



A study to evaluate the level of satisfaction perceived by postnatal mothers about nursing care in postnatal wards at Rajiv Gandhi Women and Children Hospital, Puducherry

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Abstract

Patient satisfaction has become one of the determinants of health care. This study determines the patients' satisfaction level and their perception on the nursing care. This study evaluates the level of patients' satisfaction and how it has influenced care decisions of the health care system. It identifies strengths and weaknesses within this health system. The sampling technique employed to select sample in this study was purposive sampling technique and it consisted of 30 postnatal mothers. The data was collected using a demographic proforma and JIPI's postnatal satisfaction with nursing care questionnaire (JPSNQ) containing structured questionnaires. The questionnaire was classified under six domains namely orientation, information, communication, comfort and care, specific to postnatal care and value and preference of postnatal mothers with the total of 39 questions. Findings showed that 71.66 % of postnatal mothers were satisfied, 18.66% were moderately satisfied and 9.43% were minimally satisfied with the care provided by the nursing personnel. The findings of the study show that there is no association between education and level of satisfaction ($P < 0.05$). Postnatal mothers were more satisfied in the area of comfort and care. The lowest satisfaction level was found in the area related to information and postnatal care. Therefore, there is an urgent need to change the quality of nursing care provided by the nursing professionals that is only possible through periodic evaluation of the same.

Keywords: Satisfaction, Postnatal mothers, Care.

Introduction

“Healthy Mother to get Healthy Child”

Globally, the federal organization is investigating for means to change the picture in equity, efficiency, effectiveness and responsiveness of their health care systems. Nowadays, it is seen that the primary healthcare centers play an important role in achieving these aims and providing cost-effective healthcare to the general population¹.

Maternal and child care in safe motherhood services are important factors in the health sectors. Maternal morbidity can be reduced by an effective MCH service, thereby building healthier human resources. One of the major and vital factor used to determine the overall development of a country is the status of Mother and Child Health (MCH) services, especially in rural areas².

MCH services has to be wide spread, at all times and at affordable costs. Main aim of the care provided under these services is to satisfy the need of the mothers who receive care. Satisfaction is feeling comfort and the contentment felt by an individual. Mother's satisfaction is one of the approaches to measure the quality of care. The mother's satisfaction can be assessed either in- person or by interview. Satisfaction surveys

are used to assess the effectiveness of care. Satisfaction may measure the interventions used for care, attitudes about care received and provider of care. Mothers are often more critical about interpersonal and situational component of care than of the intervention of care³.

Background for the study: Mother and child health is recognized as the most significant component of the welfare of the family. Mother's health status during pregnancy and after delivery determine the health of the mother and child. Therefore, health care of the mother and child is an integral part of health sectors. Children are the asset for the family, community and nation. They are their future and mothers have an important role in growth and development⁴.

Recently in India attention on health plans to extend and improve maternal care through the Primary Health center is on progress. Successful efforts focused on enhancing quality of care for mother is accomplished through the implementation of various health programs⁵.

Primary Health Center staff should provide high quality nursing care in their work setting by utilizing the available materials, money, manpower and time to make the parturient satisfied. Primary health center workers must not neglect to perform the fundamental action⁶.

Government of India is increasing its efforts to render quality care to the population in the view of achieving the goal to reduce the maternal mortality rate. Primary Health centers are the main channels to offer the facilities of these programmes. The investigator during the community posting felt that there is the need for this study to assess the mother’s level of satisfaction with postnatal care. This study helps to improve the quality of postnatal care by evaluating the nursing performance as well as improving the nursing practice and education¹.

The objectives of this study was to evaluate the level of patients’ satisfaction, to identify the strengths and weaknesses within this health system and to associate the level of satisfaction with education.

Methodology

Study design: A descriptive study was conducted to assess the level of satisfaction among postnatal mothers regarding postnatal care. The study was approved by the Institutional Board. Data collection was done for a day in the month of April 2015. A total of 30 postnatal mothers were enrolled in the study.

Setting: This study was conducted in Rajiv Gandhi Government Women and child health hospital, Puducherry. The hospital consists of antenatal, intranatal, postnatal, neonatal and pediatric units.

Sample: The samples were selected through purposive sampling technique. 30 samples were selected. Both primigravida and multigravida mothers were included. All the samples delivered in RGGW & CH.

Sample Criteria: Inclusion Criteria: Mothers who had delivered in Rajiv Gandhi Women and Children hospital, Puducherry. Mothers without any postnatal complication. Mothers who can speak read and write Tamil.

Exclusion Criteria: Mothers who had delivered in private Hospital and at home. Mothers who had postnatal complications.

Data collection method: The data was collected after getting permission from the concerned authorities. The objectives of the

study were explained to the participants and written consent was taken from them. Data was collected by structured questionnaire from all participants by interview method. Source for data collection is from primary source. JIPI’s postnatal satisfaction with nursing care questionnaire (JPSNQ) was used for data collection.

