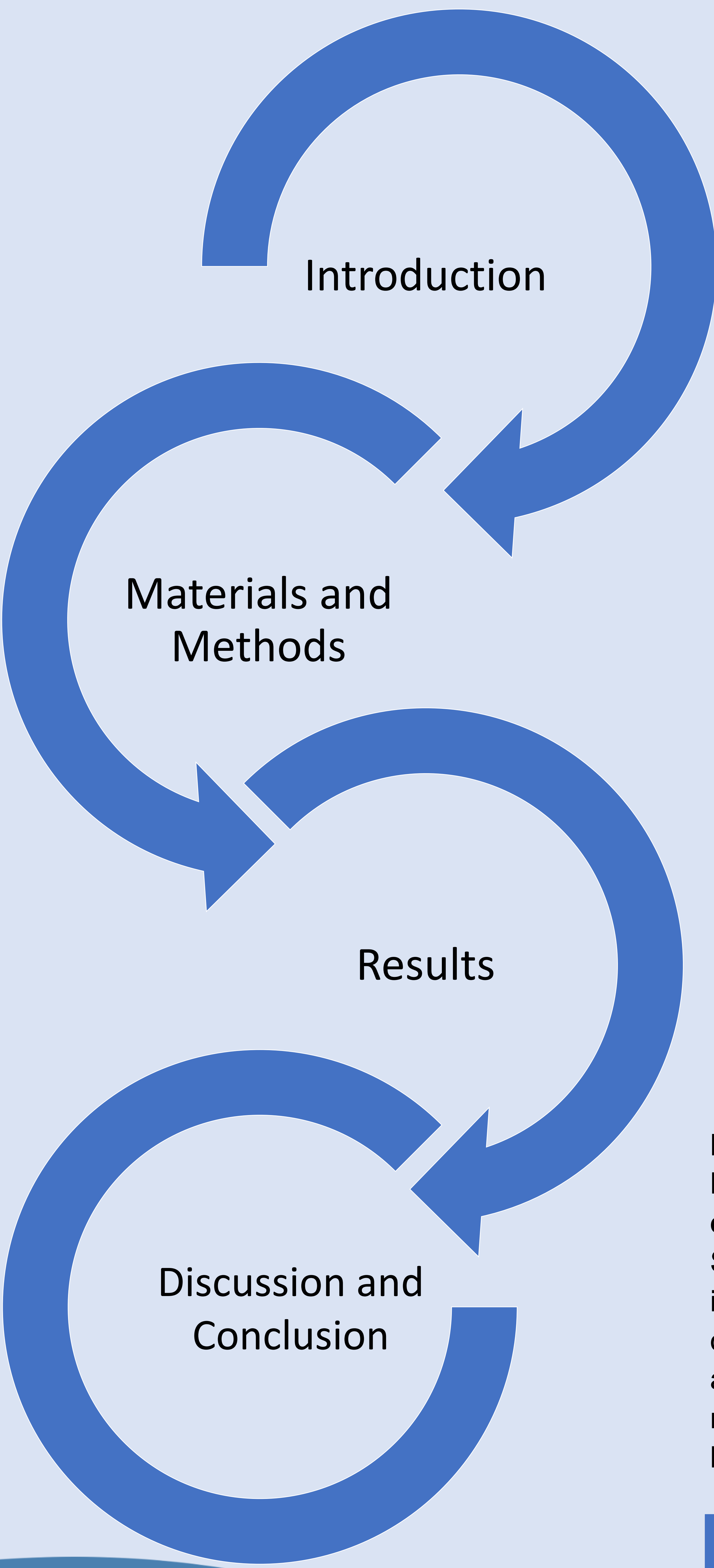


Can prior hospitalization experiences influence satisfaction with nursing care?

Results in a school-aged children sample.

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Patient satisfaction is identified as an important and relevant patient outcome in the field of nursing [1] and prior hospitalization experiences have impact in overall satisfaction with care [2]. Regarding children satisfaction, they conceptualize satisfaction by making comparison with previous experiences[3].

An observational, cross-sectional, exploratory-descriptive study with a non-probabilistic and accidental sample was performed. **This study aims to identify if prior hospitalization experiences influences satisfaction with nursing care, in school-aged children (7-11 years).** Data were collected through the **"Children Care Quality at Hospital"** instrument, after translation and validation to Portuguese. In this questionnaire children were asked to rate nursing care from 1 (less satisfied) to 5 (more satisfied). Statistical analysis was performed using SPSS statistical tool (version 24.0). In order to verify the **association between the variable's prior to hospitalization experience and patient satisfaction**, Student's t-test was applied. Authorization was obtained from ethics committees in each of the 6 health institutions where the study was applied, and also from the National Data Protection Commission.

The sample (n = 252) includes mainly boys (52.8%, n = 133) with a mean age of 8.9 years (SD = 1.4). Most children had prior hospitalization experiences (63.5%, n = 160), 35.7% (n=90) have never been hospitalized before and 2 children answered, "I do not know". Nursing care was rated with a score of 4.51 (SD = 0.645). **There was no significant difference between having or not having prior hospitalization experiences and the score attributed by children ($t=1.47$; $p>0.05$).**

In this sample, children are satisfied with nursing care provided during hospitalization. In previous studies with adult population, prior experiences seem to have a negative effect on overall satisfaction[2,4]. Specifically in school-aged children, previous experiences positively influences satisfaction with nursing care[5]. However, this was not verified in our study. We suggest that further studies should be developed some time after the hospitalization experience, for example 6 months, to understand the most relevant experiences and their influence on the satisfaction with hospital nursing care.

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