

Clients Satisfaction on Perinatal Health Service among Postnatal Mother in Bharatpur Hospital

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ABSTRACT

Perinatal and maternal health are interlinked. World Health Organization defined perinatal period as period commences at 28 completed weeks of gestation and ends seven completed days after birth. The health care services that a woman receives during this period are very important for the survival and wellbeing of both the mother and a child. The study aimed to assess the client satisfaction on perinatal health services among postnatal mothers in Government Hospital of Bharatpur, Nepal. Cross-sectional descriptive study design was used to determine the level of patient satisfaction through purposive sampling technique. The client satisfaction is measured by using 5 point likert scale with different items on ANC, intranatal, PNC and general. The study population comprised of married women of reproductive age who had taken service from maternity ward of Bharatpur Hospital. The data was collected through semi-structure interview schedule and collected data were entered in Epi-data 3.1 and exported data was analyzed using SPSS. Frequency tabulation, mean, percentage and chisquare test were done for statistical analysis. The total sample size was 140, among them most of 100 (71.4%) respondent were 20-29 years. The level of satisfaction were found more on postnatal services (64.3%) than antenatal services (60.7%) and intranatal services (55.7%). In terms of association between perinatal satisfaction with the selected demographic variables only two variables i.e. parity and number of child shows association with Chi-square 0.591 and 4.078 and p-value 0.018 and 0.043 respectively.

Key words: Hospital, clientsatisfaction, Perinatal period

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INTRODUCTION

Each day, about 830 women die from preventable reasons related to being pregnant and childbirth. 99% of all maternal deaths arise in growing nations. Maternal mortality is higher in reproductive age women living in rural areas and among poorer groups.¹ The maternal mortality ratio (MMR) in Nepal decline from 539 maternal deaths per 100,000 live births to 239 maternal deaths per 100,000 live births between 1996 and 2016.² The provision of good-quality maternal health services is a primary key indicator for client satisfaction those who take provider from health facility. In contemporary years, the significance of client satisfaction has gained significant momentum and has emerge as one of the high issues of health programmers and managers. Client satisfaction with provider provision has been used for measuring outstanding of provider both inside and outdoor the health facility.³ The study aimed to find out the patient satisfaction regarding perinatal health services among postnatal mother in Government Hospital of Bharatpur, Nepal.

METHODS

A cross-sectional analytical study was conducted among 140 postnatal mothers of reproductive age women (15 to 49 years) who had admitted in maternity ward of Bharatpur Hospital, Nepal. Purposive sampling technique was used to select clients who had taken ANC services from the same hospital. Client who had admitted in the maternity ward after home delivery and severely ill were excluded.

Data was collected after getting ethical clearance from institutional review committee (IRC) of Pokhara University and written permission was taken from the Bharatpur, Hospital. Anonymity and confidentiality of the respondents were maintained throughout the study. The data was primarily collected after obtaining informed consent.

Validity of the instruments was maintained by incorporating expert's opinion, avoiding direct leading and duplicating question and through extensive literature. Pretesting was performed in 10% of the total sample size in another similar setting which was excluded from the study and minor modifications on tool were made as well.

Reliability of the instrument was 0.77 that indicates tools reliability. The collected data were coded and entered in Epidata 3.1 software and exported to SPSS 17 and analysis through it. Frequency, percentage and mean were used to analyze socio-demographic characteristics, level of satisfaction. Chi-square test was used to measure the strength of associations of patient satisfaction with selected variables.

RESULTS

Table 1: Socio-demographic information

Variables	Frequency	Percent
Age of Participants		
<20 Years	19	13.6
20-29 Years	100	71.4
>30 Years	21	15
Religion		
Hindu	113	80.7
Non-Hindu	27	19.2
Ethnicity		
Dalit	11	7.9
Disadvantage Janajati	33	23.6
Disadvantage Terai Caste	12	8.6
Religious Minorities	3	2.1
Relatively Advantage Janajati	20	14.3
Upper Caste	61	43.6
Education		
Illiterate	4	2.9
Can Read Or Write	23	16.4
Primary	18	12.9
Secondary	45	32.1
Higher Secondary	35	25.0
Above Higher Secondary	15	10.7
Occupation		
Self Employed	14	10.0
Services	10	7.1
House Maker	114	82.8
Residential		
Rural	74	52.9
Urban	66	47.1
Parity		
Primiparous	71	50.7
Multiparous	69	49.3
Income		
Less than 10000	15	10.7
10000 –29000	78	55.7
30000 – 49000	27	19.3
50000 – 69000	12	8.6
70000 –89000	3	2.1
90000 Above	5	3.6