Data analysis: The collected data was analyzed using descriptive and inferential statistics. Description of subjects with respect to demographic variables was presented using frequency and percentage. Mean standard deviation and mean percentage was used to evaluate the satisfaction level. Association between education and level of satisfaction was evaluated. Data was presented in tables, graphs and diagrams.

Results and discussion

The results show that midwives in this study offered sub-standard postpartum care to mothers and their neonates. The midwives combined postnatal care with other services within the health facilities which made them compromise the quality of postnatal care. The following shows how the satisfaction levels are coded.

Coding of satisfaction level

S. NO.	Satisfaction level	Range
1.	Satisfied	80-100
2.	Moderately satisfied	60-80
3.	Minimally satisfied	40-60

Table-1: Distribution of subject according to their overall satisfaction level.

Group	Frequency	Percentage
Satisfied	21.5	71.66
Moderately satisfied	5.66	18.66
Minimally satisfied	2.83	9.43

Table-2: Description of postnatal mother’s level of satisfaction.

Areas	N	Minimum	Maximum	Max possible score	Mean	SD	Median	Standard Error	Mean %
Orientation	30	10	20	20	17.4	3.233	19	0.590344	58
Information	30	8	20	20	16.7	3.887	17.5	0.709784	55.66
Communication	30	11	20	20	17.6	2.823	19	0.515507	58.66
Comfort and care	30	10	25	25	21.73	3.921	23	0.715884	72.33
Postnatal care	30	36	90	90	73.10	15.621	76	2.852041	243.66
Value and preference	30	9	20	20	17.63	3.508	19.5	0.640552	58.76

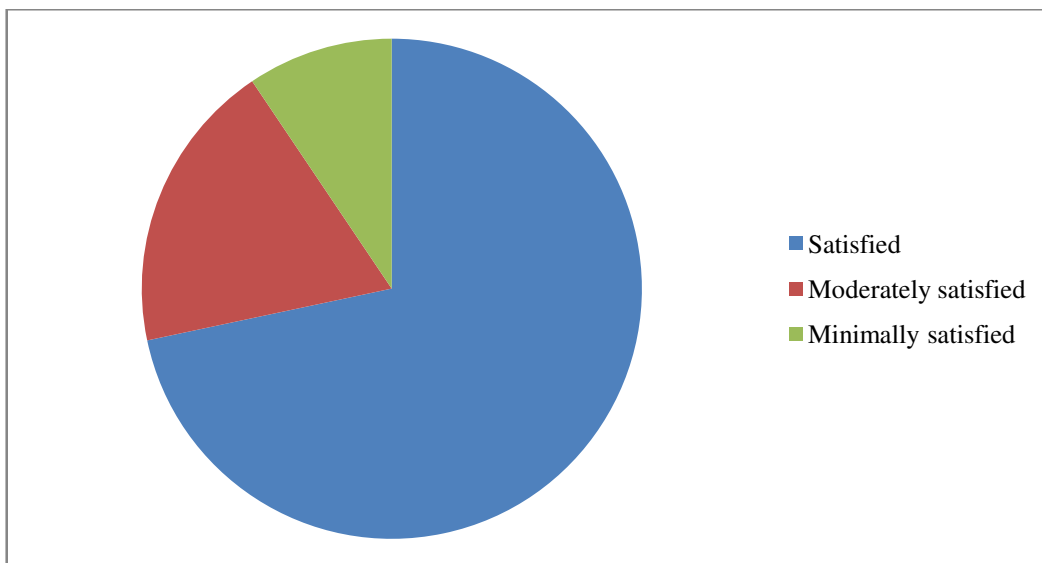


Figure-1: Distribution of subject according to their overall satisfaction level.

