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Satisfaction levels of parents with inpatient children in nursing care: Systematic review

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Patient satisfaction in health services was firstly discussed in the field of nursing in the USA in 1956. Satisfaction varies from person to person and it is related with the appearance of the organization, smiling and gentle approach, the quality of the materials used the comfort offered to the patient and his/her relatives, the cleanliness of the environment and respect for the privacy of the patient. Determination of parents' satisfaction levels is important in terms of planning and evaluating nursing care and providing more qualified services in line with expectations. Therefore, the aim of this study is to examine the studies conducted in order to evaluate the parents' satisfaction levels of nursing care services and to provide a basis for future research. The research was planned as a systematic screening of the studies conducted on the subject from 2009-2019 retrospectively. For this purpose literature review was made using APA, Cochrane, EBSCO, Google Scholar, MeSH, Pubmed, Science direct, Ulakbim, Wiley Online Library, YÖK Academy, YÖK Tez search engines. Related studies published in national/international journals were scanned in the determined databases with the words "child, hospital, nursing care, parent, satisfaction" In this context 2998 articles were reached and included in the evaluation. For systematic examination, the compliance of the articles with the PRISMA criteria and the inclusion criteria were taken into consideration and the dissertations and the papers presented in the congresses were not included in the study and 10 articles were selected accordingly. In the literature, it was found that most of the parents were generally more satisfied when their level of knowledge, care and nursing behavior were satisfactory. It was observed that parents' personality, perceptions, hospital experiences, attitudes, education, social environment and social relations affected the satisfaction levels. In addition, it was determined that increasing the duration of hospitalization of the child, the presence of another child at home, the financial conclusions of the child's disease and not participating of parents in the care were negatively correlated with their nursing satisfaction levels. It was observed that parents' satisfaction level from nursing care were mostly low. In this respect, it is recommended that nurses should support the child's parents to have a say in the decision-making process for their children, allow him/her to be with his/her child during the procedures and inform the parents about the procedures to be performed.

Biography

Gulay Oztas Sari is a master student in Hitit University Institute of Health Science. She has been working as a nurse in Hitit University Erol Olcok Training and Research Hospital.

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