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Quality of Children's Expectation from Pediatric Nurse using the SPSS Method

Manjula Selvam, Sangeetha RajKumar, Kurinjimalar Ramu, M. Ramachandran

Rest Labs, Kaveripattinam, Krishnagiri, Tamilnadu, India

*Corresponding Author Email: manjulaselvam2016@gmail.com

Abstract: Children's Expectation from Pediatric Nurse" refers to the set of perceptions, desires, and anticipations that children have regarding the behaviors, qualities, and interactions they hope to experience from pediatric nurses during their healthcare encounters. These expectations children overall health experience and their emotions key to design plays a role response to medical care. These expectations often encompass various aspects, including the demeanor, communication style, and physical interactions of the pediatric nurse. Children may expect nurses to exhibit qualities such as friendliness, approachability, patience, and a reassuring presence. They may also hope for clear and understandable explanations about their condition and the procedures they will undergo. Moreover, children often anticipate a gentle and comforting touch from nurses, especially during medical procedures. The expectation from a paediatric nurse to have a playful and engaging attitude is also common among children. They appreciate nurses who can use humor and creativity to make medical settings feel less intimidating. A playful approach can help children cope with stress and anxiety, creating a more positive healthcare experience. The research on "Children's Expectation from Paediatric Nurse" holds significant importance due to its potential to impact the quality of healthcare experiences and outcomes for paediatric patients. Understanding and addressing these expectations can have far-reaching implications for both healthcare providers and the well-being of young patients. Here are some key points highlighting Enhancing Patient-Centred Care: Understanding children's expectations allows healthcare Providers, in particular Pediatric nurses, of each child Personal needs and to fulfil preferences to shape their approach. This patient-centred approach can lead to more positive healthcare experiences, increased patient satisfaction, and improved adherence to treatment plans. SPSS (Statistical Package for the Social Sciences) is a popular software used for statistical analysis and data management. It is commonly used in various fields, including social sciences, psychology, business, and healthcare. The SPSS method typically involves the following steps: Data Entry: The first step is to enter the data into SPSS. This can be done manually, importing data from external sources (e.g., Excel), or using data collection tools integrated with SPSS. Previous Hospital Experience, Friendly Approach, Playful Attitude, Gentle Touch, Clear Explanations and Calming Presence.

Keywords: Friendly Approach, Playful Attitude, Gentle Touch, Clear Explanations and Calming Presence.

1. INTRODUCTION

The research on "Children's Expectation from Pediatric Nurse" holds significant importance due to its potential to impact the quality of healthcare experiences and outcomes for pediatric patients. Understanding and addressing these expectations can have far-reaching implications for both healthcare providers and the well-being of young patients. Here are some key points highlighting the research significance: Enhancing Patient-Centered Care: Understanding children's expectations allows healthcare Pediatric nurses, of each child Personal needs and to fulfil preferences to shape their approach each child [1]. This patient-centered approach can lead to more positive healthcare experiences, increased patient satisfaction, and improved adherence to treatment plans. Reducing Anxiety and Fear: Addressing children's expectations can help alleviate anxiety and fear associated with medical procedures and hospital visits. When pediatric nurses are aware of what children expect and can fulfill those expectations, it can create a more comforting and reassuring environment, leading to decreased stress and better emotional well-being [2]. Optimizing Communication: Children's expectations often include clear and simple explanations about their condition and treatment. This emphasis on effective communication can promote better understanding among young patients and their families. Improved communication can enhance compliance with treatment recommendations and improve health outcomes [3]. Positive Impact on Treatment Outcomes: When children have positive expectations of their interactions with

pediatric nurses, it can positively influence their attitude towards medical care and treatment. A friendly, supportive, and understanding nurse can contribute to a child's overall well-being, potentially leading to better treatment adherence and recovery outcomes [4].

Building Trust and Rapport: Meeting children's expectations fosters trust and rapport between pediatric nurses and their young patients. Trust is essential for children to feel comfortable sharing their concerns, questions, and fears. A strong nurse-patient relationship can have long-term effects on a child's attitude towards healthcare as they grow [5].