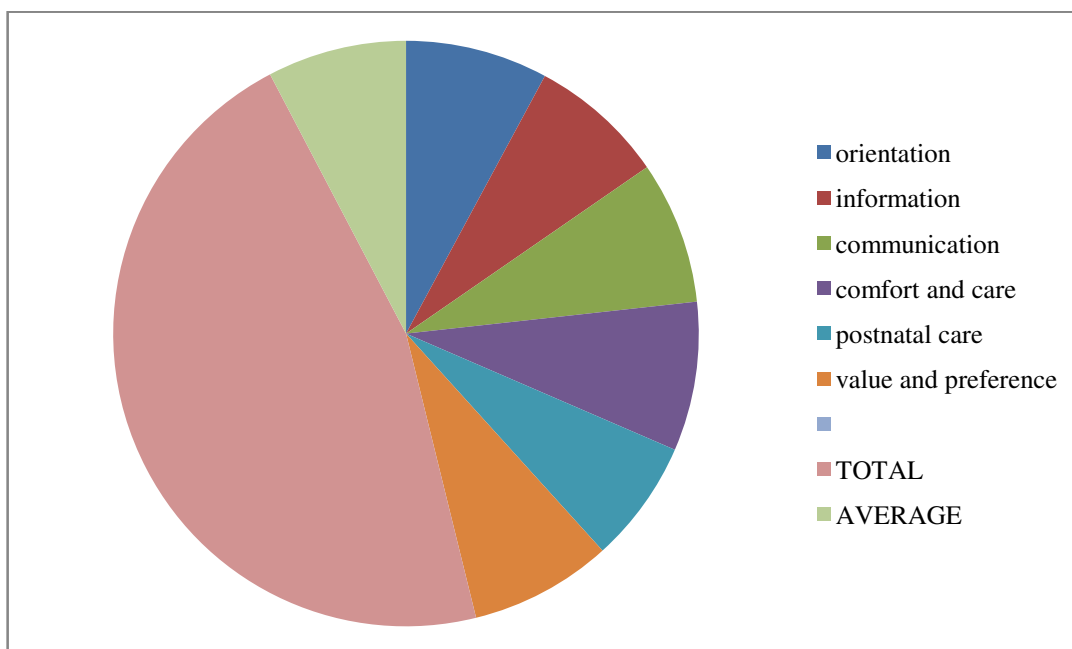


Figure-2: Description of postnatal mother's level of satisfaction.

Table-3: Description of association of education and level of satisfaction.

Educational Status	Level of Satisfaction					
	Satisfied		Moderate		Minimal	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Primary (3)	1	33.30%	2	66.60%	0	0
High school (6)	3	50%	3	50%	0	0
College (21)	14	66.60%	6	28.57%	1	4.76%

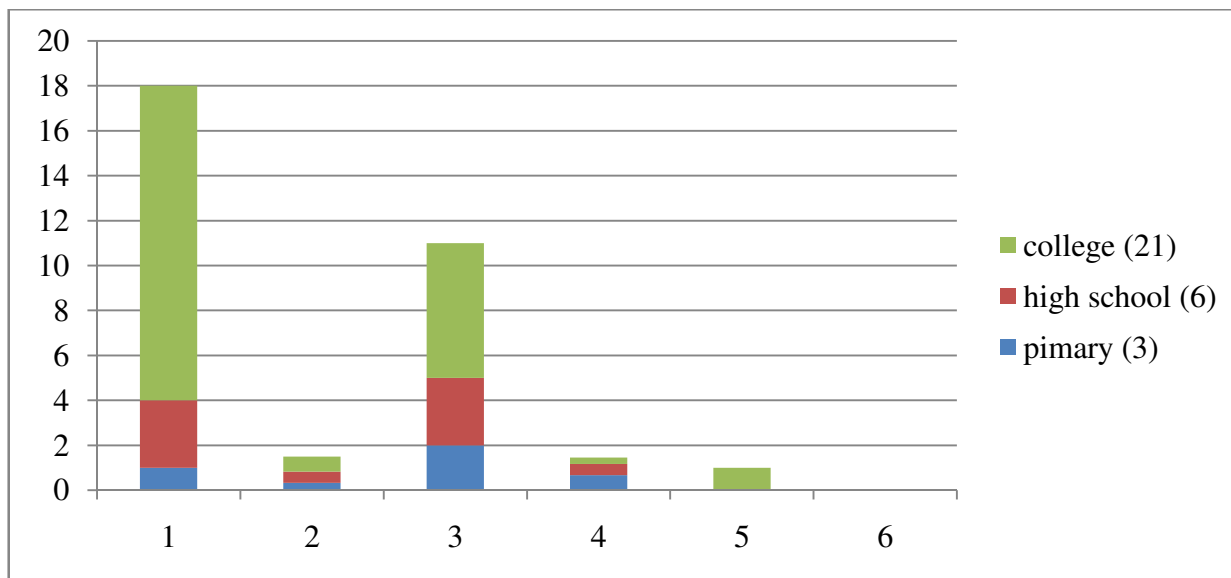


Figure-3: Description of association of education and level of satisfaction.

Table-4: Distribution of association between education and satisfaction level.

S. No.	Educational level	Satisfied	Moderately satisfied	Minimally satisfied	CHI square
1.	Primary school	1	2	0	2.994
2.	High school	3	3	0	
3.	College	14	6	1	

Table-4 shows distribution of association between education and satisfaction level, the P value >0.05 and it showed that there was no association between education and satisfaction level.

There were about thirty postnatal mothers selected for this study. Findings showed that 71.66 % of postnatal mothers were satisfied, 18.66% of postnatal mothers were moderately satisfied and 9.43% of postnatal mothers were minimally satisfied with the care provided by the nursing personnel.

Summary: They were highly satisfied in the area of comfort and care. The least satisfaction was found in the area related to information and postnatal care. Therefore, there is an urgent need to improve the quality of nursing care provided by the nursing professionals which is only possible through periodic evaluation of the same.

Conclusion

Attempt can be made to evaluate the services provided by nursing personnel that would serve as an indicator of effectiveness of services in terms of quality of care. A study to evaluate the services of nursing personnel can be conducted in

every department of the hospitals where nurses are indulged in providing care. The study with larger sample size can be done. A comparative study can be done between a hospital in rural and urban population. Comparative study may be conducted to find the level of satisfaction between Primiparae and multiparae mothers in maternity wards.

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