



RESEARCH ARTICLE

PATIENT FEEDBACK AS A TOOL FOR ASSESSMENT AND IMPROVEMENT IN QUALITY OF MATERNITY SERVICES

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Abstract

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Introduction:-

Patients feedback comprises a patients account of events , views and opinions in relation to care they have experienced . Patients satisfaction is characterized as the person's favourable assessment of a certain aspect of medical care (1). Age ,educational level and socioeconomic status are a few demographic traits that are thought to have an impact on assessed satisfaction ratings[2,3]

Maternity services provide opportunity for women to have a supervised antenatal services, safe delivery and to receive family planning counselling.

The patient's perspective on health care services, measuring the treatment process and evaluating care based on patient satisfaction are some of the reasons why patient satisfaction is measured.

Interpersonal way, care quality, accessibility, cost of care, consistency, physical environment and availability are all factors that affect satisfaction on multiple levels [3-5]. Whether patient is correct or incorrect is not important, what matters is how the patient felt [6].

Lower expectations generally lead to happier patients. Patients who are more satisfied are more inclined to follow medical advice[7]. Because they have higher expectations, educated people are less satisfied than less educated groups. Based on their level of economic growth and health care systems, different countries have different level of satisfaction[8,9].

The study was aimed at assessing the quality of maternity services, which can help in overall improvement of maternity services.

Methodology:-

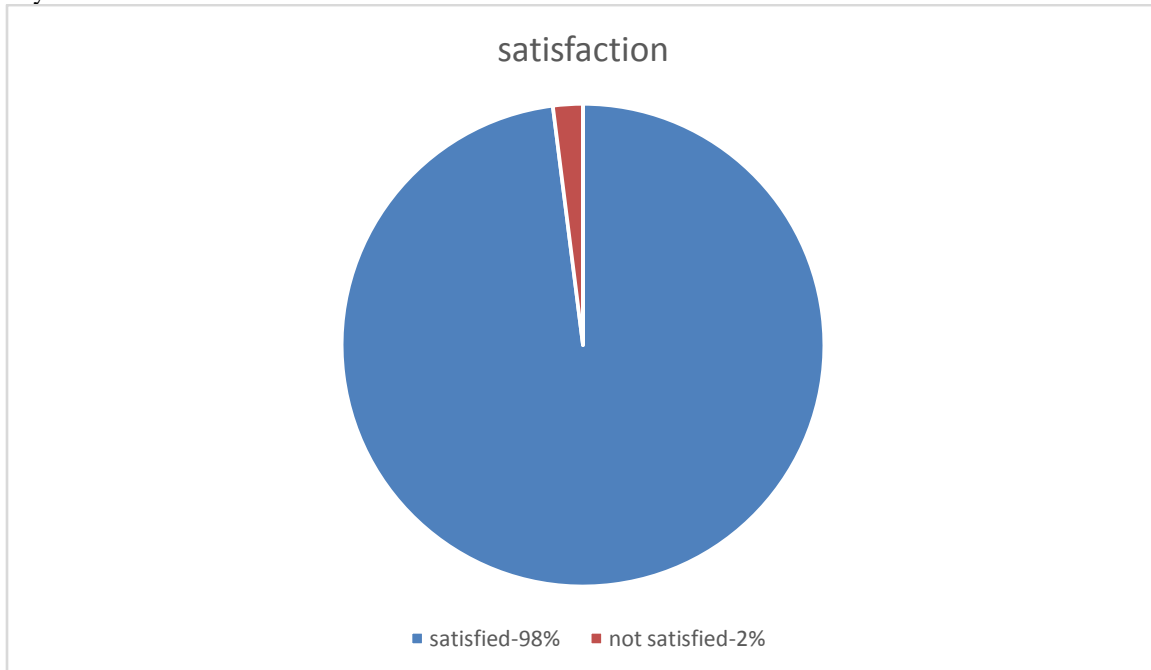
This study was carried out for a duration of 8 weeks.

