



## Parent satisfaction with the Loire Infant Follow-up Team (LIFT) premature and at-risk infant network in the Pays-de-la-Loire area (France)

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**BACKGROUND:** The Loire Infant Follow-up Team (LIFT) is a network for caring for premature infants whose gestational age is 34 WA or less and at-risk neonates in the Pays-de-la-Loire area in France. The network aims to screen for clinical anomalies early and to propose adapted care. Trained physicians follow the included children in a standardized manner at 3, 6, 9, 12, and 18 months and 2 years, with a specific examination by psychologists at 2 years. The aim of the study was to assess the satisfaction of the parents of the children followed. **METHODS:** To evaluate parent satisfaction, a questionnaire from the Consumer Satisfaction Survey (CSS) in its French version was sent to parents whose infants were 2 years old, stratifying on the presence of an anomaly. The questioner had 39 items, with 8 specific items on the network and 31 from the CSS. The questionnaire was mailed twice in September 2006. **RESULTS:** Out of 300 questionnaires mailed, 269 were returned (rate 89.7 %). The questionnaire was assessed using principal component analysis with 2 dimensions for the 30 items common to all children, one of which covered empathy with physicians and the other with the consulting psychologists at 2 years. The validity was good (Cronbach coefficient, 0.91). The answers to overall questions such as "We are satisfied with the care in the network" scored  $16.1 \pm 0.7/20$ , with 90 % "totally agree" or "moderately agree" responses. The "The care is perfect" scored  $14.6 \pm 0.7/20$  with 78 % agreeing with the statement. The total score for 30 general questions was  $14.6 \pm 3.1$  (median, 14.9). The total score was lower for infants with anomalies:  $13.7 \pm 3.3$  versus  $14.9 \pm 2.9$  ( $P < 0.01$ ). The answers with a low score ( $< 10$ ) were given by 22 parents (8.2 %). There was no significant relation between the total score or the satisfaction score and neonatal events. **CONCLUSION:** A postal survey is helpful to know the views of parents on the follow-up of their infants. This good level of satisfaction seems to stem from the parents feeling they belong to the network, the quality of the relationships with personnel, and the doctors' empathy, as well as the number of contacts between parents and the network coordinator.

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