

## WOMEN'S SATISFACTION WITH HOSPITAL BASED INTRAPARTUM CARE IN A MEDICAL COLLEGE OF WESTERN NEPAL

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### ABSTRACT

### INTRODUCTION

Birth satisfaction is a multi-dimensional concept comprising structure, process and outcome of care that influence postnatal adjustment. Mother's satisfaction during the birthing process is an important indicator in evaluating quality of maternity services. The aim of the study is to find out the women's satisfaction with hospital based intrapartum care in a medical college of western Nepal.

### MATERIAL AND METHODS

Cross-sectional analytical study was conducted to find women's satisfaction with hospital based intrapartum care in a medical college of western Nepal among 332 postpartum inpatient women delivered in Lumbini Medical College and Teaching Hospital, Pravas, Palpa, who were selected by using purposive sampling technique. A pretested interview schedule was used for data collection. Descriptive statistics and inferential statistics were used for data analysis.

### RESULTS

The study findings revealed that about half of the respondents (50.9%) were satisfied with hospital based intrapartum care. The level of satisfaction was significantly associated with gravida ( $p=0.008$ ), type of labor onset ( $p=0.007$ ) and episiotomy status ( $p<0.001$ ).

### CONCLUSION

The study findings conclude that women attending teaching hospital for delivery tend to be somewhat satisfied with hospital based intra-partum care. Adequate counseling, reassurance and supportive care of women during intrapartum period might increase their satisfaction with intrapartum care.

### KEYWORDS

Birth satisfaction, Intrapartum care, Pregnant woman

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## INTRODUCTION

Maternal satisfaction during intrapartum period is a means of evaluating quality of maternal health care given in health facilities.<sup>1,2</sup> Provision of hospital based intrapartum care has been a major factor contributing to the reduction of maternal and neonatal deaths and disabilities in developing countries.<sup>3</sup>

The access and availability of institutional delivery alone is not the single component enough to achieve these goals, it is also the physical environment of the health service, availability and accessibility of medicines and supplies, interpersonal communication with the health care provider, support and the competent care of the health care provider associated for the decision making that saves lives of mothers and newborns.<sup>2</sup>

A study in Ethiopia showed the level of satisfaction among delivering mothers was as high as 88%.<sup>1</sup> Whereas, a study in a hospital in the mid-western region of Nepal showed that only 25% of the mothers were satisfied with accessibility of delivery care.<sup>4</sup> Since maternal satisfaction is one of the outcome measures for quality of care, it needs to be addressed in order to improve the quality and efficiency of health care during childbirth in Nepal.<sup>5,6</sup> Therefore, the study was conducted to identify the women's satisfaction with intrapartum care and to find out the association of the level of satisfaction with selected obstetric characteristics.

## MATERIAL AND METHODS

This was a descriptive cross sectional study carried out after getting the research proposal approval from Institutional Review Committee of Lumbini Medical College and Teaching Hospital (LMCTH). Three hundred and thirty two postpartum inpatient women who were delivered through vaginal and cesarean section (CS) in Lumbini Medical College and Teaching Hospital, Pravas, Palpa were selected by using purposive sampling technique. Postpartum women undergoing elective CS were excluded in the study. Content validity of the instrument was done by consulting with the subject experts. Pretested structured interview schedule was used for data collection.

The researchers obtained written informed consent from each respondent for enrollment in this study by clarifying the objectives of the study. Respondents were allowed to discontinue from the study at any time and assured that the information given by them will be kept confidential and used only for the study purpose. Privacy was maintained by interviewing them in a separate room in the postpartum ward. Data collection was done within 14 weeks (Feb 1<sup>st</sup> 2019 to 16<sup>th</sup> May 2019). Ethical approval was obtained from Institutional review committee of LMCTH and administrative approval was obtained from LMCTH prior to data collection.

The collected data were checked, reviewed, edited, classified and coded. Then the data was entered and cleaned using Statistical Package for Social Science (SPSS) software version 16. Descriptive statistics such as frequencies, percentage, mean and standard deviation and inferential statistics such as chi-square test was used to find out the association of the women's level of satisfaction with selected obstetric characteristics. The level of significance for statistical inference was set as 0.05.

