

## A study to evaluate the level of satisfaction perceived by postnatal mothers following nursing care in postnatal wards as expressed by themselves: pilot study

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### Abstract

A descriptive study was conducted to evaluate the level of satisfaction perceived by postnatal mothers following with nursing care in postnatal wards as expressed by themselves and to determine the association between patient's satisfaction with nursing care and selected sociodemographic variables. Purposive sampling technique was employed to select sample and it consisted of 100 postnatal mothers who met the inclusion criteria. Jipi's postnatal satisfaction with nursing care questionnaire (JPSNQ) which contained structured questionnaire schedule and demographic proforma was used to collect data. The questionnaire was classified under six domains namely orientation, information, communication, comfort and care, specific to postnatal care and value and preference of postnatal mothers with the total of 39. Findings of the study showed that (39%) of postnatal mothers were moderately satisfied and (60%) of postnatal mothers were minimally satisfied and (1%) of postnatal mothers were satisfied with the care provided by the nursing personnel. They were highly satisfied in the area of value and preference. The least satisfaction was found in the area related to orientation. Patients' opinions regarding their expectations and their satisfaction with nursing care can be considered as an important opportunity for nurses to plan and implement appropriate strategies that improve the quality of nursing care.

**Keywords:** Postnatal mothers, Satisfaction, Nursing care

### 1. Introduction

Health care providers are expected to be accountable for the quality of their work to clients, institution, profession and to the society as a whole. "Patient's satisfaction is one of the medical document that medical services at public and private hospital have been under increasing strain to meet the expectation of the patient as consumers, because medical care has come to the ambit of services under consumer protection act". So it is necessary to monitor quality services in the hospital by the management. Assessment of care adequacy must go beyond the usual measures of structure, process and outcome variables to include consumer evaluation of quality, indeed any evaluation of care outcome may be incomplete without including outcomes as perceived by the patients (Kumar R 2003). Patient satisfaction with nursing care is one of the 21 indicators identified by the American Nurses Association as having a strong "theoretical link to the availability and quality of professional nursing services in hospital settings (Bolton L.B et al. 2003).

As per the regional committee report submitted by government of India, WHO Described various aspect of the maternal care include care during pregnancy, childbirth and care of mother and child after birth. In the current practice of care, consideration is made not only to the physical and physiological needs but also to the emotional and social needs of the women and her unborn baby. Over the past decades health services organization and infrastructure have undergone changes and expansion with a view to improve the maternal and child health services

(Waldenstrom U, Rudman A, and Hildingsson 2006). A study done by Waldenstrom et al., (2006) revealed that 26% of women were not satisfied with postpartum care. Researchers have developed several indicators to measure quality of health care services based on patients' health outcomes. In maternal-child nursing practice, patient satisfaction has been widely recognized as one of the critical indicators of the quality and the efficiency of the health care systems (Johansson et al., 2002).

## 2. Objectives of the study

The objectives of the study are to:

- 1) determine the postnatal mothers satisfaction with care provided by nursing personnel as expressed by them.
- 2) find association between the postnatal mothers satisfaction with selected demographic variables.

## 3. Hypothesis

$H_1$ =There will be significant association between postnatal mother's level of satisfaction with nursing care and selected demographic variables.

## 3. Methodology

A descriptive study was carried out in selected hospitals of dakshina kannada district, Mangalore Karnataka state India. Sample consisted of 100 postnatal mothers admitted in the postnatal unit and they were selected by purposive sampling technique. Inclusion criteria was as following mothers who can speak and write Kannada or English ,postnatal mothers who stay in hospital for 3 or more day ,mother who have undergone full term normal delivery ,and who have received care from diploma nurses(GNM) who have minimum 2 years' experience in postnatal unit. Exclusion criteria were mothers who are not willing to participate, mothers and newborn with medical conditions, those undergone caesarean section and who do not speak or write kannada. Data was collected by administration of Jipi's postnatal satisfaction with nursing care questionnaire (JPSNQ) related to postnatal satisfaction with nursing care which included six domains namely orientation ,information, communication ,comfort and care ,specific to postnatal care and value and preference of postnatal mothers with 39 items and 10 items in demographic proforma.

### 3.1 Data Analysis

Data was analyzed using Statistical Package for Social Sciences version (SPSS) 17.0. Descriptive and inferential statistics were used to analyze the demographic data.

## 4. Results

### 4.1 Table 1 and 2 shows the distribution of sample according to their demographic data:

Most (30 %) of the postnatal mothers belongs to the 22-26 years age group. Most (52%) of the antenatal mothers were Muslims and as (28%) of the postnatal mothers were Hindus. (72 %) belonged to nuclear family. (39 %) of the postnatal mothers completed their high schooling as their educational qualification. Most (94%) of postnatal mother choose the particular hospital because of the availability of good doctors. Where as (33%) of postnatal mothers selected the particular hospital because of quality care by the staff nurses.

