



## Mother's satisfaction with intrapartum nursing care among postnatal mothers in orotta national referral maternity hospital, asmara, Eritrea.

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### ABSTRACT

#### Aim

The aim of this study was to investigate women's satisfaction with intrapartum nursing care along five distinct dimensions (interpersonal care, information given, psychological and emotional support, physical birth environment and comfort measures) simultaneously.

#### Background

Patient satisfaction is an important outcome in the evaluation and development of healthcare services. A good outcome should be that every woman should be satisfied with the care and support she received during pregnancy, delivery and postpartum periods and to feel that she and her baby have been the center of care.

#### Method

A descriptive study on the outcome using quantitative research method. Data was collected by using a structured self-administered questionnaire to a purposive sample of 100 participants. Data entered using cspro 4.0 and analyses was done using Microsoft excel and statistical package for the social science. Descriptive statistics including frequency, percentage and mean was employed.

#### Results

Different patterns of satisfaction were found. Most of the mothers (83%) were highly satisfied and 17% were satisfied. According to the five dimensions 2% were dissatisfied with the physical birth environment, 1% with interpersonal care, 2% with psychological and emotional support and 1% with the comfort measures.

#### Conclusion

From the research, participants were highly satisfied with the care offered to them during intrapartum period. This could be due to the presence of student nurses and the staff were generally friendly, welcoming, supportive and provided with a clean environment.

**Key words:** Assess, Intrapartum nursing care, Postnatal mother.

### INTRODUCTION

We need to accept that labor is a time for unique sensitivity to environmental factors.<sup>1</sup> Events and the

interactions occurring during labor have powerful psychological effects, therefore for the benefit of both the

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parturient woman and her child, a positive childbirth experience is desirable<sup>3</sup>. Studies also confirmed that the intrapartal nurse would be the deciding factor on whether the woman has a positive or negative experience during childbirth<sup>2</sup>.

It is known that nursing and midwifery services are the backbone of the health care system in almost all countries in the world<sup>16</sup>. They represent between 60 – 70% of the health personnel. It thus important that we assess quality of nursing care we offer in order to improve on it.<sup>11,12</sup> Patient satisfaction is an important indicator<sup>13,14,15</sup>.

## Objectives of the study

### a. General objectives

To assess mothers satisfaction regarding intrapartum nursing care offered at Orotta National Referral Maternity Hospital.

### b. Specific objectives

It is anticipated that the findings in this study will aid:

- ❖ To assess demographic variable
- ❖ To assess mothers' satisfaction with nursing care.
- ❖ To assess mothers satisfaction with five dimensions of nursing care (interpersonal care, information given, psychological and emotional support, physical birth environment and comfort measures).
- ❖ To make recommendations on how patients satisfaction can be improved.
- ❖ To use a baseline for further research on the topic.

## Hypothesis

There will not be a significant level of satisfaction among postnatal mothers who have received intrapartum nursing care which is offered at Orotta National Referral Maternity Hospital.

## METHODOLOGY

A descriptive study design was used for this study. This study project was carried out in Orotta National Referral Maternity Hospital, Asmara capital city of Eritrea. Our study population were postnatal mothers who stay in postpartum ward. Purposive sampling technique was used to select 100 postnatal mothers including all age groups who gave birth through normal vaginal delivery with or without episiotomy. The main tool for data collection was structured self administered questionnaire. Data was entered by cspro4.0 and analyzed using Microsoft excel and statistical package for the social science (SPSS). The questionnaire was analyzed based on emotional and psychological, informational, physical environment, interpersonal care and comfort measures. Descriptive statistics including frequency, mean and percentage was employed.<sup>5,6,7</sup>

## RESULT AND DISCUSSION

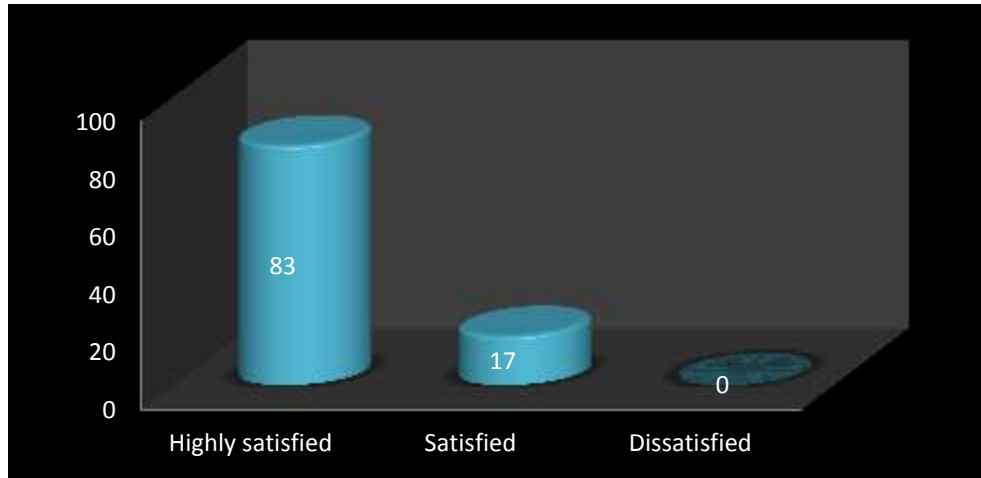
### Mothers satisfaction with intrapartum nursing care.

