

## SUCCESSFUL PRACTICES FOR PARTURIENTS REGARDING SATISFACTION IN CHILDBIRTH AND IMMEDIATE PUERPERIUM

Práticas exitosas a parturiente quanto a satisfação no partear e puerpério imediato

Prácticas exitosas para parturientas sobre la satisfacción en el parto y puerperio inmediato

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### ABSTRACT

**Objective:** To know the successful practices and parturients' satisfaction regarding childbirth and immediate puerperium period. **Method:** Bibliographic and descriptive study, typified as integrative review. We sought articles based on consultations of scientific studies inserted in the Capes Periodicals Portal from 2013 to 2018, analyzed descriptively, with their results displayed through figures. **Results:** A total of 1,260 publications related to the theme and, after accurate search refinement, seven articles were fully eligible, when 1,253 studies were excluded because did not meet the inclusion criteria, thereby providing the final sample for discussion with literature. **Conclusion:** We conclude that there is evidence that the satisfaction with the care received by women in the Normal Birth Center is directly related to the welcoming, satisfaction in self-care, perspective directed to the environment where the parturients, puerperal women and companions are hosted, as well as the way the labor, birth and immediate puerperium process occurred.

**DESCRIPTORS:** Behavior; Labor; Parturient; Birth; Postpartum.

### RESUMO

**Objetivo:** Conhecer as práticas exitosas e satisfação de parturientes quanto ao partear e puerpério imediato. **Método:** Estudo bibliográfico, descritivo, tipo revisão integrativa. Pesquisaram-se artigos baseados em consultas de estudos científicos inseridos no Portal Periódicos Capes entre os anos de 2013 a 2018, analisados de forma descritiva e resultados apresentados em formas de figuras. **Resultados:** Totalizaram-se 1260 publicações referentes à temática e, após rigoroso refinamento da busca, foram elegíveis na íntegra, quando excluídos 1253 estudos por não responderem aos critérios de inclusão, sete artigos, determinando a amostra final para discussão com a literatura.

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**Conclusão:** Conclui-se que há evidências de que a satisfação com o atendimento recebido pelas mulheres em Centro de Parto Normal está diretamente relacionada ao acolhimento, satisfação no autocuidado, perspectiva em relação a ambiência onde encontram-se as parturientes, puérperas e acompanhantes, como ocorreu o processo do trabalho de parto, parto e puerpério imediato.

**DESCRITORES:** Satisfação; Trabalho de parto; Parturiente; Parto; Puerpério

## RESUMEN

**Objetivo:** Conocer prácticas exitosas y satisfacción de parturientas sobre el parto y puerperio inmediato. **Método:** Estudio descriptivo y bibliográfico, tipo revisión integradora. Se realizaron búsquedas en artículos basados en consultas de estudios científicos insertados en el Portal Periódicos Capes de 2013 a 2018, analizados descriptivamente, con resultados presentados en figuras. **Resultados:** Se totalizaron 1.260 publicaciones referentes al tema y, tras un riguroso refinamiento de búsqueda, se escogieron íntegramente siete artículos, cuando se excluyeron 1.253 estudios por no satisfacer los criterios de inclusión, determinando la muestra final para discusión con la literatura. **Conclusión:** Se concluye que existe evidencia de que la satisfacción con la atención recibida por las mujeres en el Centro de Parto Normal está directamente relacionada con la acogida, la satisfacción en la autoatención, la perspectiva dirigida al entorno donde se encuentran las parturientas, puérperas y acompañantes, así como la ocurrencia del proceso de parto, nacimiento y puerperio inmediato.

**DESCRIPTORES:** Comportamiento; Trabajo de parto; Mujeres embarazadas; Presentación; Período pós-parto.

## INTRODUCTION

This article argues the satisfaction of women during the immediate process of parturition and puerperium in a humanized way and with quality, allowing that at the end of the gravitational-purperal process they can conceive a healthy child and that the experience of childbirth has been the least traumatic possible. It is important to remember that humanization plays a crucial role in guaranteeing the quality of obstetric care, not only in this area of knowledge and professional practice, but also in any health sector.

