

Perception of Medical Care Quality Among Parents of Hospitalized Children in Surgical and Non-Surgical Wards: A Comparative Study



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INTRODUCTION

Parents’ experiences during their child’s hospitalization strongly influence trust in healthcare and the perceived quality of medical care. Evaluating how families assess empathy, communication, and organizational aspects in pediatric wards helps identify areas for care improvement and strengthen family-centered care models.

AIM

To assess and compare the perceived quality of medical care among parents of children hospitalized in surgical and non-surgical pediatric wards at the University Hospital in Zielona Góra.

MATERIAL AND METHODS

A diagnostic survey was conducted between December 2024 and February 2025 among 120 parents of hospitalized children (83.3% women; mean age 40.1 ± 8.6 years).
Instrument: 26-item author-designed questionnaire on care quality
Participants: 60 parents from surgical and 60 from non-surgical wards.
Analysis: MS Excel 365 and STATISTICA 13.3; Chi-square and Mann–Whitney U tests; $\alpha = 0.05$.

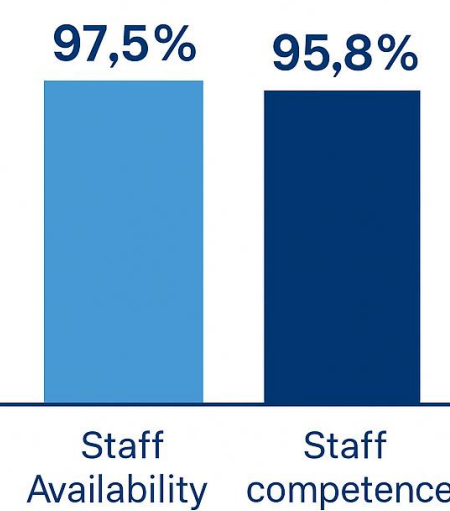
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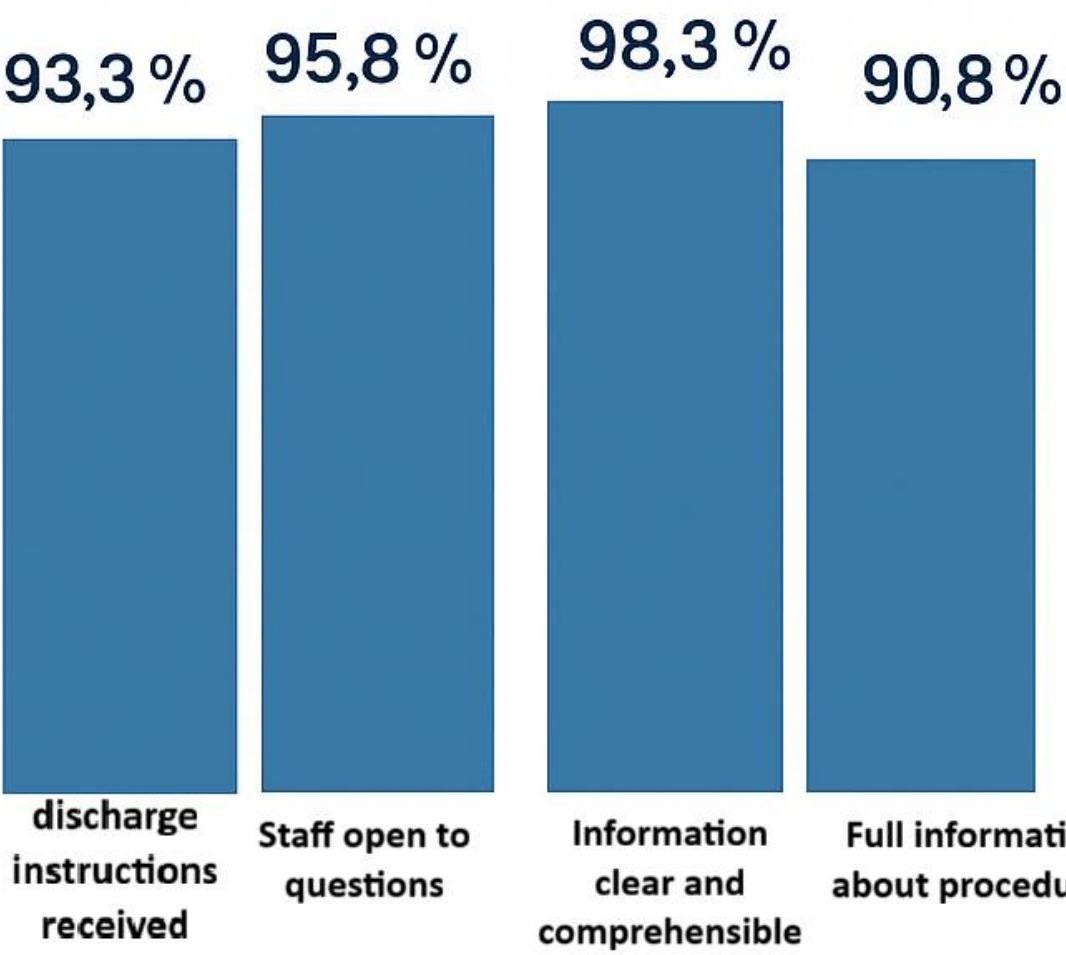
RESULTS

- Overall care quality:** mean 4.73 ± 0.44 (1–5 scale); no difference between wards (p = 0.209).
- Satisfaction:** 96.7% expressed satisfaction; **100%** in the surgical ward rated care positively.
- Admission process:** higher scores in surgical wards (4.72 vs 4.43; p = 0.005).
- Staff availability:** adequate for **97.5%** of respondents; staff competence confirmed by **95.8%**.
- Emotional support:** reported by **92.5%** overall, more often in surgical wards (**96.7% vs 88.3%**).
 - *Empathy and anxiety reduction* were significantly more frequent in surgical units (p ≤ 0.01).
- Parental involvement:** 90.8% felt engaged in their child’s care (p = 0.505).
- Communication & information:**
 - **90.8%** received full information about procedures.
 - **95.8%** found staff open to questions.
 - **98.3%** rated information as clear and understandable.
 - **93.3%** received discharge instructions; 10.8% used printed materials.
- Staff competence:** 95.8% rated personnel as competent; all children received help when needed.

Staff Availability and Competence



Communication and Information



Aspects Rated Higher in Surgical Wards