### 4.2 Table 3 describes the distribution of subject according to their overall satisfaction level

The data presented in table 4 shows that (39%) of postnatal mothers were moderately satisfied and (60%) of postnatal mothers were minimally satisfied and (1 %) of postnatal mothers were satisfied with the care received by them.

### 4.3 Table 4 enumerates the association between postnatal mothers level of satisfaction and selected demographic variables

The data presented in table 4 shows that computed chi-square values of postnatal mothers with selected variables like age,religion ,type of family, occupation ,dietary pattern,obstetrical score were not significant at 0.05 level.

Therefore, null hypothesis was accepted and research hypothesis was rejected. The data presented in table 4 shows that the computed chi-square values of postnatal mothers with selected variables like educational qualification, monthly income, reason for previous admission to the hospital were significant at 0.05 level. Therefore null hypothesis was rejected as research hypothesis was accepted.

**4.4 table 5 Description of postnatal mother's level of satisfaction in the areas of care in terms of maximum possible score mean, standard deviation and mean percentage.**

The table presented in table 5 describes the mean percentage scores were calculated as the minimum and maximum possible scores in each of care which ranged from 4 to 68. The data also shows that the mean percentage distribution of scores is highest in area of value and preference (62.25%) and lowest in orientation (48%). The dispersions of scores in the area of specific to antenatal & postnatal care i.e. (SD=5.353) were more dispersed when compared to other areas of care.

## 5. Conclusion

Findings of the study showed that (39%) of postnatal mothers were moderately satisfied and (60%) of postnatal mothers were minimally satisfied and (1%) of postnatal mothers were satisfied with the care provided by the nursing personnel. They were highly satisfied in the area of value and preference. The least satisfaction was found in the area related to orientation. Hence the investigator found that there is a need to improve the quality of care provided by the nursing professionals which is only possible through periodic evaluation of the same.

## 6. Limitation

Purposive sampling technique was used to select the samples, which limits generalizability of study findings. Study results are limited to Indian population.

## 7. Suggestions:-

1. Attempt can be made to evaluate the services provided by nursing personnel that would serve as an indicator of effectiveness of services in terms of quality of care.
2. A study to evaluate the services of nursing personnel can be conducted in every departments of the hospitals where nurses are indulged in providing care.

## 7. Recommendation

The following recommendations are made based on the present study for future study; The study may be replicated on a larger sample. A comparative study may be undertaken between a hospital catering to rural population and a hospital catering to urban population. Similar study may be conducted to find the level of satisfaction between Primiparae and multiparae mothers in maternity wards.

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***Jipi's postnatal satisfaction with nursing care questionnaire (JPSNQ).***

***INSTRUCTION TO THE INTERVIEWER / RESPONDE PLEASE TICK (✓) MARK IN THE APPROPRIATE COLUMN ACCORDING TO THE MOTHER'S RESPONSE.***

**TOOL: 1 DEMOGRAPHIC PROFORMA**

Code No : \_\_\_\_\_

<b>1.Age in Years.</b>	
a) 18 -22	(      )
b) 22 – 26	(      )
c) 26 – 30	(      )
d) 30 and Above	(      )
<b>2.Religion</b>	
a) Hindu	(      )
b) Muslim	(      )
c) Christian	(      )
d) others	(      )
<b>3.Type of Family</b>	
a) Nuclear	(      )
b) Extended / Joint	(      )
<b>4.Educational Qualification.</b>	
a) No formal Schooling	(      )
b) Primary School	(      )
c) High School	(      )
d) Collegiate Education	(      )
e) Any other specify	(      )
<b>5.Monthly Income</b>	
a) Below 2000	(      )
b) 2001 to 4000	(      )
c) 4001 to 6000	(      )
d) 6001 and above	(      )
<b>6.Occupation</b>	
a) Coolie	(      )
d) Agriculture	(      )
d) Business	(      )
d) Employee	(      )
e) Any other specify	(      )
<b>7.Dietary pattern</b>	(      )
a) Pure vegetarian	(      )
b) Vegetarian (consumes egg)	(      )
c) Non vegetarian	(      )
<b>8.Obstetrical score.</b>	
a) Gravida	(      )
d) Para	(      )
c) Living	(      )
d) Abortion	(      )
e) Still birth	(      )

<b>9.Previous admission to hospital.</b>	
a) 0 months - 6 months back	(      )
b) 7 months – 1 year back	(      )
c) 2 years – 5 years back	(      )
d) 5years – 8 years back	(      )
<b>10.Reason for choosing this hospital.</b>	
a)Modern facilities available.	(      )
b) Quality care by the staff nurses	(      )
c) Referred from camp/other hospital clinics	(      )
d) Convenient	(      )
e) Availability of good doctors	(      )
f) Any other reasons specify	(      )

