about illness than mothers did ($U=2416.000$, $p=0,035$). Adequacy of care, adequate pain management, parents' involvement in care, trusting relationship and staff attitudes were the most important determinants of parental satisfaction.

Conclusions: Parental satisfaction can be used as an indicator of the quality of care experienced by parents and patients. Interventions in pediatric care should include measurements of parental and child satisfaction, along with quality of care during treatment's outcomes assessment since hospitals are obliged by the state and private sector to document quality improvement measures.

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PROBLEMS OF CHILDREN AND ADOLESCENTS WITH A MITOCHONDRIAL DISEASE, THEIR PARENTS AND SIBLINGS. THE PATIENTS' PERSPECTIVE.

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Background and aims: This study aimed to identify problems as experienced by Dutch children and adolescents with a mitochondrial disease, their parents and siblings. We chose to describe these problems from the patients' perspective as we thought this would give optimal input for care improvement.

Methods: A qualitative design using the grounded theory approach, involving single individual open interviews with 9 children/adolescents with a mitochondrial disease, 16 mothers, 11 fathers and 7 siblings.

Results: Respondents mentioned lack of energy as the most basic problem in having a mitochondrial disease, leading to multiple varied problems in all areas of daily life, intertwining the physical, psychological, social and spiritual human domain.

And where one problem often led to other problems.

For children we determined the themes: 'lack of energy', 'crossing boundaries and frustrations',

'vulnerability and social participation' and 'stress and coping'.

For parents we determined: 'parenting and caring', 'continuing stress', 'loss of social participation', 'loss of dreams and future', 'stress and coping' and 'lack of health care'.

For their family we determined: 'familystress' and 'familycoping'.

Conclusions: In this first study on this theme we conclude that Dutch children/ adolescents with a mitochondrial disease experience a variety of problems in the physical, psychological, social and spiritual human domain and in the field of health care, as well as their parents and siblings. The results can be used as a challenge and guide for improving health care, education and research and might result in an improved quality of life.

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IDENTIFYING, TREATING AND PREVENTING CHILD ABUSE AND NEGLECT (CAN)

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Method used: Educating professional workers on Identifying, treating and preventing CAN by e-learning

Results obtained: At present we developed 7 e-modules: Three "two-hours lasting" e-modules ("Recognizing Signals of CAN", "Acting according protocols on CAN" and "Communication about CAN") are developed for nurses and physicians working in Emergency Rooms. Three modules are especially designed for nurses and physicians working at child-departments of hospitals. One e-module is custom made for day-care personnel. In 2010 and 2011 more e-modules will be designed for general practitioners and school teachers.

Conclusions reached: Many countries struggle with the same problem: the majority of their professionals (like teachers, day-care workers and physicians) lack knowledge on recognizing CAN. Residency programs lack a required rotation on CAN. Subsidized continuing education only reaches small percentages of these (hundreds of thousand) professionals.

Augeo Foundation, a Dutch charity organisation,