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THE EVALUATION OF CHILD ENDOCRINE POLICLINIC OF A UNIVERSITY HOSPITAL BY THE CAREGIVERS OF CHILDREN AND THE FACTORS WHICH ARE AFFECTING THIS EVALUATION

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Objectives: This study was conducted in a cross-sectional manner defining the purpose of determining the service satisfaction of caregivers of children receiving services in a child's endocrine clinic of a university hospital and the factors affecting this satisfaction.

Methods: The universe of the research came off individuals who are responsible for the care of children who applied to the Department of Child Health and Disease, Department of Endocrinology and Disease of a university hospital in Istanbul. 282 individuals who applied to the clinic between January 2015 and August 2015, voluntarily involved in the collection of research data, and they were included in the study. Data was collected by using caregiver information form, satisfaction with life scale, service satisfaction scale. The collected data was evaluated in the IBM SPSS statistic 21 program.

Findings: It was seen that the caregivers got an average score of 20.71 (SD=22.65) satisfaction with life scale and an average score of 85.61 (SD=22.65) from service satisfaction scale. Also, it was seen that 80.1% (n=226) of the care givers were female, the average age was 40.00 (SD=8.22) years, 93.6% (n=264) of them were married, 49.3% (n=139) of them graduated from primary school, 64.5% (n=182) of them were housewife, 76.2% (n=215) of them were the mother of the patient child. And it was found that 57.1% (n=161) of the children who came to polyclinics were girls, mean age was 11.15 (SD=4.15) years, the mean body mass index (BMI) was 19.89 (SD=5.43) kg/m², the mean duration of diagnose was 43.44 (SD=38.66) months, 66.7% (n=188) of them had not yet started or continued to study, 82.6% of them had no other illness. It was determined that attendance to the school, follow-up at the polyclinic, satisfaction with the polyclinic and the appointment system, giving information about care and treatment, clear and understandable information, and participation in applied care and treatment decisions affected service satisfaction (p<0.05). In addition, a considerable number of caregivers described poor physical conditions such as sitting places, heat of the environment, lighting, colour, smell, ventilation, floor condition in the polyclinic.

Conclusion: The physical conditions of the policlinic where the research is carried out should be reformed and improvements should be made by focusing on the services such as informing the person who is cared, by using a clear language at this time.

Biography

Nurten Kaya has completed her PhD from Istanbul University. She worked at Florence Nightingale Faculty of Nursing, Department of Fundamentals of Nursing from 1993 to 2013 and she has worked at the Health Sciences Faculty since 2013. She has published more than 75 papers in reputed journals and has been serving as an Editorial Board Member of repute. Her areas of interest are intramuscular injection, complementary therapy, nursing informatics, nursing theories and models, nursing process and nursing care. She has book chapters and other publications on Fundamentals of Nursing and she is Leader of statutory research projects. She is Member of Turkish Nurses Society, Nursing Education Society, and Graduates Florence Nightingale School of Nursing Society.

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