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RESEARCH ARTICLE

PREGNANCY CARE SERVICE SATISFACTION.

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Key words:-

Pregnancy, care service,
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Abstract

from the supernatant and precipitated pellet of 50% methanol concentration. Therefore, since anti-inflammatory activity was detected from the water phases in the supernatant and precipitated pellet of 50% methanol concentration among *P. brevitarsis* larva extracts, it was estimated that the active substances have a tendency of both strong and weak hydrophilicities.

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Introduction:-

Health care services is a complex activity including treatment, diagnosis, nursing, suspending and restoring of diseases, injuries, loss of physical activities based on modern and traditional medicine. Medical care is legally divided into 6 types, and one its part is obstetric care. Therefore, our study aimed to research and reveal the challenges facing "pregnancy care satisfaction, relationship attitudes of doctors, hospital staff".

Pregnancy care is determined by six factors:

1. Electronic registration of clients, provide screening number
2. Provide comfortable environment for customers, confidentiality of customers
3. Pregnancy control
4. Pregnancy training and advising
5. Obstetrics doctors care, service
6. Midwives service

Doctor, hospital staff relationship is determined by 4 factors:

1. Doctor relationship, attitude
2. Midwives relationship, attitude
3. Nurses relationship, attitude
4. Medical specialists interest

Purpose:-

Determine the satisfaction of customers on pregnancy care.

Survey methodology:-

Survey is covered 110 clients, who served that day in ambulant clinic of National center of Maternal and child health / NCMCH / and Urgoomaternity. 20% of surveillants came from rural regions. Spread of navel were 8.2% male,

91.8% female. Satisfactory of ambulatory clinic clients was measured by 6 groups, 27 factors and was determined according to the satisfaction methodology of each group:

Points	Percentage	Value
1-2.5	0-50.9%	Poor
2.5-3.99	51.0-79.9%	Medium
4-5	80.0-100.0%	Good

Results:-

Pregnancy care service is determined by 6 factors and satisfaction for NCMCH was 71.4% and 76.6% for Urgoo maternity.

Mean value of satisfaction factors

Electronic registration of clients, provide screening number	74.2%
Provide comfortable environment for customers, confidentiality of customers	75.1%
Pregnancy control	76.0%
Pregnancy training and advising	73.3%
Obstetrics doctors care, service	75.6%
Midwives service	78.0%

Doctors, hospital staff relationship, attitude satisfaction of clients was 77.5%. For MCMCH 78.0%, for Urgoo maternity 76.9%. Satisfaction for each given factors were 84.0% for midwives relation and attitude, 83.3% for medical specialist interest and 61.2% for nurse's relationship and attitude.

Conclusion:-

Pregnancy care service satisfaction was 77%, doctors and hospital staff relationship and attitude satisfaction was 82%. 61.2% satisfaction for nurse's relationship and attitude, 75% satisfaction of clients of maternity ambulatory clinic.