**Table 1:** Frequency and percentage distribution of level of satisfaction

Level of satisfaction	Frequency	Percentage
Highly satisfied	83	83
Satisfied	17	17
Dissatisfied	0	0

Shows among 100 mothers, most of the mothers (83%)were highly satisfied and 17% were satisfied, .with the overall intrapartum nursing care given.

**Figure 1: Distribution of the level of satisfaction.**



**Mothers satisfaction with the five dimensions of care.**

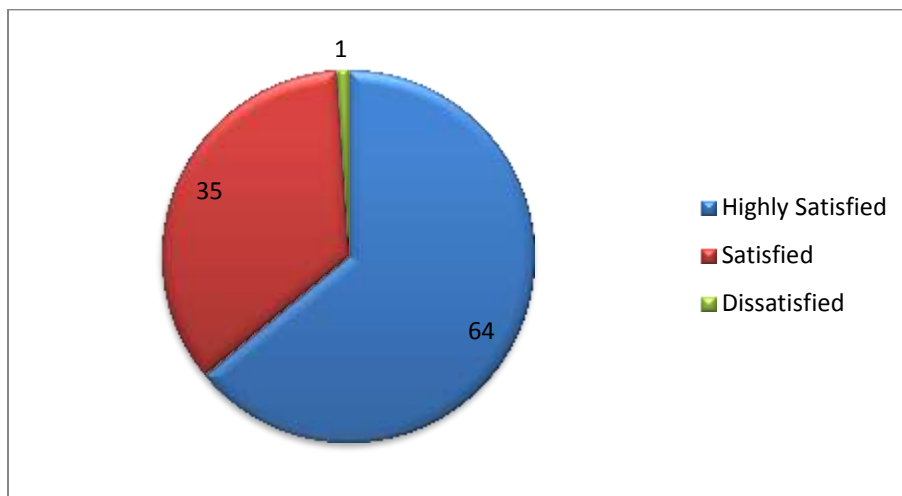
Level of satisfaction with interpersonal care

**Table 2: Frequency and percentage distribution of level of satisfaction**

Interpersonal care	Frequency	Percentage
Highly satisfied	64	64.0
Satisfied	35	35.0
Dissatisfied	1	1.0

Table 7. shows out of 100 mothers majority 64% were highly satisfied, 35%were satisfied only 1% were dissatisfied with the interpersonal care provided to them.

**Figure 2: Level of satisfaction with interpersonal care**



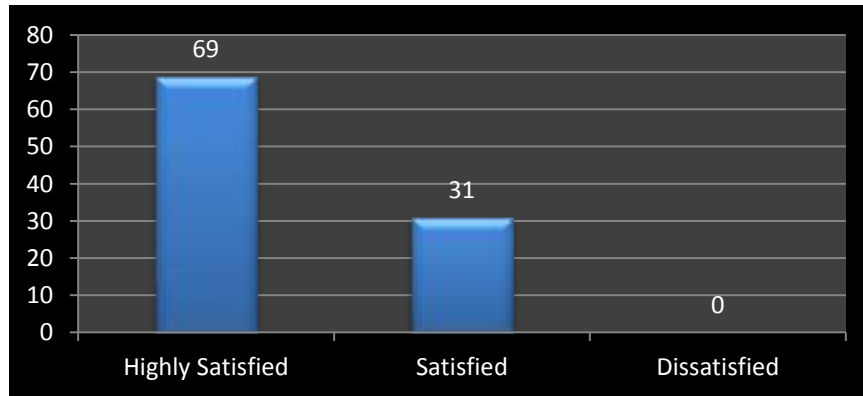
**Information given**

**Table 3: Frequency and percentage distribution of level of satisfaction with information given**

Level of satisfaction	Frequency	Percentage
Highly satisfied	69	69.0
Satisfied	31	31.0
Dissatisfied	0	100

Shows 69% were highly satisfied, 31% were satisfied and no dissatisfaction was found with the information given.

