of parents

Educational Status	Good Perception	Bad Perception
No Formal Education	06%	09%
Primary Education	09%	08%
Secondary Education	12%	11 %
Higher Education	36%	09%
Total	63%	37%

Table 1 shows the relationship between the perception level and the educational status. As the educational level is high the perception level of the parents is on the good side. As the 36% of higher education has a good perception as compared to the 11% of the secondary education has poor perception.

### DISCUSSION

This study find out that 63% of the participants have good perception these results are somehow related to the study conducted in Ethiopia where the 50% of the participants have good perception<sup>5</sup>. Mothers have an important role in selecting where and when their children will get care. As patients seek this care, they will encounter a range of caregivers that may either strengthen or erode their faith in nursing care and the profession, resulting in impression and presentation of the nurse's reputation towards the outside world. Some study findings are supported by some researches while some are contrary to other research findings.

A study conducted in Nigeria (2021) claimed that 12% of the participants agreed to the point that nurses should not discuss their personal affairs with one another. These study findings are comparable to our study findings where 16% strongly agreed to the point. Similarly, 14.8% of the participants strongly agreed that nurses should not be rude while our study findings are comparable to these study findings.<sup>2</sup> In the present study as the level of education is increasing the total perception score is also increasing and has a good perception as compared to the lower educational levels. As they become more tolerant and above all, they know the use of various health care technologies that help them to get better nursing care. This leads to a good perception as the nurses provide care to their ill child. This study trend is comparable to the study conducted in Turkey where similar trends were observed<sup>6</sup>.

Nurses should aim to build and maintain positive working relationships with other healthcare workers in their roles as providers of care and patient advocacy groups. They are urged to use brochures, audio-visual materials, posters, and illustrations to give support and guidance on treatment plans and other important parts of the facility<sup>7</sup>.

When parents have particular worries about their child's mental health, Caregivers should devote considerable time addressing the issues, since parents in our sample were less comfortable with the number of effort Caregivers spent discussing emotional worries. This finding may be related to the observation that caregivers with fears expressed poorer understanding of the psychological health information supplied<sup>8</sup>.

The World Health Organization (WHO) (2019) has called on governments to abolish financial obstacles and increase access to medical care for those who need it, regardless of where they live, work, or their income level<sup>9</sup>. Despite making up the bulk of healthcare workers, nurses are frequently overlooked. Their knowledge, judgement, and ability are simply a reflection of reality; the phrase "image" suggests otherwise.<sup>10</sup> negative perception, unfavourable hours worked, Poor professional outcomes and a lack of respect were some reasons that make it difficult to enrol in nursing schools.<sup>11</sup> In another cross sectional study it was reported that Majority of private hospital (96.0%) to those in public hospitals respondents thought that nursing was a respectable profession.

Majority of the participants had positive perception about nursing profession.<sup>12</sup>

### CONCLUSION

This study finds the majority of the parents have a good perception of nursing care of their ill child. More than one-third of the participants agreed that nurses should not be rude, hostile, and unkempt. All other factors have positive results except the point that nurses should not disclose the diagnosis. In the viewpoint of the Pakistani population, nearly one-third claimed that the nurses should disclose the patient's diagnosis without the patient consent. Educational level is closely associated with the perception as the educational level goes higher the parents have a good perception level that may be due to the understanding of the nurses to patient ratio and maybe the use of various technological tools. Nurses' managers should support the nurses to get a higher level of education and to get admissions in specialization so the number of specifically skilled holders should be increased in the specific ward.

**Limitations:** These study findings could not be generalized to the whole country or the province as they belong to a single hospital and the sample size is small due to limited resources.

**Recommendations:** There is a need to conduct a bigger level study with a large sample size of different hospitals from the different regions of the country so the study finding could be generalized. Nurses' managers should step up to get their nurses specialized by helping and encouraging them to get specializations and higher educational certificated and degrees. So the skilled staff to patient ratio is increased and the staff has enough time to attend to the patient and listen to the concerns and feelings.

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