

## Assessment of dependence between knowledge of a new mother on Neonatal care and satisfaction from hospital stay

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**P**atient satisfaction is the key to the quality of medical care. The high competitiveness in the market of medical services enforces additional solutions to attract patients. One of the elements increasing the attractiveness of delivery wards can be a planned and systematic education of women. The most important and most professional form of preparation for childbirth and maternity is the birth school. In addition, it is very important that health education during the follow-up of a pregnant woman consists not only of teaching new knowledge, but also of making use of the already acquired knowledge and skills.

The aim of the study was to assess the level of knowledge of new mothers on the care of the newborn baby and the impact of this knowledge on the level of satisfaction gained during the hospital stay. The diagnostic poll method was used in the research, which included 228 new mothers staying at the

maternity ward at Stefan Żeromski Hospital in Cracow.

By examining the level of knowledge of new mothers on neonatal care, it was found that women were well educated during their stay at the maternity ward. The knowledge gained at this time did not affect the satisfaction from staying in the hospital, which was relatively high (the average rating was 29-30 points out of 32 possible). However, the need for additional emotional support and instrumental help during the hospital stay seems to be very important.

### Speaker Biography

Renata Bakalarz is a specialist in neonatal nursing. She is currently on the third year of PhD studies at the Jagiellonian University Collegium Medicum Faculty of Health Sciences. She works at the neonatal pathology department in the Stefan Żeromski Specialist Hospital in Krakow. Additionally, she is an academic teacher at the Andrzej Frycz-Modrzewski Krakow University, a contestant of the national and international conferences.

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