**Figure 3: Level of satisfaction with the information given**



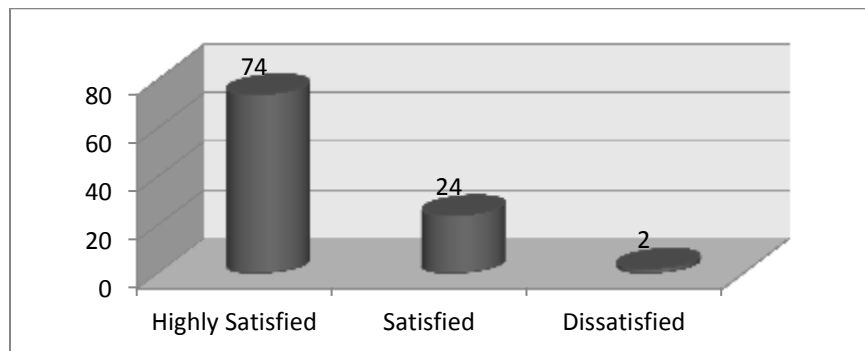
**Physical birth environment**

**Table 4: Frequency and percentage distribution of level of satisfaction with physical birth environment.**

Level of satisfaction	Frequency	Percentage
Highly satisfied	74	74.0
Satisfied	24	24.0
Dissatisfied	2	2.0

Shows out of 100 mothers, majority 74% were highly satisfied, 24% were satisfied and only 2% were dissatisfied with the physical birth environment.

**Figure 4: Level of satisfaction with physical birth environment.**



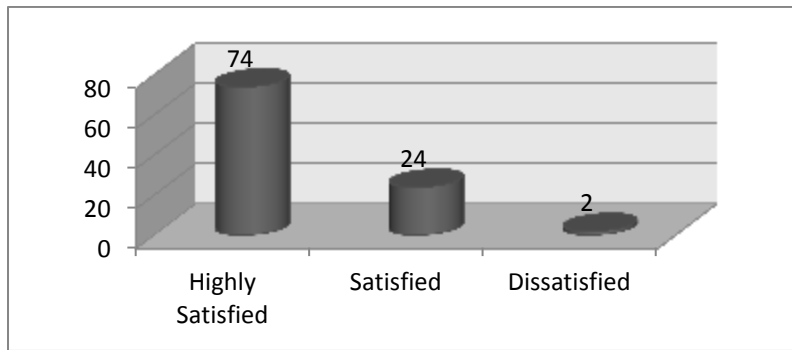
**Psychological and Emotional Support**

**Table 5: Frequency and percentage distribution of level of satisfaction with psychological and emotional support.**

Level of satisfaction	Frequency	Percentage
Highly satisfied	74	74.0
Satisfied	24	24.0
Dissatisfied	2	2.0

Shows out of 100 mothers, majority 74% were highly satisfied, 24% were satisfied and only 2% were dissatisfied with psychological and emotional support.

**Figure 5: Level of satisfaction with psychological and emotional support.**



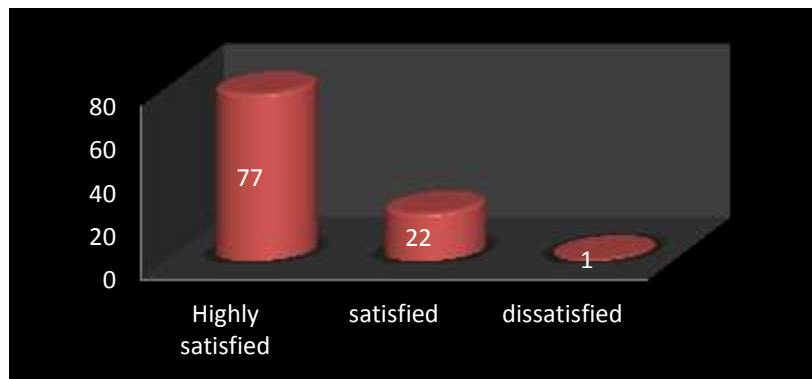
**Comfort measures**

**Table 6: Frequency and percentage distribution of level of satisfaction with comfort measures.**

Level of satisfaction	Frequency	Percentage
Highly satisfied	77	77.0
Satisfied	22	22.0
Dissatisfied	1	1.0

Shows out of 100 majority 77% were highly satisfied, 22% were satisfied and only 1% were dissatisfied with the comfort measures.

**Figure 6: Level of satisfaction with comfort measures.**



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