



Chiropractic Newsletter Research

Parental Satisfaction with the Chiropractic Care of their Children

“Wherever the art is loved, there is also a love of humanity.” – Hippocrates

Did you know that parental satisfaction is a major factor in a family’s decision to seek chiropractic care for their children? Research shows that the measure of satisfaction for chiropractic care can accurately reflect the perceived effectiveness. This PBRN study will examine how parents regard the interpersonal process of chiropractic care, including communication, friendliness, and sensitivity, for their children.

Patient satisfaction is an important benchmark in the utilization of healthcare services, especially for complementary and alternative (CAM) options. A patient’s satisfaction not only equated to the perceived effectiveness (i.e. symptom relief) but also to the overall experience. Aspects of the interpersonal process of care such as empathy, communication, friendliness, and cultural sensitivity plays a large role in the perceived quality of care and patient satisfaction.¹

Studies comparing patient satisfaction in allopathic versus CAM models have suggested that satisfaction and patient preference may correlate more strongly with the doctor-patient relationship and overall experience than with symptom resolution.² A 2014 European survey of parents with infants under chiropractic care showed only moderate correlation between satisfaction and symptom improvement. Yet, the same study showed significant satisfaction overall.³ It is beneficial to further study the common factors that influence parental satisfaction and lead to continuation of chiropractic care for their families, particularly in the care of children.



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Chiropractic care varies from practice to practice, meaning that families may have very different experiences related to the practice environments and clinical care provided by the practitioner. Knowledge of the research, clinical expertise, and patient preferences are three major elements to take into account for evidence-informed decision making to occur in a clinical practice.

ICPA strives to continue to promote family wellness through our research projects. PBRN #11 is a survey-based study that will collect information based on parent questionnaires about satisfaction with their child's care and visits. It is anticipated that the results of this study will further demonstrate that parents seek chiropractic care for their children because of their own satisfaction with the health outcomes of care as well as the positive social-psychological aspects of care.

by Christie Kwon, DC

PBRN 11

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