Table 1 characterize the socio-demography of respondents women, in a total one hundred forty respondent. Majority of them (71.4%) were between 20 to 29 years having mean age 24.9±4.27. Majority of the respondents (80.7%) were belonged from Hindu. Similarly majority of respondents from upper cast ethnicity (46.6%) and least respondent were belonged from religious minorities (2.1%). About one third respondents have finished the secondary level education and least (2.9%) female had been illiterate. Majority of the respondents (82.8%) were house maker or housewives. More than half of respondents were from rural area. Half of respondent had experienced first time pregnancy and half of them had already experienced pregnancy before. More than half of respondents' family income were between 10000 to 29000.

Table 2: Obstetrics characteristics of respondents

Variables	Frequency	Percent
Mode of Delivery		
Normal delivery	127	90.7
Instrumental delivery	1	0.7
Cesarean section	12	8.6
Gestation Age		
Pre-term(28-37) week	20	14.3
Term(37-42) week	117	83.6
Post term(<42 week)	3	2.1
Neonatal Health		
Normal	136	97.1
Complicated	4	2.9
Duration of Labor		
Less than 12 hours	96	68.6
More than 12 hours	44	31.4
Duration of hospital stay		
less than 2 days	83	59.3
more than 2 days	57	40.7

Table 2 shows the obstetric characteristics of respondents. Majority of respondents (90.7%) delivered their baby through normal vaginal delivery and least of them (0.7%) delivered with the help of instrumental delivery. Majority (83.6%) of the respondents had full term delivery. Out of 140 live delivered babies (97.1%) had normal health. Majority of the respondents (68.6%) reported that they experienced labor pain for less than 12 hours and more than half of them (59.3%) had stayed less than 2 days at the hospital.

Table 3: Perinatal service satisfaction on different aspect

		n=140	
Variables	Frequency	Percent	Mean satisfaction score
ANC			
Satisfied	85	60.7	27.77±2.46
Dissatisfied	55	39.3	
Intranatal			
Satisfied	78	55.7	23.38±3.40
Dissatisfied	62	44.3	
PNC			
Satisfied	90	64.3	26.96±4.17
Dissatisfied	50	35.7	
Physical Environment			
Satisfied	58	41.4	9.19±1.54
Dissatisfied	82	58.6	
Technical aspect			
Satisfied	44	31.4	10.33±1.26
Dissatisfied	96	68.6	
Time			
Satisfied	56	40	9.34±2.60
Dissatisfied	84	60	
Outcome of health			
Satisfied	82	58.6	9.17±1.03
Dissatisfied	58	41.4	

Table 3 exposes the information related to maternal satisfaction on different aspects of care where most of the respondents were satisfied in PNC (postnatal services) with mean score and SD 26.96±4.17. Likewise, in ANC (antenatal services) respondents 85 (60.7%) were satisfied where 55(39.3%) respondents were dissatisfied in ANC with mean score and SD 27.77±2.46. Similarly, in intranatal services more than half 78 (55.7%) of respondents were satisfied where 62(44.3%) of respondents were dissatisfied in intranatal services with mean score and SD 23.38±3.40. Likewise, 90(64.3%) of respondents were satisfied and 50(35.7%) were dissatisfied with PNC (postnatal services) with mean score and SD 26.96±4.17. Similarly in different aspects like: satisfaction on physical environment 58(41.4%) respondents whereas more than half 82(58.6%) were dissatisfied with mean score and SD 9.19±1.54. In technical aspect 44(31.4%) were satisfied and 96(68.6%) were dissatisfied with mean score 10.33±1.26. In terms of time 56(40%) were satisfied

where more than half 84(68.6%) were dissatisfied with mean score and SD 9.34±2.60. Similarly, in outcome of the health 82(58.6%) of the respondents were satisfied where 58(41.4%) of the respondents were dissatisfied with mean score and SD 9.17±1.03.

Table 4: Overall Patients Satisfaction on Perinatal Services

Variables	Frequency	Percentage	Mean percentage
Satisfied	67	47.9	70.30%
Dissatisfied	73	52.1	

Tables 4 illustrates the level of satisfaction. The average satisfaction in perinatal services in Bharatpur district hospital was about fourth eight percentage where little more than fifty two percentage have been dissatisfied with that services. The standard mean percentage of pleasure used to be (70.30%).

