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## A Study To Assess The Care Expected And Actual Care Received During The Labour Process Among Primigravida Mothers In Selected Primary Health Centres At Chennai, Tamil Nadu, India.

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### ABSTRACT

Patient satisfaction with care in particular, has been cited as the most important predictor of patients' overall satisfaction with their hospital care. A descriptive co relational study was conducted to describe the relationship between patient expectations and satisfaction with care, and to determine the relationships among patient's satisfaction with care and selected social demographic variables. Since patient-centered care has become a major concern of health care providers, patient satisfaction with care became a pivotal indicator of the quality of care provided in hospitals. The main aim of this study is to determine the expectation of care and also to find the actual care received by mother during labour process. The study findings showed that 90% of mothers had high expectation and 10% of mothers had moderate expectation. Thus during the entire process of labour it is seen that all the mothers (100%) had a moderate satisfaction on care received. The findings of the study concluded that most of the mothers have high expectation on care and all the mothers were moderately satisfied with the care received.

**Keywords:** Care expected, Actual care, Labour Process, Patient Satisfaction

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## INTRODUCTION

The World Health Organization (WHO) estimated that over half a million women in developing countries die each year from causes related to pregnancy and childbirth, leaving at least one million children motherless (Bradley et al., 2003). One feasible way of reducing this mortality rate is to improve the quality of maternal services. Marty JO et al, (2004) in their study of maternal mortality and related factors in Ejisu district Ghana, observed that prenatal care alone is not sufficient to prevent some deaths and that the high mortality rate during delivery is a justification to improve the quality of care during delivery at all levels of the district health system. This study focused on maternal satisfaction with care during labour, birth, and the lying-in period, and explores mother's views on the care they received during a recent labour, delivery and the immediate lying-in period.

Patients expect health workers to provide quality services with a high sense of friendliness. This is the goal of international and national programs, for a variety of compelling reasons (Reproductive and Child Health Unit Annual Report, 2002). Vouri (2004) defines quality care as the degree of application of currently available scientifically based medical knowledge in patient care. This implies that when health care providers employ current medical knowledge in the management of patients' conditions, the care provided is most likely to be of a high quality, and this is very necessary in the delivery of maternity services.

## MATERIALS AND METHODS

In order to find out the expectation of care and actual care received during labour process among primigravida mothers, non-experimental designs were used to select the 100 samples. The study was conducted in Perumalpet and Mangadu primary health centers with the sample size of 100 primigravida mothers and by using a convenient sampling technique. The instruments used for data collection were Demographic variable and observational checklist to assess the level of expectation and actual care received among primigravida mothers during labour. Questions were asked to the mothers before and after delivery.

## RESULTS AND DISCUSSION

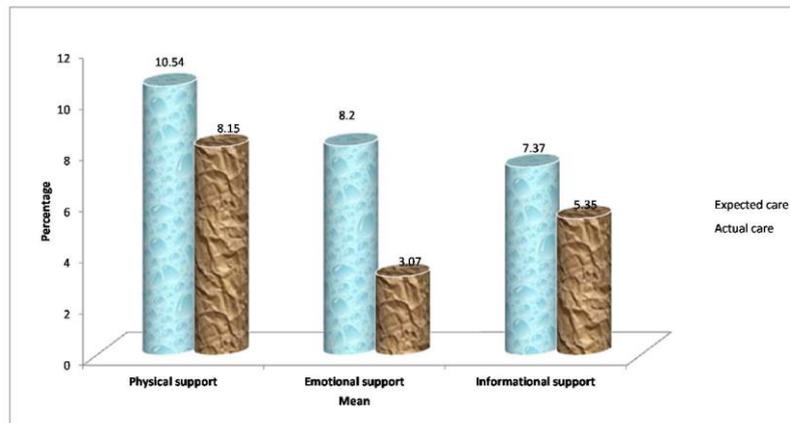
The collected data was analyzed using descriptive (mean, standard deviation, percentage) and inferential statistics (chi-square test, spear-man correlation). The study findings showed that 90% of mothers had high expectation and 10% of mothers had moderate expectation. Thus during the entire process of labour it is seen that all the mothers (100%) had a moderate satisfaction on care received.

**Table. 1. Mean, standard deviation of expectation of nursing care and actual care received by primigravida mothers and its level of significance at various aspects.**

**N = 100**

Aspects	Expected care		Actual care		't' value	'P' value
	Mean	S.D	Mean	S.D		
Physical support	10.54	1.73	8.15	1.3	10.879	0.000 (s)
Emotional support	8.20	0.81	3.07	0.75	54.626	0.000 (s)
Informational support	7.37	1.11	5.35	1.07	14.285	0.000 (s)

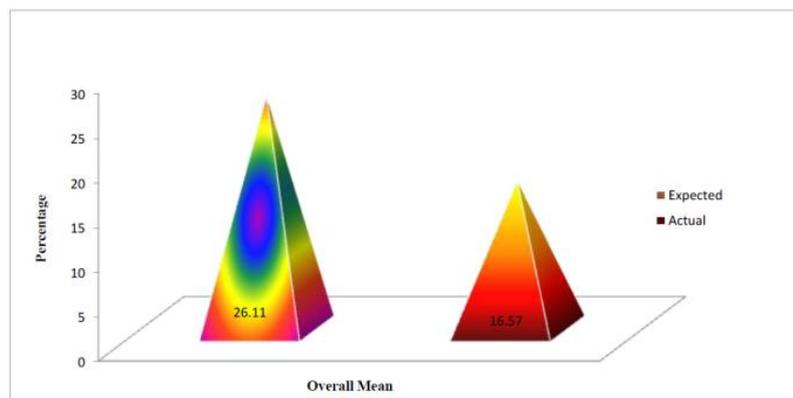
**Figure. 1. Mean value of expectation of care and actual care received by primigravida mothers**



**Table. 2. Overall mean, standard deviation of expectation of care and actual care received by primigravida mothers and its level of significance  
N=100**

Nursing care	Mean	Standard Deviation	't' value	'P' value
Expected nursing care	26.11	2.98	27.57	0.000 (S)
Actual nursing care	16.57	2.21		

**Figure. 2. Overall mean score and mean percentage of expected and actual care received by primigravida mothers**



**CONCLUSION**

The findings of the study concluded that most of the mothers have high expectation on care and all the mothers were moderately satisfied with the care received.

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