

June 21-22, 2018
Paris, FranceNuray Turan et al., J Nurs Health Stud 2018, Volume: 3
DOI: 10.21767/2574-2825-C3-009

THE FACTORS WHICH AFFECT THE SATISFACTION OF DIABETIC CHILDREN AND CAREGIVERS WITH HEALTH CARE SERVICES

Nuray Turan, Nurten Kaya, Songul Ulgen and Olcay Evliyaoglu

Istanbul University, Turkey

Objectives: This research was done cross-sectional descriptive type with the aim: how to evaluate children and their caregivers, endocrine polyclinic of a university hospital to determine the factors influencing satisfaction with polyclinic.

Methods: The population and sample of study included the children and their caregivers who resort to the child health and diseases department, endocrine diseases department polyclinic of a university hospital (N=150). The data was collected by using child and caregiver information form, pediatric quality of life questionnaire (PedsQL), Burden interview (BI), service satisfaction in health institutions scale (SSHIS) and evaluated by IBM SPSS statistic 21 program.

Findings: The children's PedsQL score was 86.00 (SD=13.68), SSHIS score was 84.23 (SD=21.34); the caregivers' SSHIS score was 84.55 (SD=21.83), BI score was 38.91 (SD=11.13). 55.3% (n=83) of the children were female, 54% (n=81) were between 13-18 age group, 47.3% (n=71) were between 18.60-24.99 kg/m² body mass index class, 73.3% (n=110) were the diabetes patient for 25 month, 98% (n=147) were still student, 85.3% (n=128) didn't have an extra disease. 76.7% (n=115) of the caregivers were female, mean age was 40.00 (SD=8.22), 93.3% (n=140) of them were married, 52% (n=78) graduated from secondary school, 63.3% (n=95) were housewife, 73.3% (n=110) were the mother of the child as caregiver, 63.3% (n=95) had economic balance, 98% (n=147) had social security, 80% (n=120) didn't continuously work at any job. Personal variable of the child and caregiver didn't effect service satisfaction. On the other hand, there were statistically significant relationships between quality of life scale for children and caregivers burden scale scores and service satisfaction scale scores.

Conclusion: Service in health care institutions should be organized by taking into account the individual's life quality and the burden of caregivers

Biography

Nuray Turan has completed her PhD from Istanbul University, Institute of Health Sciences. She works at Istanbul University Florence Nightingale Faculty of Nursing, Department of Fundamentals of Nursing since 2005. She was appointed as an Assistant Professor at the same institution in 2013 and is still working in the same position at the Department of Fundamentals of Nursing. She graduated from Istanbul University, Florence Nightingale School of Nursing, Turkey. Her areas of interest are nursing care, wounds care, nursing process, simulation, intramuscular injection, complementary therapy, nursing informatics. She worked as a Researcher in the Scientific and Technological Research Council of Turkey on The Reliability of Site Determination Methods in Ventrogluteal Area Injection and The Depth of Needle Penetration in the Ventrogluteal Intramuscular Injection Site of Adults According to the Gender and Body Mass Index. She took part as an Executive and Researcher in the Scientific Research Project Unit at Istanbul University. She has many parts in various books as an Author. She has been as a Speaker and Participant in many national and international scientific activities (congress, symposium, courses etc.) related to fundamentals of nursing. She also has various congress awards. She is a Member of Turkish Nurses Society, and Nursing Education Society

nkaraman@istanbul.edu.tr
nuray_karaman@yahoo.com