Assessing the Nursing Performance to Meet Client Satisfaction Regarding Antenatal Care

Thesis

Submitted for Partial Fulfillment of Master Degree

In Community Health Nursing

By

Fatma Mohamed Mohamed

(B.Sc. Nursing, Ain Shams University, 2002)

Faculty of Nursing

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Under Supervision of

Prof. Dr. Nawal Mahmoud Soliman

Professor in Community Health Nursing
Faculty of Nursing – Ain Shams University

Dr. Shimaa Fathy Miky

Lecturer in Community Health Nursing
Faculty of Nursing – Ain Shams University

Faculty of Nursing
Ain Shams University
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Fatma Mohamed Mohamed

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List of Abbreviations

ANC   :   Antenatal Care

DHA   :   Docosahexaenoic Acid

FAO   :   Food and Agriculture Organization

MCH   :   Maternal-Child Health

MDG   :   Millennium Development Goals

MMR   :   Maternal Mortality Ratio

WHO   :   World Health Organization

FHS   :   Fetal Heart Sound

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Abstract

Quality of antenatal care by nurses is seen as a factor closely related to effectiveness, utilization, compliance and continuity of care. Women's satisfaction has been linked to the quality of services given and the extent to which specific needs are met. **Aim:** This study aim was to assess nursing performance to meet clients' satisfaction regarding antenatal care. **Design**: A descriptive design was utilized in this study. **Setting**: The study was conducted at three MCH centers at Shoubra ELKhima district. **Sample**: all nurses in the previous MCH centers are 35 nurses and 150 pregnant women attending for maternal health care. **Tool**: two tools were used for data collection the first one was a structured interviewing questionnaire sheet included socio demographic data for nurses, nurses' knowledge regarding antenatal care, socio demographic data about pregnant women, obstetric history, antenatal follow up and likert scale to assess women satisfaction with component of antenatal care. Second tool was an observational checklist to observe nursing performance in ante-natal care clinic. **Results:** the majority of the nurses had poor knowledge regarding antenatal care in MCH centers and had poor performance of antenatal care. The majority of the study subjects were unsatisfied with the performance of the nurses in MCH centers. **Conclusion**: Based on study finding it conclude that, quality of antenatal care provided at studied MCH centers was poor, due shortage of staff, lack of necessary equipment and supplies. Majority of pregnant women were unsatisfied with antenatal care provided in these centers. **Recommendation:** Programs continuous training for health care providers at MCH centers to improve their performance and consequently raise the quality level of care. **Keywords**: Ante-natal care, Nursing performance, Client satisfaction.

Introduction

Antenatal care (ANC) is the care of the woman during pregnancy. The primary aim of ANC is to promote and protect the health of women and their unborn babies during pregnancy so as to achieve at the end of a pregnancy a healthy mothers and a healthy baby to reduce the mortality and morbidity of women and children, to improve the physical, mental, and social well being of women, children, and their families **(Kuhnt & Vollmer, 2017).**

Millennium Development Goals (MDG) is relevant to maternal health care. Goal five 5 is to reduce maternal mortality by three-quarters between 1990 and 2015. This is the goal towards which the least progress has been made so far **(Hassan et al., 2016).**

The goal of Antenatal care is to have healthy pregnancy, clean and safe delivery and to give birth to a full term healthy baby. The Component of ANC includes the following: registration and record keeping, periodic examination, including laboratory tests, risk detection and management, immunization, referral as needed, emotional and psychological support, health education, nutrition care, dental care, home visiting and social care **(WHO, 2016).**

The most common challenges affecting antenatal care utilization as one of important aspects of maternal health

could be related to the services as following; availability, accessibility, affordability, and characteristics of healthcare services, quality of maternal health services or related to the clients such as following; women's position in the household and society as well as knowledge, attitudes, culture and beliefs **(Devkota et al., 2018).**

The effectiveness of antenatal care is not only the aim but also improving maternal satisfaction with health care services. The knowledge about users' views is still very limited, especially in developing countries **(Akowuah et al., 2018).**

Satisfying pregnant women is achieved through satisfying their needs and expectations, which in turn causes a pleasant feeling in them and promotes their mental health and brings about a feeling of calmness and security. The better the needs and expectations are satisfied, the satisfaction achieved will be more profound and complete and vice versa i.e. failure to satisfy their needs causes anxiety and imbalance **(Karlström et al., 2015**).