Table 5: Association of socio-demographic variables with perinatal satisfaction n=140

Variables	Perinatal satisfaction		Total	Test of Significance χ^2_1	p-value
	Median ≤ 116	Median > 116			
Age					
<25	42	46	88	1.851	0.174
>25	31	21	52		
Religion					
Hindu	59	54	113	0.001	0.973
Others	14	13	27		
Ethnicity					
Upper cast	33	28	61	0.116	0.684
Others	40	39	79		
Educational Status					
Up to SLC	47	43	90	0.001	0.980
Above SLC	26	24	50		
Occupation					
Employment	13	11	24	0.048	0.827
Unemployment	60	56	116		
Residential					
Rural	42	32	74	1.339	0.247
Urban	31	35	66		
Income					
<50000	61	59	120	0.577	0.447
>50000	12	8	20		
Parity					
Primiparous	29	42	71	7.369	0.007*
Multiparous	44	25	69		
No. child					
One child	32	43	75	5.813	0.016*
more than one child	41	24	65		
Sex					
Male	35	43	78	3.732	0.053
Female	38	24	62		

Table no 5 depict the association between maternal satisfaction on overall perinatal services with selected demographic variables where parity and number of child had association with maternal satisfaction with $\chi^2=7.369$ and p-value 0.007 and $\chi^2=5.813$ and p-value 0.016 respectively.

DISCUSSION

In present study most of the participants fall in the age group 20 to 29 years and the mean age of participants was 24.9 with standard deviation of 24.9±4.27 years. Satisfaction used to be decided via religion, education, parity, variety of living children, mode of delivery, gestational age at birth, maternal situation after delivery, newborn health condition, and duration of continue to be at the hospital and the gender

of the provider (p<0.05). Majority of the respondents have been unsatisfied from the services.⁴

Only (47.1%) were satisfied with the overall services which is lower than the study conducted in Ethiopia (61.9%) and Pakistan (61%) but consistent with the study conducted in South Africa (51.9%).⁵⁻⁷ This study reveals that more than half of the respondents 85 (60.7%) were satisfied with the antenatal care provided by the Bharatpur hospital which was nearly similar with the study conducted in Gambia where (51%) responded were satisfied.⁸ Different factors were encountered for the satisfaction on the intranatal ward like maintained privacy, pain relieving, and encouragement during delivery. Similarly, in current study 49(35%) of respondents

were satisfied with the statements to maintain privacy during the time of delivery which was less significant with the study conducted in SriLanka where (10.8%) responded were satisfied with maintained privacy.⁹

This study demonstrates that a high proportion of women expressed more satisfaction with the postnatal care than the care provided during antenatal and postnatal in hospital with the quality of that care. Regarding respondents satisfaction with intrapartum care in present study was 78(55.7%) which was not similar to the study conducted in Sweden where (47%) of responded were satisfied with the intranatal care.¹⁰ Likewise, the total respondents 92(65.7%) were satisfied with the statement health personnel support and encouragement during the time of labor which was similar to the study conducted in northwest Ethopia where (67.3%) respondents were satisfied with this statements.¹¹

According to Nepal Health Facility Survey 2015 shows that 38% of antenatal care clients were very satisfied with the services provided at the health facility and about half of postpartum clients were very satisfied with the services provided. Postpartum clients had 3.4 times higher odds of being satisfied with postpartum care if the facility had a protected client waiting area available compared with facilities without a protected waiting area.¹²

CONCLUSION

The study concluded that the overall satisfaction on perinatal services in Bharatpur District Hospital was (47.9%) whereas (52.1%) were dissatisfied with the services. It has been found that the level of satisfaction were more on postnatal services than antenatal services and intranatal services. Regarding satisfaction on different aspect, most of the postnatal mothers were satisfied with outcome of health i.e. health status of both mother and baby after delivery and of them were found dissatisfied with the technical aspect of the hospital. These different aspects are those which may not be related directly to the service, but plays an important part in influencing women's satisfaction. Furthermore, factors likes total number of child and parity were found to be associated with the level of patient's satisfaction with perinatal services.

RECOMMENDATION

The greater attention should be focused towards intranatal services along with strengthening of technical aspect of hospital has been recommended for ensuring client satisfaction.

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