Professional Development for Pediatric Nurses: Research into children's expectations can provide valuable insights for the training and professional development of pediatric nurses. This research can guide educators and trainers in emphasizing the skills and qualities that children value, ultimately leading to better-prepared healthcare professionals.

Influence on Healthcare Design: Findings from this research can also impact the design of pediatric healthcare settings. Understanding what children expect from their healthcare interactions can inform the creation of child-friendly and welcoming environments that contribute to a positive healthcare experience [6].

Ethical Considerations: Recognizing and meeting children's expectations aligns with ethical considerations in healthcare. It ensures that children are treated with respect, dignity, and consideration, which is especially important due to their vulnerability and potential anxiety during medical procedures.

Pediatrics in relation to maintenance: upkeeping children's emotional states lack of appropriate consideration of care quality included in the progress is accounted for. Commonly, guardian's childcare as well as its caliber are assessed [7].

This research aims to Study 20 Individuals in finland preschoolers and 20 school- aged Kids by pediatric experts regarding the excellence of care children's anticipations. twenty of them who were undergoing insulin-dependent Diabetes (IDDM) and receiving treatment at the hospital continued to attend, and 20 individuals who had briefly undergone surgery or had treatment in the medical department received care through analysis, the conversations were categorized and subdivisions were identified [8].

From the children's perspective, quality of nursing care expectations associated with nurses, nursing roles and setting. nurses being compassionate and trustworthy were among the traits they expected, including a Good Sense of humor, and the practice of wearing Vibrant attire while at Work. Nurses, As well as the parents, are envisioned Engaging in activities related to nursing that was envisioned [9].

Children look forward to nurses, especially, providing amusement, instruction, care, and safeguarding activities. Parents are anxious and aim to alleviate longing by offering companionship as was expected. The children also emphasized the role of interaction with peers in addition to care given by nurses.

Findings children evaluate the worth of Insights Provided that can substantiate the quality of medical care provided to infants [10].

The majority of pertinent investigations revolve around the perceptions of children, with patient satisfaction surveys predominantly grounded in the standpoint of the patients themselves. Typically, these evaluations are carried out by parents alone or in conjunction with both parents and children. This approach is commonly adopted to comprehensively explore a fundamental facet of healthcare: the contentment of children with the care they receive. Within the American healthcare context, interventions have been formulated to cater to the needs of children, who frequently express satisfaction with the care they experience [11].

Among the findings, it emerges that younger children express less satisfaction compared to their elder counterparts when it comes to interactions with medical practitioners. A notable observation is the gender-based difference: older girls exhibit higher satisfaction levels in matters relating to healthcare and women's health services, in contrast to boys. Nevertheless, a range of attributes specific to children's cognitive development significantly influences their interactions with caregivers, indicating an evolving perspective as per their developmental stage [12].

Evaluation of pediatric treatment outcomes typically relies on assessments provided by parents for children's care, while the children's own perspectives are often not taken into account. Unlike adults, who can gauge the quality of patient care through various means, the evaluation process for pediatric care quality often relies heavily on patient satisfaction surveys. These surveys aim to measure how well the care matches the expectations of patients and are grounded in observations made through communication [13].

Despite the prevalent belief that patient expectations are challenging to address, it is important to note that children have their own distinct viewpoints that need consideration. They offer insights that might be indicative of nursing quality, particularly in terms of attentiveness and adherence to proper care practices. Effective and accurate measures, particularly those related to the selection of reliable indicators, are crucial in the study of pediatric patients, especially given the concern many parents and educators have about this matter. Collecting pertinent information in the right manner is vital, as it helps to capture children's sentiments and experiences [14].

In this investigation, we employ artwork crafted by children as our primary source of data collection. Our objective revolves around depicting the various aspects of quality through the lens of children's drawings. By examining these artistic expressions, we aim to delve deeper into the fundamental constituents that comprise an ideal hospital in the eyes of young individuals [15].

When considering the term "quality," as found in English language dictionaries, it denotes a high standard of excellence. It is a term used to compare one thing against others, indicating how well it fares in relation to similar entities. Primarily, it signifies positive attributes or greatness. Thus, for our study's purpose, we have opted to employ the term "quality" instead of "ideal." This choice is underpinned by our desire to ensure that the concept is readily comprehensible to children, fostering ease of understanding [16].