Therefore, the Política Nacional de Humanização (PNH), implemented in 2003 by the Ministry of Health (MH), is attributed. It aims at activating devices favoring humanized actions in the field of health care in Brazil, inserted in the production process that provides opportunity and values users, professionals and managers, autonomy with creation of solidarity bonds and collective participation. The PNH is aimed at stimulating communication among managers, professionals and users, building collective processes, work and shared attitudes among teams in building actions to promote and disseminate innovations.<sup>1</sup>

It is noteworthy that worldwide obstetric care has been going through periods of intense re-evaluation of data, evidence, resignification of values and behaviors both in the search to reduce infant maternal mortality and in the qualification of the assistance offered. Although there are undeniable benefits in the technical and scientific advances in the reduction of maternal fetal risks, obstetric complications and the management of high-risk pregnancies, and the indiscriminate use of interventional technologies, especially

in pregnancies at habitual risk, the quality of obstetric care has been shown to be detrimental to the attention of managers, professionals and social classes in the humanization of labor and birth.<sup>2</sup>

In recent decades, this model has been pointed out as one of the responsible for high rates of maternal and child mortality in several countries, being strongly denounced by professionals and social movements in favor of values claimed for the humanization of childbirth care.<sup>3</sup>

It is emphasized that the obstetric nurse is the professional with differentiated care, attentive posture, respecting the femininity of the woman in labor, transmitting security, giving autonomy to the woman, allowing the expression of pain, providing physical and emotional well-being, empowerment, creating bond and being valued by the woman in labor, puerperal and accompanying women. It is important to emphasize the relevance of this professional, who is more present in the follow-up of labor, delivery, and immediate puerperium, acting full time with the woman and her relatives.<sup>4</sup>

Studies have shown that labor is a slow process, requiring patience and dialogue, and that many women in labor do not accept the passing of time in a pleasant and calm manner, an impatience that can permeate both the professionals and the institution. It is understood that the lack of humanization in the care of the user and family members in the health services, becomes a factor to be desired, occurring the need for the reorganization of this care as it recommends and considers the principles of SUS in the search for human and pleasurable reception, aiming at satisfaction and well-being.<sup>5</sup>

Awakened to the study arising from the interest as an academic of the Graduate Nursing Course in seeking information on women who have experienced labor and immediate puerperium on the satisfaction of the assistance offered. It is clear that the present study is based on the author's understanding that caring for the woman in labor and puerperal in a humanized manner corresponds to the relationship between humans as professionals, users, family members, and health services, and goes through the understanding of the phenomenon experienced by the other, that in the case of this study is becoming a mother, and that labor and immediate puerperium are necessary events for this stage.

It is believed that this study will stimulate obstetric nurses to understand the best way to welcome, receive, consider, attend the different members of the user, facilitating insertion in the environment, involving not only physical action, but affective, having as main objective holistic attention, giving the necessary support and expressing feelings of welcome in a humanized way.

It is affirmed that the research has as object of study to search, through the integrative revision, the main aspects related to the satisfaction of parturients regarding the immediate parturition and puerperium.

The research is justified, since it focuses on the satisfaction of women in labor and puerperium during labor and immediate puerperium, and can be of fundamental importance,

by contributing to the improvement and qualification of the health professionals involved, public policies, as well as obstetric care institutions.

It is relevant because it stimulates health professionals, especially obstetric nurses, in relation to women's protagonism in labor, delivery and immediate puerperium through the perception of their subjectivity. Beware that, by giving voice to these women, it is a way to evaluate the practice of this professional and stimulate the planning of actions aiming at public policies of humanization to this target population. The objective of these observations was to know the successful practices and satisfaction of women in labor in relation to parturition and immediate puerperium through literature.

## METHODS

It is an integrative review of the literature, which allows the synthesis of several studies already published and makes it possible to obtain general conclusions regarding a particular area of study. The following steps were followed: a) Delimitation of the guiding question; b) Establishment of inclusion and exclusion criteria; c) Search and selection of studies in databases; d) Categorization of selected studies; e) Analysis and interpretation of results; f) Synthesis of the study.<sup>6</sup> In view of this, we tried to answer the guiding question: What are the successful practices for the satisfaction of the mother in the immediate parturition and puerperium?

The data were collected between June and July 2018, totaling 1260 articles, having as descriptors: Satisfaction; Childbirth Work; Childbirth; Puerperium and Humanization. After

exhaustive reading, articles that did not address the subject researched, abstracts, publications before 2013, dissertations, theses, letter to the editor and reviews were excluded.

The selection of the articles respected the inclusion criteria, corresponding to studies between 2013 and 2018, in the Portal Periódicos Capes of Portuguese and English language. The exclusion criteria used were: articles that were not free and were not in full, articles in languages other than Portuguese or English, studies that had no reference to the subject in question. The articles were also filtered by title and abstract.

From these criteria, with rigorous refinement of the search, a detailed reading of the eligible publications in their entirety was selected, when 1253 studies were excluded because they did not meet the inclusion criteria. The final sample was determined with a total of seven articles, after careful reading and analysis, selected and presented in Table 1 that constituted the sample of this research, by means of Thematic Analysis.

