



ISSN: 0975-833X

Available online at <http://www.journalcra.com>

International Journal of Current Research  
Vol. 11, Issue, 04, pp.3121-3123, April, 2019

DOI: <https://doi.org/10.24941/ijcr.35084.04.2019>

INTERNATIONAL JOURNAL  
OF CURRENT RESEARCH

## RESEARCH ARTICLE

### PARENTAL PERCEPTION REGARDING COMMUNICATION ON CARE GIVEN BY HEALTH CARE PERSONNEL IN PAEDIATRIC UNIT

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#### ARTICLE INFO

##### Article History:

Received 15<sup>th</sup> January, 2019

Received in revised form

20<sup>th</sup> February, 2019

Accepted 27<sup>th</sup> March, 2019

Published online 30<sup>th</sup> April, 2019

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#### ABSTRACT

**Background of the study:** The admission of an infant to the paediatric unit inevitably causes emotional stress for the parents and hence complicates parenting. Parents are partly influenced by hospitalization experience and by their own personal characteristics, past experiences and their relationship to the child. Parents relate their fears and anxieties to their children verbally or nonverbally. They need assurance that their child is receiving adequate medical treatment. They need information, to allow them to understand the child's medical status and treatment the child receives. Communication between parents and health care personnel is an essential part of the support offered to the parents and can reduce their emotional stress, effective communication is paramount between parents of sick neonates and the direct care providers. Parents need to participate in decision making regarding their child's wellbeing. They value open and honest communication. Effective communication is recognized as a priority in the entire health care continuum especially in the paediatric units, since it directly affects the quality of child care, safety, outcome, parental perception and satisfaction. **Methods:** This study has assessed the perception of the parents whose child has been admitted in the paediatric units using semi-structured interview schedule Research approach-exploratory, Research design- descriptive, Sample-Primary care givers of the child admitted in the Pediatric unit, Sample technique- convenience sampling, Sample size-100, Tool semi-structured questionnaire to assess the perception. **Results:** The researcher has identified that majority (97%) of the parents had positive perception on communication on care given by health care personnel, whereas only 3% had partially positive perception and none of the parents had negative perception. **Conclusion:** The study reveals that there is no statistical association among the other variables, but the variables such as age of the child, occupation, type of family, birth order of the child, number of previous admission has an impact on the levels of perception because hospitalization is a stressor and the caregivers are from different backgrounds and with varied expectations. As health care personnel communication has a lasting impact during the child's hospitalization. Thus barriers identified (Language used by the health care personnel, poor orientation and poor pre planned discharge) among doctors and nurses should be rectified to ease the stress of parents and thereby improve the quality of care.

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**Citation:** Mrs. Dhivya Chandriga, D. and Rose Rajesh. 2019. "Parental perception regarding communication on care given by health care personnel in paediatric unit", *International Journal of Current Research*, 11, (04), 3121-3123.

## INTRODUCTION

In India 40% of population is in pediatric age group and nearly half of the total mortality occurs in this age group. (WHO-2013). Hospitalization of a child is regarded as a major stressor that requires social readjustment by parents. Despite the fact that children are regularly hospitalized for varying degrees of illness and surgery, there is no consensus on how nurse or a doctor should support parents during this possibly stressful period. To better meet the communication needs of parents, it is important to know how they experience and perceive communication with health care personnel at the pediatric unit.

**Statement of the problem:** A Study To Assess The Parental Perception Regarding Communication On Care Given By Health Care Personnel In Pediatric Unit Of Selected Hospital, Pondicherry.

#### Objectives

- To elicit the perception of parents regarding communication on care given by health care personnel.
- To identify the barriers in communication.
- To associate the level of parental perception with selected demographic variables.

## Hypothesis

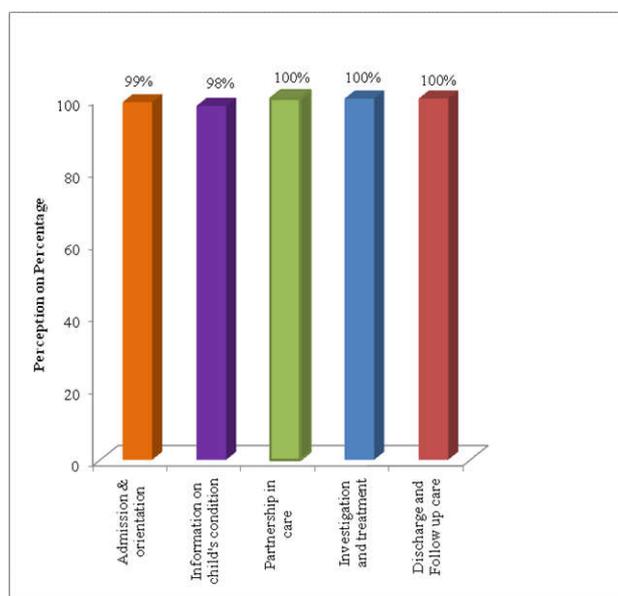
**H<sub>1</sub>:** There is a significant association between the levels of parental perception with their selected demographic variables.

## METHODS

Research approach- qualitative, Research design- explorative descriptive, Setting- Pediatric unit P.I.M.S, Population-Primary care givers of the child admitted in the Pediatric unit P.I.M.S, Sample-Primary care givers of the child admitted in the Pediatric unit P.I.M.S, Sample technique- convenience sampling, Sample size-100, Tool semi-structured questionnaire to assess the to assess the perception.

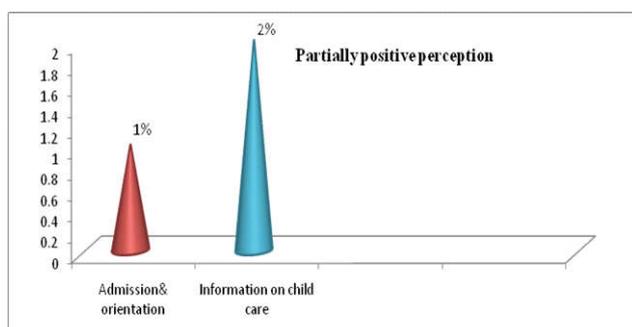
## RESULTS

**Level of parental perception regarding communication on care given by health care personnel:** The above figure shows the level of positive parental perception regarding communication on care given by health care personnel assessed on the five aspects.



N=10

**Figure 1. Positive Parental perception regarding communication on care given by health care personnel**



**Figure 2. Parental perception regarding communication on care given by health care personnel (Partially Positive Perception)**

Most of them (99%) had positive perception on admission and orientation, 98% on information on child's condition, 100% on partnership in care, 100% on investigation, treatment, 100% on

discharge and follow-up care. The above figure shows the level of partially positive perception of parents regarding communication on care given by health care personnel in pediatric unit on five aspects of care. A few (1%) of the parents perceived it as partially positive in admission and orientation, 2% in information on child's care and complete positive perception other three domains such as partnership in care, investigation and treatment, discharge and follow-up care. None of the parents had negative perception. A total of 100 primary care givers were assessed, among them 97% had Positive perception and 3% had partially Positive perception regarding the communication on care given by health care personnel. The chi-square test revealed that at  $p < 0.05$  there is no association between the level of parental perception and their selected demographic variables. Barriers identified were language and inadequate infrastructure.

## Conclusion

The study findings revealed that not all the parents had positive perception on communication and care given by health care personnel but also had minor barriers to be removed and rectified.

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