Simultaneously, the notion of a children's map-like representation of an exemplary

hospital represents a comprehensive concept. This illustration encapsulates the essence of a superior healthcare facility, encompassing fundamental elements that children deem crucial for their care quality. The current prevailing anticipation involves parents actively participating in their child's healthcare, particularly within a hospital setting. This collaboration encompasses interactions between parents and nurses, forming a pivotal component. This assumption is generally applicable, with a foundation based on insights drawn from 222 instances. notable focus, especially within the specialized realm of pediatric nursing [17]. In an Australian context, a qualitative research initiative was conducted at Noki Hospital within a non-specialized healthcare framework. This study involved a triangulation approach, incorporating parents and nursing staff. conducted with parents of sick children. These themes include factors such as parental control, expectations, support, and emotional aspects. Communication emerged as a prominent concern, emphasizing the significance of parental presence and the role of mothers in nursing. Parallely, within the pediatric nursing domain, two focus group sessions were organized for nursing staff. Content analysis underscored communication challenges that exist between nurses and parents [18]. The implications for nursing practice underscore the necessity of enhancing communication among nurses to facilitate optimal collaboration with families. To achieve this, workshops and educational programs can be offered to both nursing professionals and families. University nursing programs could also incorporate workshops and assessments tailored to children. As per the concept, parents are inclined to engage actively in the care of their ill child, driven by a desire for family-centric care. This orientation aligns with a family's aspirations for their children's well-being. Nonetheless, challenges might arise due to role negotiation and the varying perceptions of nurses and parents regarding their distinct roles and responsibilities [19]. This clinical study involves elective surgery in a hospital setting aimed at treating eligible children and their parents. The objective is to enhance adjustment through a designed psychological approach that is both productive and supportive. Various observations are being tested; targeting children aged 3 to 12 who are undergoing tonsillectomy surgery. Three treatment methods are being examined, and these are assigned randomly [20]. The first approach involves comprehensive preparation before the stress-inducing process, incorporating rehearsals and supportive care. The second approach involves a single-session preparation conducted after admission. The third approach replicates the first method, involving constant support maintenance by a nurse but without the extensive preparation and rehearsal components [21].

2. MATERIAL AND METHOD

Previous Hospital Experience: This parameter measures whether the children have had prior experiences with hospitals or healthcare settings. It aims to understand how their past experiences might influence their expectations from pediatric nurses. Participants can be categorized as having either "Yes" or "No" previous hospital experience.

Friendly Approach: The "Friendly Approach" parameter assesses the perception of the pediatric nurse's approachability and friendliness. It reflects the extent to which the nurse is perceived as warm, welcoming, and easy to interact with. Participants provide a score on a scale of 1 to 5, where 1 indicates low friendliness and 5 indicates high friendliness.

Playful Attitude: The "Playful Attitude" parameter evaluates the pediatric nurse's ability to engage with children in a light hearted and playful manner. It assesses whether the nurse's interactions are characterized by a sense of fun and playfulness, which can contribute to a positive and enjoyable healthcare experience for the children. Participants provide a score on a scale of 1 to 5, where 1 indicates a lack of playfulness and 5 indicates a highly playful attitude.

Gentle Touch: The "Gentle Touch" parameter measures the pediatric nurse's approach in terms of physical contact and touch. It gauges the extent to which the nurse's touch is perceived as gentle, soothing, and non-intrusive. This evaluation parameter is important in establishing a sense of comfort and safety during medical procedures. Participants provide a score on a scale of 1 to 5, where 1 indicates a lack of gentle touch and 5 indicates a highly gentle touch.

Clear Explanations: The "Clear Explanations" parameter reflects the pediatric nurse's communication skills in providing clear and understandable explanations to children and their families about medical procedures, treatments, and conditions. It assesses how well the nurse can break down complex information into simple terms that are easy for children to comprehend. Participants provide a score on a scale of 1 to 5, where 1 indicates unclear explanations and 5 indicates highly clear explanations.