The readings of the selected bibliographic material were started taking into consideration the chronological order and the one that had greater adherence to the theme, starting from the oldest publications to the most recent ones. In the research, the authorship of concepts, discussions and ideas presented by the authors in the articles were respected, presenting the quantitative of publications with themes related to the satisfaction of parturients and puerperians in the immediate puerperium, according to the authors, year of publication, method, title, journal, objective and results, represented in Table 1.

## RESULTS

**Table 1 -** Themes related to the satisfaction of parturient and puerperal women in the immediate puerperium. Santa Cruz, RN, Brazil, 2018

Authors / Year	Method	Title	Newspaper	Target	Result
d'Orsi E, Brüggemann OM, Diniz CSG, Aguiar JM, Gusman CR, Torres JA, Tuesta AA, et al., 2014	Hospital-based cohort study	Social inequality and women's satisfaction with childbirth care in Brazil: a national hospital-based study	Public Health Cad	Identify factors associated with parturient health and how these factors influence satisfaction and care at birth	The women in the southeastern and southern regions of the private sector and with companions better evaluated the relationship with health professionals. The opposite happened with the childbirths who had labor, and there were inequalities of color, region, and source of payment in childbirth in this relationship.
Siqueira YMA, Gradim CVC 2014	Descriptive study type integrative review	Reception at the Normal Birth Center Assistance	Rev Enferm UFPE on line	Evaluate the importance of childcare for the satisfaction of women who have given birth in the Normal Birth Centre	There is evidence that the satisfaction with the care received by women at the Center for Normal Childbirth is directly related to the reception

Authors / Year	Method	Title	Newspaper	Target	Result
Correia TIG, Pereira MLL 2015	Descriptive study of transversal and analytical nature	Nursing care and consumer satisfaction in the puerperium	Rev Eletr enferm	Investigate the satisfaction of puerperians in hospital, with the care provided by nurses in an obstetrics service of a health unit in Portugal.	The evidence of the results allows to base the necessity of greater effectiveness of the professionals in the care rendered so that the puérperas become more autonomous and satisfied in their care.
Lainscek FGT, Perimazzo MSF, Miranda EF. 2015	Cross-sectional study with quantitative approach	Level of satisfaction of pregnant women at Gurupi Regional Hospital	Rev Amazônia Science & Health	Analyze the perception of pregnant women in relation to the health care service prestado no Hospital Regional de Gurupi	There was a satisfactory perspective in relation to the place where the women were in labor and how the process of labor, delivery, and postpartum was carried out.
Bezerra GS, Melo TFV, Oliveira DA. 2017	Quantitative descriptive exploratory study	Satisfaction of women as to the assistance received from nursing in the pre-partum.	Rev enferm UFPE on line	Identify the satisfaction of theturiants about the care that was provided by the nursing in the prepartum period.	The study concluded that nursing was able to contribute to a good pre-partum satisfaction in the opinion of the parturients.
Freire HSS, Campos FC, Castro RCMB, Costa CC, Mesquita VJ, Viana RAA. 2017	Quantitative cross-sectional descriptive study	Normal delivery assisted by nurses: experience and satisfaction of puerperals	Rev enferm UFPE on line	Describe the experience and satisfaction of women who had a normal delivery assisted by nurses.	The experience was quite satisfactory for the puerperals.
Silva ALA, Mendes ACG, Miranda GMD, Souza WV. 2017	Quantitative cross-sectional study	The quality of care for childbirth in the public hospital network in a Brazilian capital: the satisfaction of pregnant women.	Cad Saúde Publ	To evaluate the quality of childbirth care in the public hospital network in the city of Recife-PE.	The findings revealed the need for organizing obstetric care policy with regionalization, regulation, consolidation of networks of attention and intervention in the environment, aiming at humanizing attention.

## DISCUSSION

It was demonstrated in this review that there are few specific studies in the area of satisfaction of pregnant women and women in immediate puerperium, published in journals of scientific quality with a high impact factor with research of the last five years.