Data was collected using a self-administered questionnaire. Fifty delivered women who gave consent to be a part of the study, were administered questionnaire in the language they understood at the time of discharge. Staff nurses

were trained to help them out in filling forms. The questions assessed women's level of satisfaction with the care they received in the hospital and the overall quality of maternity serviced given to them in hospital.

Results:-

It was observed that ninety eight percent of women were satisfied with quality of care provided during labour and delivery.



Fifty four percent of patients were between the ages of 21 and 25 and Ninety six percent of patients atleast attended primary school, four percent being illiterate. Sixty percent of women included in this study had undergone full term normal delivery.

Table 1:- Education.

Education	No of cases	Percentage (%)
Higher secondary	20	40.00
Illiterate	2	4.00
Primary	13	26.00
Secondary	15	30.00
Total	50	100

Mothers who participated in the decision making process and gave their agreement prior to procedure were more satisfied than those who did not.

Table 2:- Inclusion in decision making about baby and mother.

Inclusion in decision making about baby and mother	No of cases	Percentage (%)
Included in all decision	46	92.00
Included in all decision but no adequate information	1	2.00
Sometimes	2	4.00
Not included in decision nor informed	1	2.00
Total	50	100

No women felt that they were physically abused during labor and while giving birth while four percent of them felt that they were verbally abused by the staff.

Women felt encouraged and confident during labour when the person of her choice were allowed to be with them.

Table 3:- Understanding shown by staff.

Understanding	No of cases	Percentage (%)
Always	22	44.00
Most of times	20	40.00
Some times	8	16.00
Total	50	100

Eighty four percent of women felt staff accompanying them during labour and delivery were understanding.



Mothers who had their privacy and values respected were more satisfied than mothers whose privacy and values were not respected. Eighty eight percent of women felt that they were given respectful maternity care.

Table 4:- Fee charged.

	No. of cases	Percentage (%)
No extra fee charged	40	80.00
Free care or insurance covered	1	2.00
Yes	1	2.00
Don't know	6	12.00
Total	50	100

2 percent of women felt that they were asked to pay additional fees before leaving the facility.

Eighty percent of women felt encouraged by the staff to have confidence to have a safe and positive labour and birth. Eighty percent of women were helped by staff for providing skin to skin contact with their baby and initiate breast feeding as soon as possible after birth.

Table 5:- Recommendation.

Recommendation	No of cases	Percentage (%)
Yes	50	100

All the women included in the study felt recommending this facility to their family and friends to have respectful maternity care and safe child birth.

Some respondents were dissatisfied with the cleanliness of the maternity wards in general and waiting times associated with patient flow. Improved communication with caregivers and patients was claimed to improve supply of necessary drugs.

Discussion:-

Patient's satisfaction with maternity service in a tertiary care hospital served as the basis for this study. The major goal of this study was to evaluate how satisfied women were with the maternity care they received, to identify areas for improvement and areas for high satisfaction, and to identify the factors that affect their satisfaction at tertiary care facilities. A 34-question survey used to gauge overall service satisfaction was also examined. With a minor variation in health insurance policies depending on the nation and location of the study, the demographic characteristics of our respondents in this study were comparable to those of other studies on the same topic. [10,11]

Mother's happiness is independently predicted by the attitude and communication of nurses, midwives, clerks, and receptionists in labor and delivery rooms.

The results of this study are consistent with those of other studies that have highlighted the importance of receptionists, taking mothers' concerns seriously, being accessible to medical professionals when they are most needed, maintaining confidentiality and respect, and involving mothers in management decisions as some additional predictors of patient's satisfaction. [12-14].

Conclusion:-

Majority of mothers were satisfied with the assistance they received , nevertheless, in terms of overall satisfaction , some mothers expressed neither happiness nor dissatisfaction.

This study demonstrated that critical elements for patients satisfaction with maternity treatment at our tertiary care hospital include respecting patients values and privacy and including them in decision making and allowing to have a person of her choice during labour and delivery.

Majority of the patients in the study did not witness physical abuse, harassment or poor conduct from health care professionals .

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