Calming Presence: The "Calming Presence" parameter evaluates the nurse's ability to create a calming and reassuring atmosphere for children. It assesses how well the nurse can alleviate anxiety and stress by maintaining a composed and soothing demeanor. A calming presence helps children feel more at ease in healthcare environments. Participants provide a score on a scale of 1 to 5, where 1 indicates a lack of calming presence and 5 indicates a highly calming presence.

Method: SPSS (Statistical Package for the Social Sciences) is popular software used for statistical analysis and data management. It is commonly used in various fields, including social sciences, psychology, business, and

healthcare. The SPSS method typically involves the following steps: Data Entry: The first step is to enter the data into SPSS. This can be done manually, importing data from external sources (e.g., Excel), or using data collection tools integrated with SPSS Outliers and data errors. You may also need to recode variables, transform data, or create new variables as required. Such as mean, median, standard deviation, minimum, and maximum. SPSS can generate descriptive statistics for individual variables or groups of variables. Data Analysis: SPSS offers a wide range of statistical analysis options, t-tests, ANOVA, regression, Correlation, factor analysis and arm-square Tests etc. Chosen Specific analysis Methodological research question and will be analyzed Depends on the data type. Interpretation of Results: After conducting the statistical analysis, you need to interpret the results. SPSS outputs tables and graphs that present the results of the analysis. It's important to carefully interpret the findings in the context of the research question and the data. Reporting and Visualization: SPSS allows you to generate tables and charts to visualize the results of the analysis. These visual representations can be included in research reports, presentations, or academic papers. Data Export: Once the analysis is complete, you may need to export the results to other formats (e.g., Excel, Word, PDF) for further reporting or sharing with others.

3. RESULT AND DISCUSSION

TABLE 1. Descriptive Statistics

	N	Range	Minimum	Maximum	Sum	Mean		Std. Deviation	Variance
Previous Hospital Experience	90	4	1	5	282	3.13	.115	1.093	1.196
Friendly Approach	90	4	1	5	270	3.00	.131	1.245	1.551
Playful Attitude	90	4	1	5	291	3.23	.133	1.264	1.597
Gentle Touch	90	4	1	5	294	3.27	.119	1.130	1.276
Clear Explanations	90	4	1	5	297	3.30	.158	1.495	2.235
Valid N (listwise)	90								

Table 1 shows the descriptive statistics values for analysis N, range, minimum, maximum, mean, standard deviation Previous Hospital Experience, Friendly Approach, Playful Attitude, Gentle Touch and Clear Explanations this also using.

TABLE 2. Frequencies Statistics

		Previous Hospital Experience	Friendly Approach	Playful Attitude	Gentle Touch	Clear Explanations
N	Valid	90	90	90	90	90
	Missing	0	0	0	0	0
Mean		3.13	3.00	3.23	3.27	3.30
Std. Error of Mean		.115	.131	.133	.119	.158
Median		3.00	3.00	3.00	3.00	3.00
Mode		3	3	3	3	5
Std. Deviation		1.093	1.245	1.264	1.130	1.495
Variance		1.196	1.551	1.597	1.276	2.235
Skewness		-.429	.321	-.043	-.260	-.098
Std. Error of Skewness		.254	.254	.254	.254	.254
Kurtosis		.047	-.794	-.900	-.198	-1.484
Std. Error of Kurtosis		.503	.503	.503	.503	.503
Range		4	4	4	4	4
Minimum		1	1	1	1	1
Maximum		5	5	5	5	5
Sum		282	270	291	294	297
Percentiles	25	3.00	2.00	2.00	3.00	2.00
	50	3.00	3.00	3.00	3.00	3.00
	75	4.00	4.00	4.00	4.00	5.00

Table 2 Show the Frequency Statistics in Previous Hospital Experience, Friendly Approach, Playful Attitude, Gentle Touch, Clear Explanations curve values are given.

TABLE 3. Reliability Statistics

Cronbach's Alpha Based on Standardized Items	N of Items
.658	5

Table 3 shows the Cronbach's Alpha Reliability result. The overall Cronbach's Alpha value for the model is .658 which indicates 66% reliability. From the literature review, the above 50% Cronbach's Alpha value model can be considered for analysis.

