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## RESEARCH ARTICLE

### STUDY ON SATISFACTION REGARDING INTRAPARTUM AND POSTPARTUM NURSING CARE AMONG WOMEN

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#### ABSTRACT

The main goal of care services is provide and promote mankind's health. Patient satisfaction is recognized as an important parameter for assessing the quality of patient care services. Spatially mothers' satisfaction from delivery is very important because it influence on family and society psychological health. So, keeping in view a descriptive study was carried out to assess the level of satisfaction regarding intrapartum and postpartum nursing care among 100 women admitted at selected hospital of Ludhiana, Punjab. Findings of the present study revealed that regarding intrapartum nursing care, maximum no. of women (73%) were highly satisfied, whereas 26% of them were satisfied and only 1% was uncertain and regarding postpartum nursing care, more than half of women (58%) were satisfied followed by less than half of women (40%) were highly satisfied and remaining 2% were uncertain. Furthermore, the study can be replicated on a large sample. The study findings concluded that level of satisfaction was more regarding intrapartum nursing care than postpartum nursing care. Also assessment regarding patient's level of satisfaction help to know about the quality of hospital services.

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#### INTRODUCTION

Birth delivery is a very important physiological event along with deep physical, psychological and emotional effects in woman's life. This phenomenon is associated with pain, psychological strain, vulnerability, probable physical effects and death in some rare cases. (Page *et al.*, 2000) The performance and activities of the midwife in this critical situation might not only have different results ranging from life to death and health to physical damage but also they might considerably affect the psychological and emotional health of the mother and the baby. (Somayyeh *et al.*, 2013) Patient satisfaction is a concept that is highly important in medical care. (Zolfaghari *et al.*, 1997; Jafari *et al.*, 2006) If a woman feels unsatisfied with her delivery experience, she can hardly communicate with her baby, and a positive labor experience might affect her next delivery and her opinion about herself as a mother. (Chunuan SK 2002, University of Kentucky, personal communication). The purpose of present study was to assess the level of satisfaction regarding intrapartum and postpartum nursing care among women.

#### MATERIAL AND METHODS

A descriptive study was conducted in gynae and labour room of DMC & Hospital, of Ludhiana. The study was conducted on

100 women selected by convenience sampling. Data was collected by using questionnaire that comprised of socio-demographic profile and maternal profile. Five-Point Likert Scale was used to assess the level of satisfaction. (El Khouri Bassam, 2002) The research tool was validated by consulting experts from the department of Obstetrics and Gynecology Nursing, Medical Surgical Nursing, Mental Health Nursing for content and language used in the tool and necessary changes were made as suggested. The data was analyzed using both descriptive and inferential statistics.

#### RESULTS

Findings of the present study showed that less than half of the women (43%) were in age group of 26-30 years. Near about half of the women (47%) had secondary level of education. Regarding women's husband education more than half of the husband's (54%) had secondary level of education. According to occupation, majority of women (94%) were non-working whereas only (6%) were working. In case of women's husband's occupation, more than half (60%) were self employed and 40% of them were serviceman. Maximum no. of women (77%) were living in urban areas. Furthermore, slightly more than half of the women (51%) were from nuclear family. As per socioeconomic status, majority of women (73%) were in upper middle class, about one-fifth (23%) were in lower middle class and remaining (4%) were in upper class.

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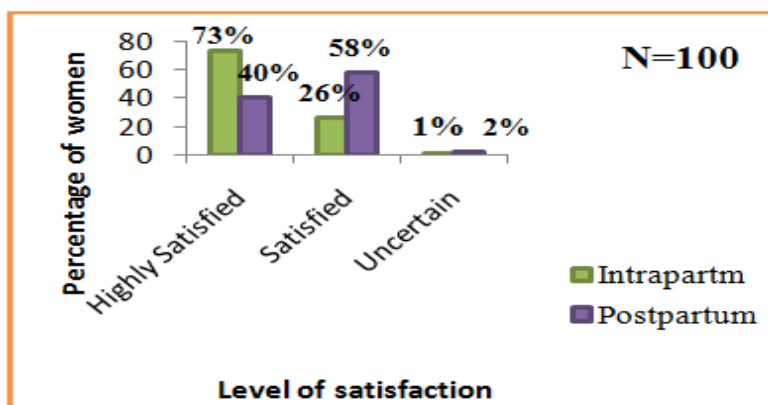


Fig. 1. Distribution of women according to level of satisfaction regarding intrapartum and postpartum nursing care

Table 1. Association of level of satisfaction regarding intrapartum and postpartum nursing care with selected socio-demographic characteristics

