A STUDY TO ASSESS THE MATERNAL SATISFACTION REGARDING QUALITY OF CARE IN LABOR DELIVERY AND POSTPARTUM PERIOD DURING PANDEMIC

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INTRODUCTION
Maternal satisfaction is one of the most frequently reported outcome measures for quality of care, and it needs to be addressed to improve the quality and efficiency of health care during pregnancy, childbirth, and puerperium to provide quality maternal-friendly services.

Objective
1. To assess the maternal satisfaction on quality of care in labour delivery and postpartum period among postnatal mothers in a selected socio demographic variable.
2. To determine the effect of maternal satisfaction on quality of care in labour delivery and postpartum period among postnatal mothers

MATERIAL AND METHODS
Research Approach: Quantitative research approach.
Research Design: Non experimental descriptive research design.
Setting Of The Study: Territory Hospital, Puducherry,
Population: Postnatal mothers within 7 days after delivery
Sample: postnatal mothers within 7 days after delivery admitted in OBG ward, in selected hospital Hospital, Puducherry.
Sample size: 64 Postnatal Mothers.
Sampling technique: purposive sampling technique.

SAMPLING CRITERIA
Inclusion criteria
❖ All mothers who delivered at Territory Hospital and outside hospital within 7 days of delivery.
❖ Mothers above 18 years of age.
Exclusion criteria
❖ Postnatal mothers who are having hearing impairment.
❖ Postnatal mothers who are mentally challenged.

DATA COLLECTION PLAN
Data was collected over a period of Four week in March 2021. The researcher obtained formal permission from the HOD - Department of OBG, Nursing superintendent, Medical superintendent, Purposive sampling method was adopted to select the samples based on the inclusion criteria. The sample size was 64. The nature and purpose of the study were explained to the study participants regarding the postpartum blues. Participant Information sheet was explained in their own language. Written consent was obtained from the study participants. The data was collected using the scale for measuring maternal satisfaction in normal birth (SMMS-normal birth). Each participant was allotted 15 – 20mins. Around 10 to 20 women were interviewed per day after the interview the researcher given health education according to the needs of the participant. After the data obtained from the study participants it was compiled for the data analysis.

DATA ANALYSIS
The statistical method used for data analysis was Descriptive statistics like frequency; percentage Mean and Inferential statistics Standard deviation were used for data analysis.

SECTION A: Distribution of postnatal mothers according to socio demographic variables.
Table 1: Frequency and Percentage of distribution of postnatal mothers of Demographic variables:

<table>
<thead>
<tr>
<th>SL.NO</th>
<th>DEMOGRAPHIC VARIABLE</th>
<th>FREQUENCY (n)</th>
<th>PERCENTAGE (%)</th>
</tr>
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<tr>
<td></td>
<td></td>
<td>n=64</td>
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Table 1: With regard to age 44(68.7%) were in the age group of 19-25. Among 64 samples 2(3.1%) were Christian 52(81.3%) were Hindu and 10 (15.6%) were Muslims. Only 34(53.1%) had Graduate. Majority 58 (90.6%) were housewife. Majority of them 46 (71.9%) earn less than 25000 but more than 50000 3(4.68%) .

Table 2: Mean and Standard deviation of Maternal Satisfaction on quality of care in labour delivery and postpartum period among postnatal mothers.

<table>
<thead>
<tr>
<th>SL.NO</th>
<th>Factors</th>
<th>Mean</th>
<th>Standard Deviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Perception of Health Professionals</td>
<td>7.22</td>
<td>1.431</td>
</tr>
<tr>
<td>2.</td>
<td>Nursing Care in Labor</td>
<td>3.58</td>
<td>1.219</td>
</tr>
<tr>
<td>3.</td>
<td>Comforting</td>
<td>5.36</td>
<td>1.200</td>
</tr>
</tbody>
</table>

n=64
4. Information and Involvement in Decision Making 28.50 2.370
5. Meeting Baby 6.22 1.278
6. Postpartum Care 19.19 1.745
7. Hospital Room 16.38 1.507
8. Hospital Facilities 8.69 1.320
10. Meeting Expectations 13.94 1.489

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<thead>
<tr>
<th>TOTAL SCORE</th>
<th>Mean</th>
<th>Standard Deviation</th>
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<tr>
<td></td>
<td>118.19</td>
<td>4.988</td>
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</table>

**Table 3: Total Mean and Standard deviation of Maternal Satisfaction on quality of care in labour delivery and postpartum period among postnatal mothers.**

n=64

**FINDINGS & CONCLUSIONS**

The study shows that there is a less maternal satisfaction during pandemic period due to
(1) Multiple factors influence mothers’ satisfaction with their care in labour.
(2) Maternal satisfaction during this covid period is determined mostly by the attitude of caregivers.
In conclusion, client satisfaction issues are important factors for consideration in order to increase utilization of the hospital facility.

**RECOMMENDATIONS**

It is recommended that:
(1) All Hospital Staff have an frequent continuing education on communication and interpersonal relationship.
(2) The code of ethics of the nursing profession should be strictly enforced.
(3) Caregivers need to fully understand the expectations that patient have for their care, and provide care that is consistent with those expectations.
(4) The community people should be educated on hospital delivery and the need to report to the hospital early in labour.

**REFERENCES:**