TABLE 4. Reliability Statistic individual

	Cronbach's Alpha if item Deleted
Previous Hospital Experience	.587
Friendly Approach	.656
Playful Attitude	.536
Gentle Touch	.591
Clear Explanations	.614

Table 4 Shows the Reliability Statistic individual parameter Cronbach's Alpha Reliability results. The Cronbach's Alpha value for Previous Hospital Experience .587, Friendly Approach .656, Playful Attitude .536, Gentle Touch .591 and Clear Explanations .614 this indicates all the parameter can be considered for analysis.

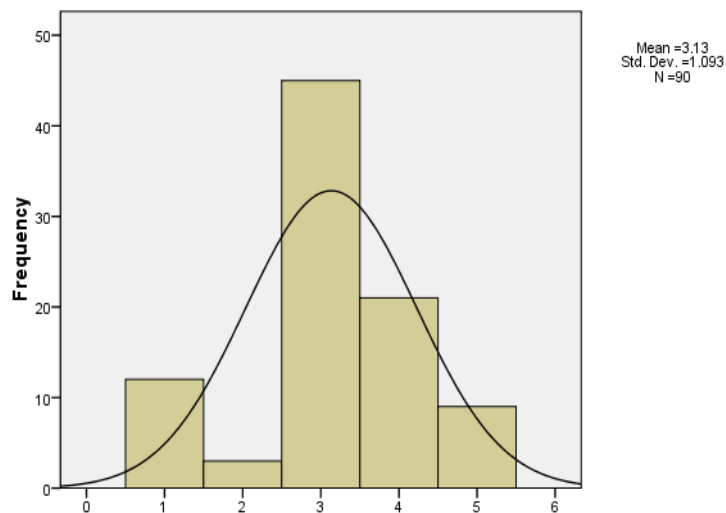


FIGURE 1. Previous Hospital Experience

Figure 1 shows the histogram plot for Previous Hospital Experience from the figure it is clearly seen that the data are slightly Left skewed due to more respondent chosen 3 for Previous Hospital Experience except the 2 value all other values are under the normal curve shows model is significantly following normal distribution.

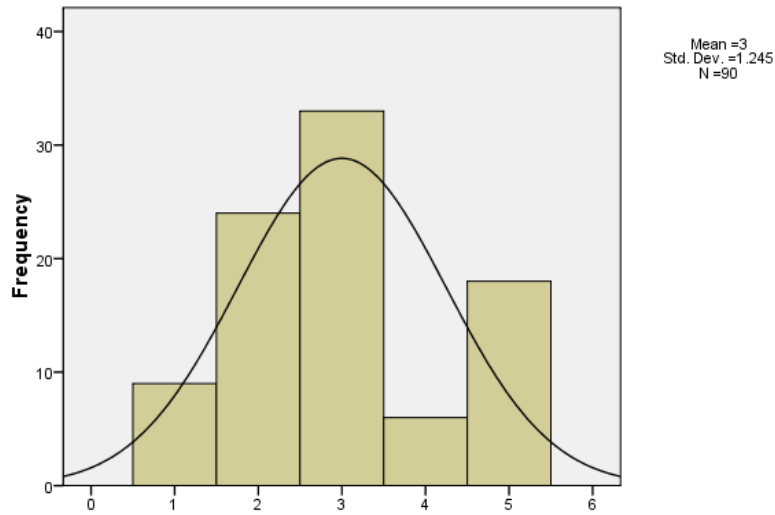


FIGURE 2. Friendly Approach

Figure 2 shows the histogram plot for Friendly Approach from the figure it is clearly seen that the data are slightly Left skewed due to more respondent chosen 3 for Friendly Approach except the 2 value all other values are under the normal curve shows model is significantly following normal distribution.

