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**Mothers' Satisfaction with Nursing Care Provided in
Pediatric Departments in European Gaza Hospital**

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Thesis Approval



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Dedication

I would like to convey my sincere gratitude to my father and my mother who encouraged me all the way through this study ... without their encouragement and support, this thesis wouldn't come to the end ...

All the kind feelings to my wife and my children who supported me all the time

Special thanks to my sisters and my brother for their support which provided me with energy to complete my study

I would like to express my appreciations to all my colleagues in European Gaza Hospital, especially the nurses in pediatric department who contributed to the completion of this thesis.

Shady Abu Naja

Declaration

I certify that this thesis submitted for the degree of Master, is the result of my own research, except where otherwise acknowledged, and this study (or any part of the same) has not been submitted for a higher degree to any other university or institution.

Signed

Shady Abu Naja

...../...../.....

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Abstract

The purpose of this study was to determine mothers' satisfaction with nursing care provided in pediatric departments in European Gaza Hospital (EGH). The researcher used descriptive, analytical, cross sectional design. The sample of the study consisted of 196 mothers selected by simple random sampling method from whose their children were admitted to the medical and surgical paediatric departments at EGH during the period from March to June 2018. For data collection, the researcher used Newcastle Satisfaction with Nurses Scale (NSNS), and the scale has been tested for validity and reliability by conducting a pilot study on 20 participants and Cronbache alpha coefficient was 0.935. For data analysis, the researcher used SPSS program (version 22), and statistical analysis included frequencies, percentage, means, standard deviation, t test, and One way ANOVA. The results of the study showed that mean age of the mothers was 29.270 ± 6.493 , 61.7% had secondary school education or less, 38.3% had university education, 95.4% of mothers were housekeeper. The results also showed that 46.4% of children aged between 1 to 5 years, 22.4% were the first child in their family, 65.8% of the sample have been treated in the medical ward, 88.3% of them have been hospitalized for 2 – 5 days, and 52.6% have been admitted to paediatric ward for the first time. The overall satisfaction of mothers with nursing care was high with a mean score 3.81 and weighted percentage 76.2%. Also, 67.9% of mothers expressed high level of satisfaction compared to 26% expressed moderate satisfaction, and 6.1% expressed low satisfaction. The results also indicated that there were statistically no significant differences in mothers' level of satisfaction related to age of the mother, work, department, length of stay in paediatric department, child's age, order of child in his family. Moreover, mothers with secondary school education and less had higher level of satisfaction compared to mothers with university education, and mothers of children who had a history of previous admissions had higher level of satisfaction compared to those who have been admitted to pediatric departments for the first time. The study concluded that mothers' satisfaction with nursing care is an indicator for quality of care, therefore, to promote satisfaction, nurses need to integrate nursing science into their clinical practice, spend more time with their patients.

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List of Abbreviations

ANOVA	Analysis of Variance
SPSS	Statistical Package for Social Science
GDP	Gross Domestic Product
GS	Gaza Strip
EGH	European Gaza Hospital
MOH	Ministry of Health
NGOs	Non-Governmental Organization
NSNS	Newcastle Satisfaction with Nursing Scale
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
PCBS	Palestinian Central Bureau of Statistics
PFS	Pediatric Family Satisfaction
PICU	Pediatric Intensive Care Unit
UNRWA	United Nations Relief and Works Agency for the Palestinian Refugees in the Near East
USA	United States of America
WB	West Bank

Chapter One

Introduction

1.1 Background

Nursing care is one of the major health care services that contribute significantly to the patient healing process. Even though there may be competent physicians present in a given health institution, it would be inadequate without appropriate nursing care. Thus, patients' satisfaction is often determined by the nursing care in any health care facility (Dzomeku et al., 2013). Moreover, nurses are the frontline people that patients most likely meet up with, spend the highest amount of time with, and rely upon for recovery during their hospitalization (Tang et al., 2013).

The assessment of health care quality has incorporated the patients' perspective and this subjective assessment is translated in the measuring of patients' satisfaction with the health service, thus it is considered an important indicator of quality of care (Dorigan et al., 2015).

Within the health care services, nurses have the most frequent contact with patients, so, patients' satisfaction with health care depends to a large extent on the experiences with nursing (Ozga et al., 2014). Satisfaction with nursing care is defined as the degree of congruence between patients' expectations of ideal care and the actual care provided during the course of interaction with nurses (Lee and Yom, 2007).

It is important to say that during hospitalization of sick children, mothers' satisfaction represents a balance between their perception and expectations of their children nursing care, and satisfaction from nursing care is an important patient-centered outcome to measure, and is accepted as standard measure of quality of care (Rajeswari, 2011). The researcher believes that in order to fulfill children's satisfaction in pediatric wards, good

nursing care should include meeting children needs, caring, providing prompt care and being competent.

In the case of pediatric patients who can't personally express their views, family members can help in determining their satisfaction with the provided care. Thus, determining children's satisfaction could be determined based on their family members' perception (Roberti and Fitzpatric, 2010). Mothers of children admitted to pediatric departments are the children's legal guardians and are therefore taken responsible for asking their child about the quality of care he or she has received and thus the mothers' satisfaction with the provided care reflect the children's own satisfaction (Tsironi et al., 2012).

Several studies examined satisfaction with nursing care in different settings and reflected variations in levels of satisfaction due to some factors including sociodemographic, cultural, and environmental factors. Kinder, (2016) found that parents' perceptions of overall satisfaction with care from pediatric nurse practitioners was high. Moreover, Boroumand et al. (2015) found that 70.7% of mothers were highly satisfied with nursing care of their children, and Al-Akour et al. (2013) reported that the perception of Jordanian mothers to nursing support was moderate. Also, Delaney et al. (2015) found Very high overall parents' satisfaction with preoperative nursing care in pediatric pre-surgical ward.

Caring for pediatric patients is a challenge facing nursing care in European Gaza Hospital (EGH) due to the high increase in care demands with high number of in patients, and longstanding shortage of qualified nurses that may affect the overall quality of nursing care.

In this study, the researcher is going to assess children's satisfaction from the nursing care provided in pediatric departments at EGH as measured by their mothers' satisfaction from the care they received during their hospitalization.