Socio-demographic characteristics	Intrapartum score			Postpartum score	
	N	Mean±SD	F/t value p value	Mean±SD	F/t value p value
Age (in yrs)		82.44±7.49	0.847		0.199
20-25	41	84.00±6.07	p=0.471 <sup>NS</sup>	70.90±8.79	p=0.897 <sup>NS</sup>
26-30	43	85.30±5.69		70.39±7.37	
31-35	10	81.33±6.94		72.50±7.37	
>35	06			71.67±10.8	
Education (Women's)		76.67 ± 7.50	1.542	62.00±10.82	1.871
Illiterate	03	83.20±10.31	p=0.209 <sup>NS</sup>	69.00± 7.90	p=0.140 <sup>NS</sup>
Elementary	05	82.72 ± 7.18		70.32± 8.13	
Secondary	4745	84.42 ± 5.49		72.29±7.69	
Graduate & above					
Socio-economic status			1.493		1.978
Upper class	04	88.75±3.86	p=0.230 <sup>NS</sup>	77.75±5.44	p=0.144 <sup>NS</sup>
Upper middle class	73	83.29±6.90		71.04±8.50	
Lower middle class	23	82.52±6.14		69.21±6.52	
Gravida			0.579		0.107
Primigravida	65	83.62±6.73	p=0.564 <sup>NS</sup>	70.95±7.75	p= 0.915 <sup>NS</sup>
Multigravida	35	82.80±6.71		70.77 ±8.82	
Type of delivery			1.809		0.583
Normal delivery	41	82.58± 7.02	p=0.169 <sup>NS</sup>	70.88± 7.81	p= 0.560 <sup>NS</sup>
Forceps delivery	02	91.50 ± 3.53		77.00 ± 1.41	
LSCS	57	83.57 ± 6.40		70.89 ± 8.09	

Fig. 1 illustrates the distribution of women according to level of satisfaction regarding intrapartum and postpartum nursing care. Regarding intrapartum nursing care, maximum no. of women (73%) were highly satisfied, whereas 26% of them were satisfied and only 1% was uncertain. Regarding postpartum nursing care, more than half of women (58%) were satisfied followed by less than half of women (40%) were highly satisfied and remaining 2% were uncertain. None of them were dissatisfied or highly dissatisfied with both intrapartum and postpartum nursing care.

Table 1 reveals the association of level of satisfaction regarding intrapartum and postpartum nursing care with selected socio-demographic characteristics and maternal profile. The association of level of satisfaction regarding intrapartum and postpartum nursing care with all the selected socio demographic characteristics and maternal profile (gravida and type of delivery) was found to be statistically non significant at the  $p>0.05$  i.e. there is no impact of socio-demographic characteristics on the level of satisfaction of patient regarding intrapartum and postpartum nursing care.

## DISCUSSION

The first major finding of the study had highlighted that regarding intrapartum nursing care, maximum no. of women (73%) were highly satisfied, whereas 26% of them were satisfied and only 1% was uncertain. The findings of the present study was supported by the study conducted by Bassan El-Khoury, Waldenstrom U, Rudman A (1999-2002) revealed the results for women's satisfaction with intrapartum care. Nearly half of the women (47%) were in clusters that were very satisfied, 20% in clusters that were fairly satisfied (average) and 33% were less than satisfied clusters. The second major finding of the study regarding postpartum nursing care, more than half of women (58%) were satisfied followed by less than half of women (40%) were highly satisfied and remaining 2% were uncertain (El Khouri Bassam, 2002).

Almost similar findings were given by Changole (2008-09) who documented that the majority of women (97.3%) were satisfied with the care they received from admission through

labour and delivery and the immediate postpartum period. (Changolem 2010) Findings of the present study also revealed that the association of level of satisfaction regarding intrapartum and postpartum nursing care was not statistically associated with all the selected socio demographic characteristics and maternal profile (gravida and type of delivery). On contrary to findings of the present study, Waldenstrom U et al. showed that the following factors for not being satisfied were found as age <25years, only elementary school, lack of support from midwife, little involvement in decision making (Waldenstrom 2008).

### Conclusion

The findings of the present study concluded that maximum no. of women (73%) were highly satisfied, whereas 26% of them were satisfied and only 1% was uncertain regarding intrapartum nursing care. More than half of women (58%) were satisfied followed by less than half of women (40%) were highly satisfied and remaining 2% were uncertain regarding postpartum nursing care. Regarding intrapartum nursing care, about one-fifth of women (24%) suggested for improvement in nursing care, only (17%) of women suggested to improve nursing behavior (rude behavior). Regarding postpartum nursing care, about 27% of women suggested to improve the education given about neonatal care, followed by about one-fifth of women (18%) suggested about improvement in nursing behavior (rude behavior), only 14% of them suggested to improve nursing care. Thus, the satisfaction related to intrapartum nursing care was more as compared to postpartum nursing care. A similar study can be replicated on a large sample and at different settings to validate and generalize its finding.

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**Source of funding:** Self

**Ethical consideration:** A written permission for conducting the study was taken from ethical committee of DMC & Hospital, Ludhiana as well as Principal, DMC & Hospital, College of Nursing, Ludhiana, before starting the study. An informed written consent was obtained from each subject.

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