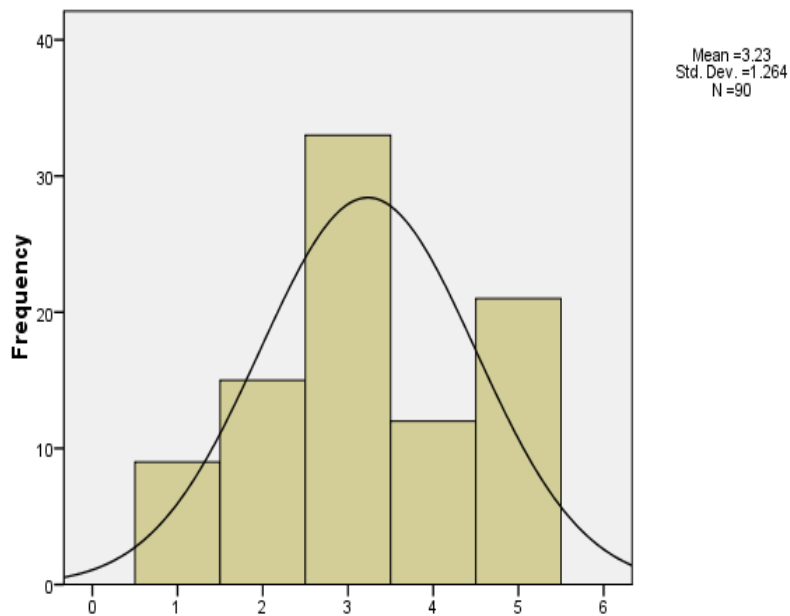


FIGURE 3. Playful Attitude

Figure 3 shows the histogram plot for Playful Attitude from the figure it is clearly seen that the data are slightly Left skewed due to more respondent chosen 3 for Playful Attitude except the 3 value all other values are under the normal curve shows model is significantly following normal distribution.

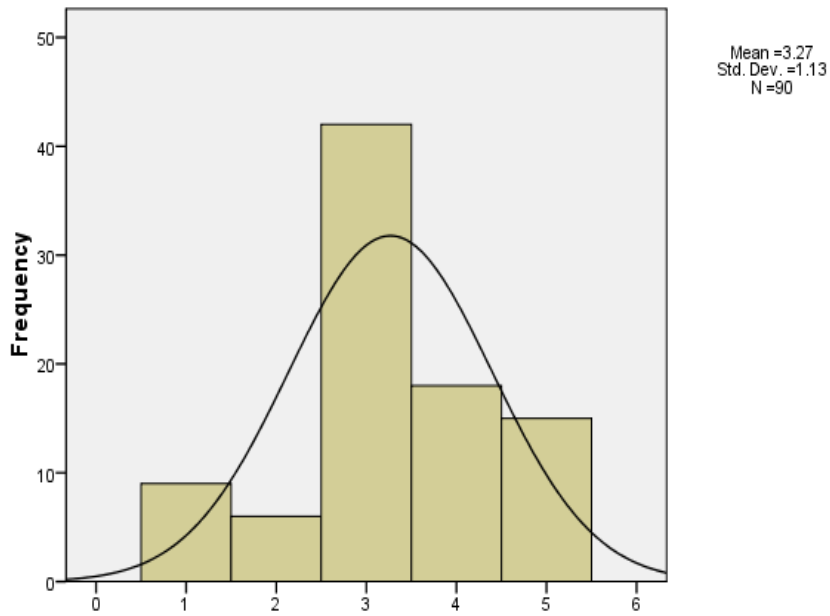


FIGURE 4. Gentle Touch

Figure 4 shows the histogram plot for Gentle Touch from the figure it is clearly seen that the data are slightly Left skewed due to more respondent chosen 3 for Gentle Touch except the 2 value all other values are under the normal curve shows model is significantly following normal distribution.