Clients' satisfaction is considered an important indicator of the efficient utilization of health services, as it assesses an individual's attitude to health services received and the extent to which these services meet the person's requirements and needs. The effectiveness of antenatal care is not only the aim but also improving maternal satisfaction

with health care services (**Alkhazrajy & Mohammed, 2015**).

Clients have a specific agenda when visiting the health service providers, which usually reflects concerns and problems they want the health service providers to address during consultation. Interestingly, most of the patients' expectations are mainly focused on the health care provider's ability to show interest, i.e., listening to patients' concerns, which is reported to be the general nature of expectation (**Berhane & Enquselassie, 2016**).

Healthcare service quality is associated with patient satisfaction and healthcare organizations' productivity. Therefore, it is very important to define measure and improve quality of healthcare services. Quality healthcare is a subjective, complex and multi-dimensional concept. It defined as consistently delighting the patient by providing efficacious, effective and efficient healthcare services according to the latest clinical guidelines and standards, which meet the client's needs and satisfies providers (**Mosadeghrad, 2014**).

Significance of the study

According to the World Health Organization (WHO), the worldwide estimated maternal mortality that in 2015, roughly 303 000 women died during and following pregnancy and childbirth. In Egypt, maternal mortality ratio has declined dramatically from 174/100000 live births in 1992-1993 to 67.6 / 100000 live births in 2005 to 44.6 / 100000 live births in 2009 to 33/100.000 live births in 2015. Such decrease in MMR reflects the country's effort in achievement of the millennium developmental goals. The target of those goals was to reduce MMR by three quarters by 2030. One of the cornerstones for achievement of these goals is the provision of quality antenatal care **(WHO, 2018).**

Aim of the study

This study aimed to assess nursing performance to meet client's satisfaction regarding antenatal care in MCH centers through:

1- Assessing the knowledge of nurses regarding antenatal care in MCH centers.

2- Assessing performance of antenatal care nurses in MCH centers.

3- Assessing client's satisfaction about nursing performance in antenatal clinic.

Research question:

1. Is there a relation between the knowledge of antenatal care nurses and their socio demographic Characteristic?

2. Is there a relation between the nurses' knowledge and their performance?

3. Is there a relation between client satisfaction and nursing performance in antenatal care in MCH centers?

Part one: Overview about Pregnancy

Pregnancy is a time of enormous change in the women's body and mind. These changes affect her physical wellbeing, Interaction with others, daily activities. There are many signs of pregnancy. Some signs suggestive of pregnancy and referred to as presumptive signs. Probable signs of pregnancy can be documented by physical examination. Both of them could also cause by other conditions and don't establish a diagnosis of pregnancy. Only three physical findings can establish a diagnosis of pregnancy, these are referred to as positive signs **(Littleton & Engebreston 2012).**

Presumptive signs of pregnancy are common during pregnancy but can often be caused by other conditions. These signs are amenorrhea, nausea and vomiting, breast changes include tenderness and tingling, pigmentation changes, frequency and urgency of urination, fatigue and drowsiness, abdominal enlargement and changes in uterus and vagina **(Christensen & Kockrow, 2013).**

Probable indicators of pregnancy are detected by an examiner and are related mainly to physical changes in uterus. Objective signs include uterine enlargement, Broxton Hicks contractions, placental soufflé (sound of blood passing through the placenta), ballottement (examiner is able to feel