

ACROSS-SECTIONAL STUDY TO MEASURE PARENT’S SATISFACTION WITH NEONATAL HEARING SCREENING PROGRAM IN ALEXANDRIA GOVERNORATE

Samir Ibrahim Assal, Mirhan Khamis Eldeeb, Fatma Ragab Abelhafiz,* Shrok Ibrahim Saad Dawod Elzyat

Department of Otorhinolaryngology, Audiology Unit, Department of Consultant of Audiovestibular Medicine, Ministiry of health,* Faculty of Medicine, Alexandria University

INTRODUCTION

Hearing screening has been implemented throughout the world to early identify and manage congenital hearing loss. Children whose hearing loss was identified early and had early interventions had significantly better outcome regarding speech and language. The NHSP’s success is closely related to parents’ attitudes and satisfaction with the process. Measuring parents’ satisfaction with NHSPs helps in identifying the programs’ insufficiencies, and therefore improving the current programs. The success of the intervention plans also depends on parents’ comfort, satisfied parents will be more cooperative and more compliant with treatment. This study is designed to assess parents’ satisfaction with NHSP in Alexandria governorate in order to identify the program shortfalls and work on its improvement. NHSP: Neonatal Hearing Screening Program.

AIM OF THE WORK

The aim of this study was to measure the parents’ satisfaction with neonatal hearing screening program in Alexandria governorate.

PATIENTS AND METHODS

This study included 500 parents whose infants had their hearing screened, divided into 400 parents from the primary healthcare units, and 100 parents from the secondary healthcare centers in Alexandria governorate. An Arabic version of the PSQ-NHSPs was distributed to participants after taking their consent and explaining the process PSQ-NHSPs: Parents satisfaction questionnaire with neonatal hearing screening programs.

RESULTS

Table 1: Parents’ response to closed-ended questions about overall satisfaction group (1) n=400

	Strongly Disagree		Disagree		Neutral		Agree		Strongly agree		Mean ±SD.
	No.	%	No.	%	No.	%	No.	%	No.	%	
Overall											4.16 ±0.80
Q23 Overall, I was satisfied with the infant hearing screening program.	7	1.8	20	5.0	43	10.8	174	43.5	156	39.0	4.13 ±0.92
Q24 I was not satisfied with the test process.	165	41.3	165	41.3	44	11.0	17	4.3	9	2.3	4.15 ±0.94
Q25 I will recommend infant hearing screening program to friends or relatives.	6	1.5	10	2.5	44	11.0	182	45.5	158	39.5	4.19 ±0.84
Q26 I will not use such services in the future.	150	37.5	189	47.3	45	11.3	11	2.8	5	1.3	4.17 ±0.83

Table 2: parents’ response to closed-ended questions about overall satisfaction group (2)n=100

	Strongly disagree		Disagree		Neutral		Agree		Strongly agree		Mean ±SD.
	No.	%	No.	%	No.	%	No.	%	No.	%	
Overall											4.05 ± 0.82
Q23 Overall, I was satisfied with the infant hearing screening program.	4	4.0	5	5.0	12	12.0	44	44.0	35	35.0	4.01 ±1.02
Q24 I was not satisfied with the test process.	34	34.0	45	45.0	11	11.0	7	7.0	3	3.0	4.00 ±1.01
Q25 I will recommend infant hearing screening program to friends or relatives.	2	2.0	5	5.0	12	12.0	45	45.0	36	36.0	4.08 ±0.93
Q26 I will not use such services in the future.	37	37.0	41	41.0	18	18.0	2	2.0	2	2.0	4.09 ±0.90

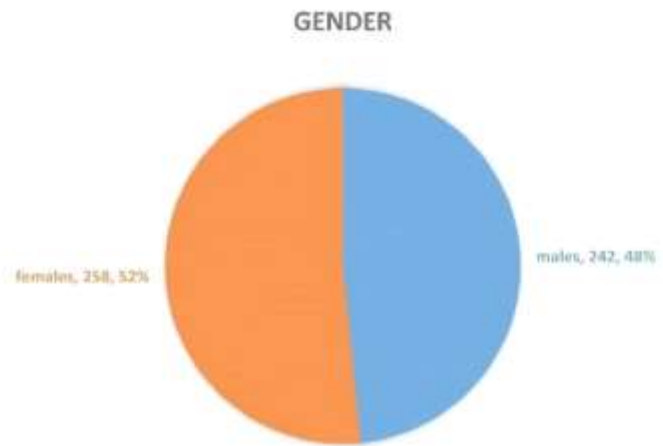


Figure1: Distribution of the studied sample according to gender of the neonates

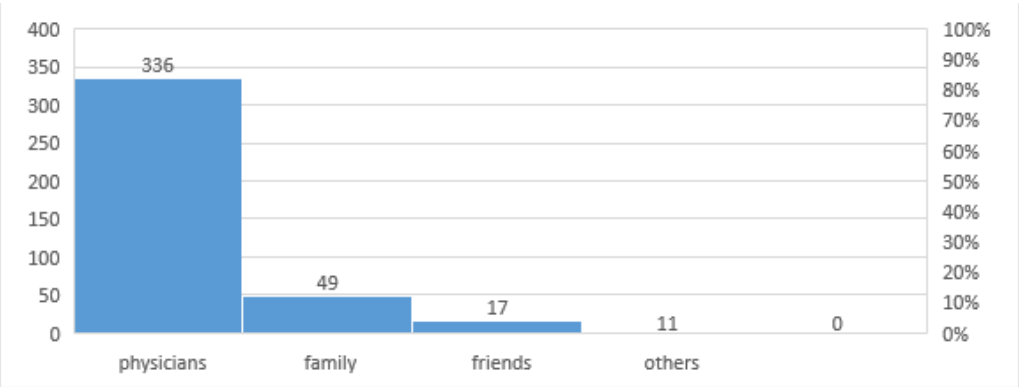


Figure2: A histogram showing parents’ response to question 1: how did you hear about the program

CONCLUSIONS

Overall, the majority of participants showed a high degree of satisfaction with the current program.