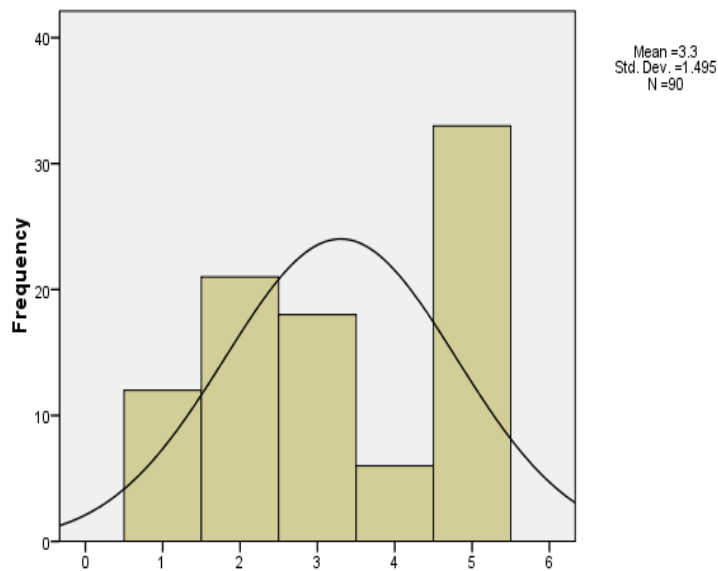


FIGURE 5. Clear Explanations

Figure 5 shows the histogram plot for Clear Explanations from the figure it is clearly seen that the data are slightly Right skewed due to more respondent chosen 5 for Clear Explanations except the 2 value all other values are under the normal curve shows model is significantly following normal distribution.

TABLE 5. Correlations

	Previous Hospital Experience	Friendly Approach	Playful Attitude	Gentle Touch	Clear Explanations
Previous Hospital Experience	1	.149	.368**	.407**	.264*
Friendly Approach	.149	1	.214*	.096	.290**
Playful Attitude	.368**	.214*	1	.499**	.319**
Gentle Touch	.407**	.096	.499**	1	.172
Clear Explanations	.264*	.290**	.319**	.172	1
** Correlation is significant at the 0.01 level (2-tailed).					
* Correlation is significant at the 0.05 level (2-tailed).					

Table 5 shows the correlation between motivation parameters for to compare the correlations, we can focus on the absolute values. A higher absolute value indicates a stronger correlation between the variables, while a lower absolute value suggests a weaker correlation. Here is a comparison of the absolute correlation values for each pair of variables. The highest correlation coefficient in the matrix is between "Playful Attitude" and "Gentle Touch," which is 0.499**. This correlation is significant at the 0.01 level. The lowest correlation coefficient in the matrix is between "Friendly Approach" and "Clear Explanations," which is 0.096. This correlation is significant at the 0.05 level. Please note that ** indicates a significant correlation at the 0.01 level, and * indicates a significant correlation at the 0.05 level. Correlation coefficients range from -1 to 1, where -1 indicates a perfect negative correlation, 1 indicates a perfect positive correlation.

CONCLUSION

Children's Expectation from Pediatric Nurse" refers to the set of perceptions, desires, and anticipations that children have regarding the behaviours, qualities, and interactions they hope to experience from paediatric nurses during their healthcare encounters. These expectations children overall health experience and their emotions key to design plays a role response to medical care. These expectations often encompass various aspects, including the demeanour, communication style, and physical interactions of the pediatric nurse. Children may expect nurses to exhibit qualities such as friendliness, approachability, patience, and a reassuring presence. They may also hope for clear and understandable explanations about their condition and the procedures they will undergo. Moreover, children often anticipate a gentle and comforting touch from nurses, especially during medical procedures. The expectation from a paediatric nurse to have a playful and engaging attitude is also common among children. They appreciate nurses who can use humor and creativity to make medical settings feel less intimidating. A playful approach can help children cope with stress and anxiety, creating a more positive healthcare experience. The research on "Children's Expectation from Paediatric Nurse" holds significant importance due to its potential to impact the quality of healthcare experiences and outcomes for paediatric patients. Understanding and addressing these expectations can have far-reaching implications for both healthcare providers and the well-being of young patients. This parameter measures whether the children have had prior experiences with hospitals or healthcare settings. It aims to understand how their past experiences might influence their expectations from pediatric nurses. Participants can be categorized as having either "Yes" or "No" previous hospital experience. The "Friendly Approach" parameter assesses the perception of the pediatric nurse's approachability and friendliness. It reflects the extent to which the nurse is perceived as warm, welcoming, and easy to interact with. Participants provide a score on a scale of 1 to 5, where 1 indicates low friendliness and 5 indicates high friendliness. The "Clear Explanations" parameter reflects the pediatric nurse's communication skills in providing clear and understandable explanations to children and their families about medical procedures, treatments, and conditions. It assesses how well the nurse can break down complex information into simple terms that are easy for children to comprehend. Participants provide a score on a scale of 1 to 5, where 1 indicates unclear explanations and 5 indicates highly clear explanations.

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