**Tool – II BASED ON YOUR EXPERIENCE AS A PATIENT IN THIS HOSPITAL, PLEASE (✓) TICK MARK WHETHER YOU ARE FULLY SATISFIED ( FS), MODERATELY SATISFIED ( MS), MINIMALLY SATISFIED(MnS),SATISFIED(S) NOT SATISFIED (NS).**

**I. ORIENTATION**

S.L.NO	ITEM	FS	MS	MnS	S	NS
1	I was given a warm welcome and made me comfortable on admission.					
2	I was oriented to the health team members and postnatal unit.					
3	I was oriented to toilet , bathroom, washing area and availability of safe drinking water.					
4	I was oriented about visiting hours for family and doctors.					

**II. INFORMATION**

S.L.NO	ITEM	FS	MS	MnS	S	NS
5	I was informed about ward routines					
6	I was informed regarding rules & regulations of the hospital.					
7	Nurses used to convey message, which I hesitated to ask my doctor.					
8	I was informed about informed consent before any procedure					

**III. COMMUNICATION:**

S.L.NO	ITEM	FS	MS	MnS	S	NS
9	All my questions were answered promptly with positive attitude.					
10	Nurses maintained a good IPR with myself and my family members.					
11	Nurses communicated in my own language and were free to talk.					

12	Nurses answered all doubts asked by me concerning my treatment results and prognosis					
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#### V. COMFORT AND CARE

S.L.NO	ITEM	FS	MS	MnS	S	NS
13	I got help when needed					
14	Nurses were calm and approachable.					
15	Nurses assisted me in keeping myself clean & groomed					
16	I felt safe and secured throughout the day and night during my hospital stay.					
17	There was no noise at night in the ward					

#### VI. SPECIFIC TO POSTNATAL CARE.

S.L.NO	ITEM	FS	MS	MnS	S	NS
18	I was assisted to go to toilet and got information regarding personal hygiene during postnatal period.					
19	I was assisted in perineal toilet and informed regarding how to keep my perineum hygienic .					
20	I was assisted in early ambulation.					
21	The nurses checked my vital signs regularly.					
22	I was taught about involution of uterus					
23	I was explained how to take care of my breast and minor breast problem in postnatal period & its management.					
24	I was informed regarding nutrition, sleep and rest in postnatal period.					
25	My medication / treatment was administered at proper time					
26	I was told regarding lochial flow and was told how to detect excessive bleeding during puerperal period .					
27	I was advised about postnatal exercise.					
28	I was assisted with episiotomy care and told how to detect signs and symptoms if infection and how to detect it.					
29	I was informed about the methods & importance of family planning and postnatal follow up visits.					
30	I was assisted with giving bath and diaper care cord and eye care and detect signs and symptoms of infection in my baby.					
31	I was taught about the importance of colostrum and exclusive breast feeding					
32	I was assisted to position my baby during and after feeding and was taught to burp my baby after breast feeding.					
33	Nurses taught me to detect sign and symptoms of					

	neonatal conditions.					
34	I was taught about rooming in ,bonding and attachment					
35	I was educated about immunization and weaning of my baby.					

**VII. VALUE & PREFERENCE FOR POSTNATAL MOTHERS**

S.L.NO	ITEM	FS	MS	MnS	S	NS
36	Staff nurse treated me with dignity and respect.					
37	Staff nurses talked to me to find my values and preference for care.					
38	In future if there is a need for my treatment I would prefer this hospital.					
39	I'll recommend this hospital to my friends and relatives.					

**Table 1: Frequency and percentage distribution on selected sample characteristics of postnatal mother based on Demographic data**

**N=100**

Demographic Variables	Sample Characteristics	Postnatal mothers	
		F	%
Age in Years	18-22	29	29
	22-26	30	30
	26-30	28	28
	30 and above	13	13
Religion	Hindu	28	28
	Muslim	52	52
	Christian	20	20
Type of Family	Nuclear	72	72
	Joint	28	28
Educational Qualification	No formal schooling	7	7
	Primary school	35	35
	High school	39	39
	Collegiate Education	19	19
Monthly Income	Below 2000	1	1
	2001 to 4000	14	14
	4001 to 6000	58	58
	6001 and above	15	15
Dietary pattern	Pure vegetarian	8	8
	Vegetarian- consumes egg Non vegetarian	38	38
		54	54
Occupation	Coolie	10	10
	Agriculture	36	36
	Business	39	39
	Employee	15	15
Obstetrical Score	Gravida		
	G1	29	29
	G2	54	54
	G3	17	17
	Para		
	P0	35	35
	P1	84	84
	P2	17	17

