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## Perception regarding nurses as support provider among parents of neonates admitted in neonatal intensive care unit

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**Abstract**

**Background:**-The admission of the newborn to neonatal intensive care units is often a difficult time for the parents. The interaction of neonatal intensive care unit's nurse's interaction with parents greatly influences the parent's perception regarding condition of their child and nurses. The nurses play a vital role not only in the care of the newborns but also in providing support of the parents. Therefore the researcher conducted a study to assess the perception regarding nurses as support provider among parents of neonates admitted in selected Neonatal intensive care units of Pune City.

**Material and method:** The research approach adopted for the study is quantitative approach and the research design is non-experimental exploratory descriptive design. Using Non probability purposive sampling technique 200 parents from selected hospitals from pune city were included in the study. Data were collected using likert scale questionnaire and are analyzed using frequency, median and standard deviation.

**Result:** Majority (95%) of the parents reported that nurses were always supportive to them. The parents were always supported in terms of information giving and communication (97.5%), emotional support (94.5%), appraisal support (97%) and instrumental support (96%) by the neonatal nurses.

**Conclusion:** The study findings show that nurses were always supportive towards parents in information giving and communication, emotional support and support them in participation of their newborns care. Nurse's support found is very helpful for parents in coping up with difficult situation.

**Keywords:** Parental attitude, participation, sports, girls

**Introduction**

In normal condition a new born and the mother remain together and this gives the parents an opportunity to know their baby and get accustomed to the new born and its needs. However due to various conditions of the new born like pre-maturity, meconium stained liquor aspiration, hyperbilirubinemia, respiratory distress, congenital abnormalities like cardiac abnormalities, any surgical problems and these babies have to be immediately admitted in a Neonatal Intensive Care Unit. In such cases the contact of the parents with their new born is interrupted which in turn can reduce the possibility to be close to the new born and development of delayed relationship with the baby. Separation of the mother and new born could lead to distress, behavioral problems and lactation failure and lowered feeling of maternal competency to measure the success of any service is the quality of satisfaction. The level of patient satisfaction can be measured to know the quality of treatment in the hospital. Necessary confidence and encouragement will also be created with patient satisfactions which help them in facing the disease. It is true that the patients are not technically qualified to assess the professional aspect of services of the hospital. But they can express their satisfaction about the behavioral aspect of service and staff of the hospital. In NICU, there is a communication gap between mothers and nurses. The need for more information and guidance are often expressed by parents from the nursing staff. The effective use of verbal interaction by the nurse contributes in giving information to the mother regarding various aspects of the child care thus helping her to become proficient in the care of the child. The role of the nurse in giving information for mother may be seen as one of the means towards achieving the goals of nursing.

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By providing relevant information to the mother about child health promotion and basis of child care, she helps to improve the child health and family self-help abilities.

A finding on a study on information received and satisfaction of mothers of neonates admitted NICU shows that the 45% mothers were satisfied with care and support they received from nurses but 35% were not satisfied with care and support they received from nurses.

Another study Nursing Support received by Parents of Hospitalized Children shows that support provided to parents by nurses was of the high level. The quality of family care can be promoted by nurses and they should be aware of the importance of the various types of nursing support in gratifying the requests of parents.

Other study was conducted on mothers and nurse’s view on quality of nursing care provided to parents with hospitalized premature newborn in NICU shows that the mothers needed more emotional support from nurses.

A Study on Evaluation of Parents’ Awareness and Knowledge about Problems and Issues Related to Their Premature Infants shows Majority of parents had responded in positive manner about the importance of regularly parents’ attendance in ward, avoiding kissing the baby, neonate’s presence in crowded places and washing hand for 2 minutes before ward entrance. On the other hand, many parents did not have enough information about their post discharge care, Para- clinical follow up, specialist visits.

Nurses not only play a unique role in providing care for the neonates but they also provide support care for stressed parents. In India there is lots of gap in nurse and parents relationship and many parents do not get adequate

information and support from the nurses regarding their neonates

**Material and methods**

A non-experimental exploratory descriptive design was adopted to conduct the study. Non probability sampling technique was used for selecting 200 parents from selected hospitals of pune city. A Modified Nurse Parent Support Tool was used to assess the perception regarding nurses as support provider among parents of neonates admitted in Neonatal intensive care units. The Modified Nurse Parent Support Tool has 20 items divided into Information giving and communication (9 items), Emotional support (3 items), Appraisal support (3items), Instrumental support (5 items). The parents were approached to give the response on the bases of support provided by nurses against five options given namely, 1) almost never, 2) not very often, 3) some of the time, 4) most of the time, 5) almost always. The level of support provided was graded into often supportive, somewhat supportive, most of the time supportive, always supportive. To collect the socio- demographic information there were six variables including age, educational status, number of children, occupation, duration of hospitalization, previous history of hospitalization.