The main finding is that satisfaction in the care received by women is directly related to reception and that the networks of care and intervention in the environment promote the humanization of users in labor and immediate puerperium, corroborating other studies.<sup>7</sup>

Two studies were identified to evaluate the satisfaction of pregnant women by comparing health services with different characteristics. The first compared care at birth centers, public and private hospitals in Nepal, the second compared Japanese birth centers, clinics, and hospitals. It was observed that in both studies, the evidence defined that the better the interpersonal approach of the team, the better the satisfaction index. In the first study, satisfaction was better evaluated in private hospitals and lower in delivery centers and public hospitals. Another important and relevant factor was dissatisfaction with the physical structure and health care, which was also lower in delivery centers. It is recommended

that professionals be qualified for better results, as well as infrastructure adaptation. It is also mentioned that in the second study, better results were achieved in the delivery centers, and the care provided by the team was the primary factor in determining user satisfaction.<sup>8-9</sup>

In a cross-sectional study with a quantitative approach, the authors reported satisfactory results regarding the environment for users and caregivers throughout the process of labor, delivery and immediate puerperium, corroborating this research.<sup>10</sup>

According to the PNH, the premise of humanized care for SUS users is that it is essential to incorporate the following into childbirth and birth care: environment, universality, work process, system management, social autonomy, subjectivities of caregivers and recipients of care, among others.<sup>1</sup>

However, a quantitative, field and exploratory study developed in April to June 2016 at the Amaury de Medeiros Integrated Health Center of the Federal University of Pernambuco in the Obstetrics Sector in Recife (PE) was evaluated, taking as a sample all nurses who work directly and indirectly in the care of women in labor, The immediate delivery and puerperium, that the nurses find limits and difficulties in the execution of humanized actions to the

user, emphasizing the physical structure, with the amount of biombos reduced, leading to the exposure of the parturient and inadequate accommodations for the escorts. This makes it difficult to comply with the law and existing programs in the institution. They are added, still, to the difficulties, the reduced nursing team, the lack of material, the overcrowding, the deficiency of the knowledge or the sensitization of the professionals and the resistance of the parturient in collaborating with certain situations, deconfiguring, in a certain way, what the PNH recommends.<sup>11</sup>

It was identified, however, in a positive way, in transversal research with a quantitative approach, that the assistance of nursing professionals exercised with reception, dedication and humanization, is extended to meet the needs of users and their babies, offering safety to mothers and companions leaving them at ease to speak freely about the satisfaction and assistance offered.<sup>12</sup>

It is also reported important aspects in the evaluation of users in hospital care, the environment, professional experience of the whole team regarding the satisfaction felt by these women during the follow-up of labor, in the effort to meet the needs of pregnant women and babies with more equity and dignity.<sup>13</sup>

It is pointed out that studies in Brazil regarding women's satisfaction in labor and immediate puerperium are relatively associated with the quality of care and communication with health professionals, the way they have experienced the parturition process, the presence of the companion of their choice as components that indicate the satisfaction received. The national context is portrayed in terms of humanization and that care will be an indirect way to evaluate the quality of health services by identifying the attributes required to anchor childbirth and birth care in the rights of health system users.<sup>14</sup>

Humanized care by obstetric nurses is considered to provide women with feelings of trust and peace of mind during labor and immediate puerperium, in addition to improving birth conditions, reducing the number of cesarean sections and complicated vaginal deliveries. It is realized that emotional support, instructions and information to the user regarding the procedures that will be conducted, whether directed to the vaginal delivery or the cesarean section, offering her freedom of position, movement, offer of clear fluids and pain control through relaxation techniques and massages, are essential for the woman's comfort while in the obstetric center.<sup>15</sup>

It was highlighted in a qualitative study of the type reflective analysis from a narrative bibliographic review with scientific articles, MH manuals and books, with the collection of data developed from August to December 2016, supported in the assistance offered to women in normal childbirth and birth focusing on the right to information and choice of birth route, from a project of scientific initiation in women's health, the nursing course of the Anhanguera University Center (UNIAN). It was evidenced that obstetric nurses have fundamental importance in caring for the woman in labor and puerperal, in what concerns orientations, elucidating doubts, welcoming, assisting in labor and immediate puerperal. It is emphasized, therefore, that user satisfaction was only

achieved through holistic care, respecting the individual needs of these women.<sup>16</sup>

It is understood that, in a certain way, when humanization is focused on the qualification of attention, quality of professional competence, respect and promotion of human, sexual and reproductive rights, users who seek institutions expect respectful care, with effective guidance, and that all this is aimed at the satisfaction of these users.

## CONCLUSION

In the studies of the research, the results showed a general lack of publications on the satisfaction of pregnant women and women who have recently given birth, fragility related to the care of users, particularly with respect to the lack of guarantees of integral care for this population.

It is considered as contributions of the study to the advancement of scientific knowledge based on the challenges identified regarding the humanization of health services, attention to priorities in a broader way and understanding of the needs related to the pregnant women and puerperal women through the care with pleasure and attention, making the users at the end of the process of parturition feel satisfied with the reception and care of their needs from a differentiated perspective to this population in Obstetric Centers.

Therefore, the need for new studies that evaluate other successful practices beneficial to women in labor and immediate puerperium is highlighted, thus disseminating the technique by professionals in the institutions.

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