Demographic Variables	Sample Characteristics	Postnatal mothers	
	Living		
	Lo	35	35
	L1	48	48
	L2	17	17
	Abortion		
	A0	94 6	94 6
	Still birth		
	Nil	100	100
Previous admission to hospital.		F	%
	a) 0 months - 6 months back	43	43
	b) 7 months – 1 year back	29	29
	c) 2 years – 5 years back	27	27
	d) 5years – 8 years back	1	1

**Table 2: Frequency and percentage distribution on selected sample characteristics of postnatal mother based of their reason for choosing this hospital.**

10. reason for choosing this hospital.	yes		no		total	
	f	%	f	%	f	%
Modern facilities available.	84	84	52	52	100	100
Quality care by the staff nurses	33	33	67	67	100	100
Referred from camp/other hospital clinics	84	84	52	52	100	100
Convenient	95	95	5	5	100	100
Availability of good doctors	94	94	6	6	100	100
Any other reasons specify	9	9	91	91	100	100

**Table 3 : Distribution of subject according to their overall satisfaction level**

Group	Postnatal Mothers		Total
	Frequency	Percent	
Moderately satisfied	39	39.0	39.0
Minimally satisfied	60	60.0	60.0
Satisfied	1	1.0	1.0
Total	100	100	100



**Table 4: Association between postnatal mothers level of satisfaction and selected demographic variables**

Demographic variables	Overall satisfaction		Total	df	$\chi^2$
	Less than median (101)	More than median (101)			
Age					
18-22	16	13	29	3	1.691 p=.639
22-26	12	18	30		
26-30	15	13	28		
30 and above	6	7	13		
Total	49	51	100		No association
Religion					
Hindu	26	26	52	2	0.903 p=.637
Muslim	15	13	28		
Christian	8	12	20		
Total	49	51	100		No association

Type of family					
1. Nuclear	37	35	72	1	0.587 p=.443
2. Joint	12	16	28		
Total	49	51	100		No association
Educational qualification					
No formal school	10	4	14	3	*13.435 p=.004
Primary school	23	12	35		
High school	79	23	32		
Collegiate education	7	12	19		
Total	49	51	100		There is association
Monthly Income					
1. Below 2000	31	27	58	2	9.766 p=.008
2. 2001 to 4000	7	20	27		
3. 4001 to 6000	11	4	15		
Total	49	51	100		There is association

Occupation					
Agriculture	4	6	10	3	2.192 p=0.543
Business	15	21	36		
Employee	21	18	39		
Others	9	6	15		
Total	49	51	100		No association

Dietary Pattern					
1. Pure vegetarian	4	4	8		0.034 p=.983
2. Vegetarian (consumers egg)	19	19	38	2	
3. Non vegetarian	26	28	54		
Total	49	51	100		No association
Obstetrical score					
Gravida					
Once	12	17	29	2	0.955 p=.620
Twice	28	26	54		
Thrice	9	8	17		
Total	49	51	100		No association

Para					
P0	15	20	35	2	0.817 p=.665
P1	25	23	48		
P2	9	8	17		
Total	49	51	100		No association
Living					
L0	15	20	35		0.817 p=0.665
L1	25	23	48	2	
L2	9	8	17		
Total	49	51	100		No association
Abortion	46	48	94	1	0.000 P=1.000
Nil	3	3	6		
Total	49	51	100		No association
Previous admission to hospital				2	0.852 P=0.653
0 months - 6 months back	19	24	43		
More than two years	16	13	29		
Total	49	51	100		No association
Modern facilities					
Yes	17	31	48	1	6.815 p=0.009
No	32	20	52		
Total	49	51	100		There is association
Quality care by staff nurses					
Yes	39	28	67	1	6.890 p=0.009
No	10	23	33		
Total	49	51	100		There is association
Availability of good doctors				1	6.815 p=0.009
Yes	17	31	48		
No	32	20	52		
Total	49	51	100		There is association

**Table 5:** *Description of postnatal mother's level of satisfaction in the areas of care in terms of maximum possible score, mean, standard deviation ,median and mean percentage.*

Areas	N	Minimum	Maximum	Max possible score	Mean	SD	Median	Standard error	Mean %
1.Orientation	100	4	17	20	9.78	2.048	9.50	0.205	48%
2.Information	100	7	16	20	10.08	1.824	10.00	0.182	50.40%
3.Communication	100	4	16	20	9.15	1.882	9.00	0.188	56.75%
4.comfort and care	100	5	22	25	11.97	3.413	11.00	0.341	55.88%
5.postnatal care	100	39	68	90	48.79	5.353	47.00	0.535	54.21%
6. value and preference	100	6	16	20	12.45	2.231	13.00	0.223	62.25%

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