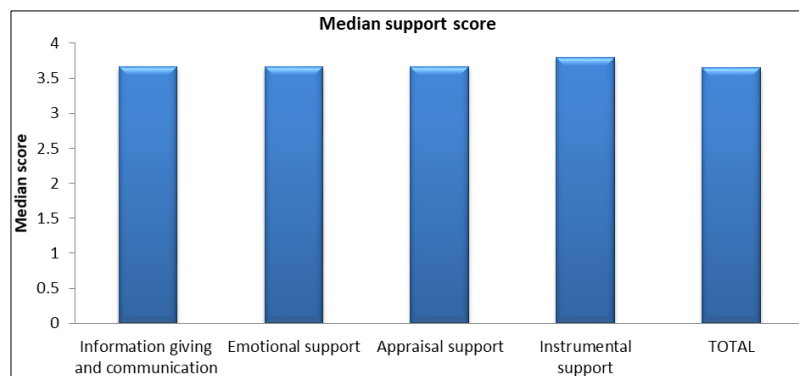
**Research objective**

- 1) To assess the perception of parents regarding nurses as support provider.

**Results**

**Table 1:** Descriptive statistics of support scale score and sub scales, n=200

Variable	Median	SD	Kruskal-Wallis Test
Information giving and communication	3.67	0.41	H = 4.25 DF = 3 P = 0.236 <sup>NS</sup>
Emotional support	3.67	0.44	
Appraisal support	3.67	0.43	
Instrumental support	3.8	0.38	
TOTAL	3.65	0.39	



**Graph 1:** Descriptive statistics of support scale score and sub scales

From table and graph, we can see that information giving and communication has median score 3.67 with standard deviation 0.41, emotional support has median score 3.67 with SD 0.44, appraisal support has median score 3.67 with SD 0.43, instrumental support has median score 3.8 with SD 0.38 and total support scale has median score 3.65 with SD 0.39.

To compare the median scores of all scales sub scales Kruskal-Wallis Test has been used.

P-value is 0.236 which is greater than 0.05 therefore we can conclude that there is no difference in median scores of all scales sub-scales. In other words scores of all sub-scales are equal.

**Table 2:** Distribution of participant according to support scale, n=200

Support scale	Often supportive		Somewhat supportive		Most of the Time supportive		Always supportive	
	<i>f</i>	<i>f in %</i>	<i>f</i>	<i>f in %</i>	<i>F</i>	<i>f in %</i>	<i>f</i>	<i>f in %</i>
Information giving and communication	0	0	0	0	5	2.5	195	97.5
Emotional support	0	0	0	0	11	5.5	189	94.5
Appraisal support	0	0	0	0	6	3	194	97
Instrumental support	0	0	0	0	8	4	192	96
Total	0	0	0	0	10	5	190	95

The data presented in Table depicts the distribution of parents according to their perception regarding nurses as support provider.

Information giving and communication scale shows that 97.5% parents think that nurses are always supportive while 2.5% of the parents think that nurses are most of the time supportive in information giving and communication.

Emotional support scale shows that 5% parents think that nurses are always supportive while 94.5% of the parents think that nurses are most of the time supportive in emotional support.

Appraisal support scale shows that 97% parents think that nurses are always give appraisal support while 3% of the parents think that nurses are most of the time supportive

Instrumental support scale shows that 96% parents think that nurses are always give instrumental support while 4% of the parents think that nurses are most of the time supportive.

Support scale shows that 95% parents think that nurses are always give support while 5% of the parents think that nurses are most of the time supportive

### Discussion

The present study was undertaken to assess the perception regarding nurses as support provider among parents of neonates admitted in selected Neonatal intensive care units of Pune City. The sample size is 200 parents of admitted neonates in NICU. The research used frequency distribution, median, standard deviation and Kruskal-Wallis Test to compare the sub scales of support.

The study was Quantitative Descriptive Method to assess the perception regarding nurses as support provider among parents of neonates admitted in selected Neonatal intensive care units. There were four aspects of support which was been assessed which were emotional support, information giving and communication, appraisal support and instrumental support.

Information giving and communication - 97.5% parents think that nurses are always supportive in information giving and communication while 2.5% of the parents think that nurses are most of the time supportive. Emotional support scale - 94.5% parents think that nurses are always supportive in emotional support while 5.5% of the parents think that nurses are most of the time supportive. Appraisal support scale - 97% parents think that nurses are always give appraisal support while 3% of the parents think that nurses are most of the time supportive. Instrumental support scale - 96% parents think that nurses are always give instrumental support while 4% of the parents think that nurses are most of the time supportive. Support scale- 95% parents think that nurses are always give support while 5% of the parents think that nurses are most of the time supportive.

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