

PARENTS SATISFACTION WITH NEWBORN HEARING SCREENING PROGRAMS IN PUSAT PERUBATAN UNIVERSITI KEBANGSAAN MALAYSIA AND HOSPITAL KUALA LUMPUR

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This cross-sectional survey study was carried out to evaluate parents' satisfaction with newborn hearing screening programs (NHSPs) in Pusat Perubatan Universiti Kebangsaan Malaysia (PPUKM) and Hospital Kuala Lumpur (HKL). A total of 168 parents with babies in maternity ward at PPUKM and Hearing Screening Centre at HKL participated in this study. Parents' satisfaction was measured using *Parent Satisfaction Questionnaire with Neonatal Hearing Screening Program* (PSQ-NHSP) adapted from previous study. All the respondents were required to complete the questionnaire by themselves. Additionally, an interview was also conducted on all parents. Overall, majority of parents in PPUKM (n=119) and HKL (n=49) were satisfied with the newborn hearing screening programs. Nevertheless, the number measured in the personnel in charge of the hearing testing dimension was identified as area which needs improvement. Whereas in HKL, all the aspects of the program had received relatively high ratings. There was significant difference in parents' satisfaction with NHSPs across all specific dimensions in PPUKM and HKL with information dimension ($p < 0.05$), personnel in charge of the hearing testing ($p < 0.001$), hearing screening activities ($p < 0.001$) and overall satisfaction ($p < 0.001$) where parents' satisfaction was higher in HKL compared to PPUKM. In conclusion, survey questionnaire can be used as a tool that identifies areas of dissatisfaction and enable the targeted correction actions to be carried out.

Tan, L. T. 2010. Parents' Satisfaction with Newborn Hearing Screening Programs in Pusat Perubatan Universiti Kebangsaan Malaysia and Hospital Kuala Lumpur. Bachelor of Audiology Thesis. Universiti Kebangsaan Malaysia.