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Parental satisfaction with neonatal intensive care unit services and associated factors in Jimma University Medical Center, Ethiopia

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Background: In an in-patient setting, patient satisfaction is an important aspect of the quality of care. In Neonatal Intensive Care Units (NICUs), parent satisfaction and their experiences are necessary in assessing clinical practice and improving the quality of care delivered to the infants and parents. In developing countries like Ethiopia, the satisfaction of the parents whose neonates require intensive care is often overlooked. Thus, this study aims to assess parental satisfaction with neonatal intensive care unit services and associated factors.

Methods: At Jimma University Medical Center, a hospital-based, cross-sectional study was conducted from July to August, 2021. Parents of the admitted newborn infants were selected by convenience sampling. Data was collected using a structured questionnaire adapted from Empowerment of Parents in Intensive Care (EMPATHIC). The collected data was entered into Epidata 4.6 and exported into SPSS Version 25 for analysis. Bi-variable and multivariable logistic regression analyses were used over the data to identify factors associated with parental satisfaction.

Results: Of 122 eligible parents, 114 (93.5%) participated

in the study. Parental satisfaction with NICU services was 57.9% [95% CI: (49.1%, 66.7%)]. More than half (60.5%) of the parents responded that their baby gets better care in the incubator/bed. Compassionate and respectful care [AOR = 5.88, 95% CI: (2.19–15.78)] was significantly associated with parental satisfaction.

Conclusion: A sizable proportion of the parents were not satisfied with the services of the neonatal intensive care unit at Jimma Medical Centre. Compassionate and respectful care is highly associated with parental satisfaction. The result of this study supports strengthening a culture of family-centered care via compassionate and respectful care.

References

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