

# Parents' Perception of Satisfaction With Care From Pediatric Nurse Practitioners Instrument

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## ABSTRACT

**Introduction:** The purpose of this methodological study was to establish the psychometric properties of the newly developed Parents' Perceptions of Satisfaction with Care from Pediatric Nurse Practitioners (PPSC-PNP) instrument to measure parents' satisfaction with PNP care.

**Method:** The initial 37-item PPSC-PNP was sent to five expert judges for review. The 28 retained items yielded a content validity index of .81. The PPSC-PNP instrument was completed by two convenience samples of 25 and 91 parents of children younger than 18 years who were recruited from clinical practice settings in Southeastern Pennsylvania.

**Results:** Items on the PPSC-PNP were evaluated for content validity by Cronbach's  $\alpha$  internal consistency reliability coefficients and item-to-total correlations. The final 28-item PPSC-PNP had a Cronbach's  $\alpha$  of .98. The scores on the PPSC-PNP indicated that the parents were satisfied with PNP care.

**Discussion:** Although several instruments designed to measure patients' satisfaction with nurse practitioner care are reported in the nursing literature, none were found to measure

parents' perception of pediatric nurse practitioner care. The newly developed PPSC-PNP is a valid and reliable instrument that can be used as a quality indicator of PNP care. *J Pediatr Health Care.* (2014) 28, 128-135.

## KEY WORDS

Parent satisfaction with PNP care, instrument development

The purpose of this methodological study was to establish the psychometric properties of the newly developed Parents' Perception of Satisfaction with Care from Pediatric Nurse Practitioners (PPSC-PNP) instrument to measure parents' satisfaction with PNP care. The PPSC-PNP was based on Cox's (1982) Interaction Model of Client Health Behavior and adapted from three existing instruments in the literature. The final 28-item PPSC-PNP had a Cronbach's  $\alpha$  of .98.

PNPs play an important role in the lives of their clients, specifically children and their parents. As the primary decision makers regarding the health care of their children, parents seek education regarding illness and normal growth and development during health visits. PNPs can have a profound influence on health choices of their patients and their patient's families. The health care encounter with a PNP has implications for parents and their children. An instrument to measure parents' satisfaction with care provided by primary PNPs is important in the health care arena.

## BACKGROUND AND REVIEW OF THE LITERATURE

A PNP's communication skills, clinical competence, caring behavior, and decisional control are essential parts of the interaction between the PNP and the parent during a well or sick child visit in a pediatric

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Conflicts of interest: None to report.

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office. PNPs play a major role in educating parents during office visits. PNPs routinely teach parents about infant feeding, nutrition, immunizations, and management of acute illness. Parents' benefits from the interaction with a PNP are evidenced through positive health choices for their child. Several of the 2020 healthy outcome goals for children focus on obesity rates, vaccination rates, substance abuse, and parenting.

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Current nursing literature includes research regarding patient satisfaction with nurse practitioners (NPs) in a variety of settings. The various settings in which NPs recently have been studied include nurse-managed centers (Benkert, Barkaukas, Pohl, Tanner, & Nagelkirk, 2002); a school-based teen clinic (Benkert et al., 2007); retail stores (Hunter, Weber, Morreale, & Wall, 2009); rural area clinics (Knudston, 2000); and an inpatient cystic fibrosis unit (Rideout, 2007). The research includes samples with a wide range of patient ages and diversity. The literature reports NP effectiveness as measured by patients' intention to adhere to the NPs' plans of care. Researchers also have explored patient satisfaction and the quality of care given by NPs in comparison with other health providers. Various quantitative data collection methods have been used, such as surveys and questionnaires, to measure patient satisfaction in many managed care organizations. A synthesis of the findings of these studies suggests that clients are generally satisfied with the care received from NPs. However, a gap in the literature exists, in that parents' satisfaction with the care their children received from PNPs is not described. The literature also lacks reports of instruments to measure parents' satisfaction with PNP care. A new instrument, PPSC-PNP, was developed by Dr. Frances DiAnna Kinder for her dissertation (Kinder, 2012). According to Cox (1982), the client's interaction with the health care professional influences patient satisfaction and ultimately the health care outcome. Parent interaction with the PNP may lead to parents' satisfaction with the care provided and positive outcomes for the health of their children.

## **EMPIRICAL LITERATURE**

Three existing instruments were adapted for use in constructing the PPSC-PNP. The Client Satisfaction Tool and the Nurse Practitioner Survey were based on Cox's

(1982) Interactional Model of Client Health Behavior (IMCHB). Several researchers have used Cox's IMCHB while analyzing the concept of client satisfaction with nursing care. This framework is presented in the literature as a guide to understanding patient satisfaction and as a basis for instruments measuring satisfaction (Agosta, 2009). The Satisfaction with Decision Scale (Holmes-Rovner et al., 1996) was the third instrument used as the basis for the PPSC-PNP. Authors of the three original instruments were contacted and permissions were obtained to use their instruments as the foundation for the newly developed PPSC-PNP.

According to Cox (1982), the major inter-related elements of IMCHB include client singularity, client-professional relationship, and health care outcomes. Client singularity describes the client as a unique individual. Client-professional interactions include the components of affective support, health information, decisional control, and technical competencies. Health outcomes are the components of utilization of services, health status indicators, severity of health care problems, adherence to a treatment regimen, and satisfaction with care. The IMCHB is applicable to practice in nursing when studying the client-professional interactions.

Bear & Bowers (1998) developed a client satisfaction tool based on Cox's IMCHB that operationalized the four elements of client-professional interaction. Bear and Bowers conducted a descriptive, correlational study to investigate the validity and reliability of the new measure, the Client Satisfaction Tool, and measured the degree of satisfaction that clients at a newly established senior health clinic had with the primary care services they were receiving. A convenience sample of 38 clients completed the Client Satisfaction Tool to measure satisfaction with NP care. The tool measured variables such as availability, appointment time, understanding, encouragement, answers questions, decision making, help with care at home, quality care, and treatments. These variables were consistent with Cox's model and the components of affective support, health information, decisional control, and professional/technical competencies. These variables corresponded to the client's needs and satisfaction with care.

The final version of the Client Satisfaction Tool consisted of 12 items. A 5-point Likert scale was used, with responses ranging from strongly agree (5) to strongly disagree (1). Data were collected over a period of 2 to 3 months, and test-retest reliability was calculated after a 1-week interval. Responses indicated that users of the senior health clinic were satisfied with the care they received. The scores ranged from 31 to 60, with a mean client satisfaction score of 51.84 at time 1 and 52.06 at time 2. Mean scores for the individual items ranged from 4.13 to 4.47 at time 1 and 4.16 to 4.5 at time 2. Reliability testing revealed that the tool had high internal consistency (Cronbach's  $\alpha = .96$ ) and high

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