## RESULTS

**Table 1. Obstetric characteristics of the respondents**

Characteristics	Number	n = 332	
		Percent	
<b>Gravida</b>			
Primi	152		45.8
Multi	180		54.2
<b>Pain Control Methods Used</b>			
Comfort measures	249		75.0
Medications	77		23.2
None used	6		1.8
<b>Type of Labor Onset</b>			
Spontaneous	158		47.6
Induced	174		52.4
<b>Delivery Type</b>			
Spontaneous vaginal	250		75.3
Instrumental vaginal	3		0.9
Cesarean section	79		23.8
<b>Episiotomy Status</b>			
Yes	134		40.4
No	198		59.6

Table 1 shows more than half of the respondents (54.2%) were multi, majority (75.0%) had received comfort measures for pain control, more than half (52.4%) had induced onset of labor, majority (75.3%) had spontaneous vaginal delivery and more than half (59.6%) had no episiotomy.

**Table 2. Respondents' level of satisfaction with hospital based intrapartum Care**

Level of Satisfaction	Number	Percent
Satisfied	169	50.9
Dissatisfied	163	49.1
Total	332	100.0

Mean±SD = 107.95±10.845

Table 2 reveals 50.9% of the respondents were satisfied and remaining 49.1% were dissatisfied with hospital based intrapartum care.

**Table 3. Association of the level of satisfaction with obstetric characteristics**

Variables	Level of Satisfaction		Chi-square	p-value
	Satisfied No. (%)	Dissatisfied No. (%)		
<b>Gravida</b>				
Primi	66 (19.9)	86 (25.9)	6.281	0.008*
Multi	103 (31.0)	77 (23.2)		
<b>Pain Control Methods</b>				
Comfort measures	135 (40.7)	114 (34.3)	4.526	0.569
Medications	32 (9.6)	45 (13.6)		
No pain control	2 (0.6)	4 (1.2)		
<b>Labor Onset</b>				
Spontaneous	92 (27.7)	66 (19.9)	6.471	0.007*
Induced	77 (23.2)	97 (29.2)		
<b>Delivery Type</b>				
Spontaneous vaginal	124 (37.3)	126 (38.0)	1.267	0.531
Instrumental	1 (0.3)	2 (0.6)		
Cesarean section	44 (13.3)	35 (10.5)		
<b>Episiotomy Status</b>				
Yes	53 (15.9)	81 (24.4)	11.584	<0.001*
No	116 (34.9)	82 (24.8)		

\*p value significant at 0.05 level of significance

Table 3 shows a significant association of the level of satisfaction with gravida ( $p=0.008$ ), labor onset ( $p=0.007$ ) and episiotomy status ( $p<0.001$ ). Thus, gravida, labor onset

and episiotomy status tends to influence women's satisfaction with the hospital based intrapartum care.

## DISCUSSION

The findings of this study showed that more than half of the respondents (54.2%) were multi, majority (75.0%) had received comfort measures for pain control, more than half (52.4%) had induced onset of labor, majority (75.3%) had spontaneous vaginal delivery and more than half (59.6%) had no episiotomy.

The findings of this study also showed that 50.9% of the respondents were satisfied with hospital based intrapartum care. This finding is much lower than the finding of the study done in Ethiopia where 88% of the respondents were satisfied with delivery services.<sup>1</sup> The difference in the result might be due to variation in setting. Another study in Mid-Western Government hospital of Nepal also showed higher satisfaction where 89.88% of mother were satisfied with delivery service.<sup>7</sup> The difference in the result might be due to variation in episiotomy status where only 14.0% of the respondents underwent episiotomy. Episiotomy tends to influence women's satisfaction.

Further, this study showed level of satisfaction to be significantly associated with gravida ( $p=0.008$ ), labor onset ( $p=0.007$ ) and episiotomy status ( $p<0.001$ ) and no significant association with pain control ( $p=0.569$ ) and delivery type ( $p=0.531$ ). The findings of this study showed a contrast result with the study conducted in Ethiopia where a significant association of the level of satisfaction with pain control ( $p<0.001$ ) and episiotomy ( $p=0.501$ ) were found.<sup>3</sup> The difference in the result might be due to variation in setting. Another study conducted in the hospital of Western Nepal also showed contrast result where level of satisfaction with was significantly associated with delivery type ( $p=0.010$ ).<sup>2</sup> The difference in the result might be due to variation in type of delivery and satisfaction level, which showed 68.9% had normal vaginal delivery and 45.1% had intrapartum birth satisfaction.

## CONCLUSION

This study concludes that women attending teaching hospital for delivery tend to be somewhat satisfied with hospital based intrapartum care. Their gravida, labor onset and episiotomy status tends to influence their satisfaction level with hospital based intrapartum care. So, it is recommended that concerned authorities should make policies and programmes to enhance standardized care to improve women's satisfaction regarding intrapartum care in the hospital.

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## CONFLICT OF INTEREST

None

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