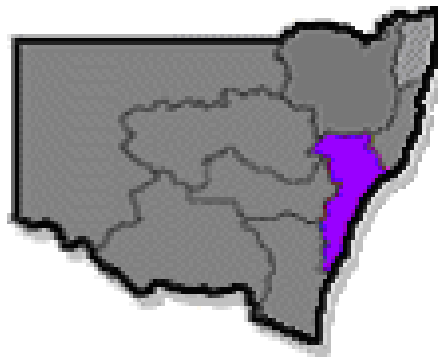


**INDICATORS OF
SATISFACTION & SUCCESS
FOR A PAEDIATRIC
OUTREACH NURSING SERVICE
IN METROPOLITAN SYDNEY, NSW**



by

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September 2005

DECLARATION OF AUTHORSHIP

Except where reference is made in the text of the thesis, this thesis contains no material published elsewhere or extracted in whole or in part from a thesis by which I have qualified or been awarded another degree or diploma. No other person's work has been used without due acknowledgement in the main text of the thesis.

This thesis has not been submitted for the award of any degree or diploma in any other tertiary institution.

All research procedures reported in this thesis received the approval of the relevant Ethics/Safety Committees (where required).

Name

Date

A handwritten signature in blue ink, consisting of several overlapping loops and curves.

21st September, 2005

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ABSTRACT

The purpose of this study was to determine the indicators of customer satisfaction and service success of a newly established paediatric outreach nursing service.

Referring agents and care recipients were both consumers of the paediatric outreach nursing service. Both groups of consumers were surveyed to determine their satisfaction with the service delivery.

Two satisfaction survey tools were developed to measure customer satisfaction. The tools were piloted and refined prior to distributing them. Both tools had a series of closed-ended questions and 3 open-ended questions.

Eight service indicators were developed. These were designed to test the effectiveness of the service provided. The service indicators were piloted over two periods of three months and then modified based on the findings of the pilot period.

The Paediatric Outreach Service (POS) is a positive service model for health care delivery. The survey results indicated that stakeholders were generally satisfied with the service delivery.

When measured against service indicators that were developed for POS, the service performance was above average, with some opportunity to improve practice.

Underpinned by a family-centered framework, POS has the capacity to empower children and their families in the planning and implementation of a management plan for the child's illness. Such empowerment may lead families to practice better healthcare, develop better health-seeking practices and ultimately lead to healthier children.

The results from this study has implications for nursing practice. The data obtained from this study may be useful to service providers considering commencing a paediatric outreach nursing service. Data may also be useful for existing service providers to use in order to review the aspects that consumers value against the service they currently provide.

Keywords ambulatory care; paediatrics; home-nursing; community; evaluation; satisfaction; success; indicators