



شبكة المعلومات الجامعية  
التوثيق الإلكتروني والميكروفيلم

# بسم الله الرحمن الرحيم



**HANAA ALY**



شبكة المعلومات الجامعية  
التوثيق الإلكتروني والميكروفيلم



# شبكة المعلومات الجامعية التوثيق الإلكتروني والميكروفيلم



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التوثيق الإلكتروني والميكروفيلم

# جامعة عين شمس

## التوثيق الإلكتروني والميكروفيلم

### قسم

نقسم بالله العظيم أن المادة التي تم توثيقها وتسجيلها  
علي هذه الأقراص المدمجة قد أعدت دون أية تغيرات



### يجب أن

تحفظ هذه الأقراص المدمجة بعيدا عن الغبار



**HANAA ALY**

# **Quality of Nurses Performance in Maternal and Child Health Centres**

*Thesis*

*Submitted for Partial Fulfillment of the Requirement  
for the Master Degree in  
(Community Health Nursing)*

*By*

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*(B.Sc. Nursing, 2012)*

*Faculty of Nursing - Ain Shams University*

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**2021**

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# Dedication

*I would like to thank all members of my family and unknown soliders for continuous support and assistance in every step in the journey of my life.*

I dedicate this work to .....

My mother

My sisters

My husband

My children

For their support and encouragement

*Marwa Mohamed Ahmed Youness*

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# List of Abbreviations

<i>Abb.</i>	<i>Full Term</i>
<b>ANC</b>	AnteNatal Care
<b>AOAE</b>	Newborn Otoacoustic Emission
<b>FSH</b>	Follicle Stimulating Hormone
<b>FP/RH</b>	Family Planning/ Reproductive Health
<b>HG</b>	Hemoglobin
<b>HIV</b>	Immunodeficiency Virus
<b>ICHDP</b>	Integrated Child Health and Development program
<b>ICU</b>	Intensive Care Unite
<b>MCH</b>	Maternal and Child Health
<b>PMS</b>	PreMarital Screening
<b>PQI</b>	Performance Quality Improvment
<b>UNICEF</b>	United Nations International ChildrenEmergancy Fund
<b>WHO</b>	World Health Organization

# Quality of Nurses Performance in Maternal and Child Health Centres

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## Abstract

**Background:** Maternal and Child Health refer to care given to women during pregnancy, child birth and postpartum periods to ensure good health outcomes of the woman and baby. **The aim** of the study was to assess the quality of nurses performance in maternal and child health centers. **Research design:** a descriptive research design was used. **Setting:** The study was carried out at 8 MCH centers according to highest density in Tanta city. **Subjects:** A convenient sample of all nurses (100 nurses) who worked in the selected maternal and child health centers & all mothers (100 mothers) attended the MCH centers during 6 months. **Tools:** three tools were used I: Self-administered questionnaire included two parts to assess “Socio demographic data and nurses’ knowledge”. Tool II: Nursing performance observational checklist. Tool III: Mothers satisfaction scale. **Results:** According to total knowledge about their role in maternal and child health centers 56% of them had satisfactory level of knowledge. 66% of nurses had competent performance level related to their practices, 70% of mothers are satisfied with MCH centers services provided for mother and child. **Conclusion:** There is a highly statistical correlation between knowledge and practice of the nurses and satisfaction of the patients as  $p \text{ value} < 0.01$  and correlation between total knowledge of the studied nurses and total practice. There is a highly statistical correlation between knowledge and practice of the nurses and satisfaction of the patients as  $p \text{ value} < 0.01$ . **Recommendation:** Continuous training of the nurses at Maternal and Child Health center is recommended as it may improve their performance and consequently raise the quality level of services . Further studies are needed for more investigations about competency of nursing role at MCH.

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**Key wards:** Quality, Performance, Maternal, Child, Health.

# Introduction

Maternal and child health services can be defined as “promoting, preventing, therapeutic or rehabilitation facility or care for the mother and child”. Thus maternal and child health service is an important and essential service related to mother and child’s overall development. Aim and objective of MCH was reducing maternal morbidity and mortality, perinatal ("number of stillbirths and deaths in the first week of life per 1,000 live births) and child mortality and morbidity rates, child survival, promoting reproductive health or safe motherhood and ensure birth of healthy child (*Coleman et al., 2020*).

Activities of MCH program; Maternal and child health services are an important part of primary health care. Traditional activity areas of these programs as complete health check -up and care of the child and mothers from conception to birth. Studying health problems of mothers and children. Providing health education to parents for taking care of children. Training to professional and assistant workers (*Diah et al., 2020*).

Mothers and children not only constitute a large group, but they are also” vulnerable “or special group. They comprises 2/3 of whole population. Children are the foremost priorities of community health program. Their aim is to increase the nutrition level of mothers and children to ensure the birth of healthy child (*Yadav et al., 2020*).