

Satisfaction with obstetric care in the early postnatal period

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ABSTRACT

Introduction: Satisfaction with medical care is defined as the patient's level of acceptance of healthcare, taking into account his or her needs and expectations.

Purpose: Determining the level of satisfaction with care in the early postnatal period. Identification of factors affecting the level of satisfaction with care in the early postnatal period.

Materials and methods: The study covered 100 women aged 15-45, patients of the Obstetrics and Gynecology Department. The study employed the diagnostic survey method, using a custom-designed questionnaire.

Results: 68% of hospitalized patients rated the conditions in the unit as good and very good. According to 42% of them, both the doctors and the

midwives provided the patients with exhaustive information and expressed empathy. 54% of the surveyed women had not been acquainted with the floor plan of the unit, and 75% of the personnel had not revealed their names or functions to the patients.

Conclusions: More than a half of the respondents assessed the level of care as good or very good. Assessing the early postnatal care they received, they mostly considered the conditions ensured by the hospital, the level of care from the personnel, both with respect to the women and newborns, and the general atmosphere in the unit.

Key words: Labor, woman, satisfaction with care, medical care
