

Abstract of Master's Thesis

No.1

Course	Master of Public Health	Name	KHIN ZAR WAI
Thesis Title	Satisfaction with Maternal Health Care Services among postpartum women admitted to Yangon Workers' Hospital in Myanmar		

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Objective : To determine the mothers' satisfaction level on maternal health care services in Yangon Workers' Hospital

Method : Cross-sectional descriptive study, both qualitative and quantitative methods, a hundred and twenty mothers admitted to YWH from 2nd January 2017 to 12th February 2017 were included for quantitative data by using self-administered, pretested semi-structured questionnaires. Seven mothers participated for one session of Focus Group Discussion and Key Informant Interview with four health care providers was done to explore more about satisfaction with antenatal, natal and postnatal care services.

Result : Mean age of the mothers was 30.0 ± 3.94 years with the range varying from 20 to 41 years. Out of (120) mothers, more than three-fourth (76.7%) had high education (high school and graduate), 83.3% were private employees, owned business and manual laborer and 67.5% were first parity mothers. Almost all (97%) took the antenatal care services five times or more at YWH. Caesarian section was adopted for 54% of mothers.

* The abstract, containing the objective, method, result and conclusion should not exceed c.1000 words (300-500 words/page, double sided on A4 paper)

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<p>Factors of service providers that influence the mothers' satisfaction were shown by simple description. 55.8% of mothers responded somewhat agree to satisfied with availability of water in the hospital although they encountered shortage of water supply during some of the day time according to focus group discussion responses. It may be the mothers were avoiding negative responses in questionnaires and instead they preferred to give positive responses. From 4 point Likert scale, waiting time, cleanliness, and availability of water got low mean scores. The mothers mentioned about presence of mosquitoes in hospital at FGD. The attitude of nurses and staffs at the natal care were dissatisfied by 6.6% of mothers. It may be due to shortage of manpower and increased workload. All of the mothers were satisfied with privacy and confidentiality offered by the hospital.</p> <p>In FGD, the respondent mothers complaint about the available time for Ultrasound examination which is not available after twelve noon because there is only one radiologist who can operate and interpret the USG. So they had to come again on the following days to do USG. OPD schedule was not convenient for the mothers and they had to take a leave day from their work to come to the hospital.</p> <p>1.7% of mothers gave somewhat disagree for health care given to baby within 24 hours after delivery. 25% of mothers were dissatisfied with education on immunization of baby.</p>			

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<p>In FGD, the mothers suggested to have child care unit at YWH so that neonatal emergencies can be managed immediately and no need to transfer to Yangon Children Hospital or private clinic. Education on family planning was dissatisfied by 8.4% of mothers.</p> <p>Satisfaction score on general facility, ANC services, natal and PNC services and total satisfaction score were grouped into two clusters (high satisfaction score and low satisfaction score) respectively according to K means method. More than three fourth of the mothers attained high satisfaction score on general facility, ANC and natal care services while only 54% got high score in PNC services. Those with low education, private employees, owned business and manual laborer, second and third parity mothers were significant and associated with satisfaction of postnatal care services. Second and third parity mothers were more satisfied with natal care services than first parity mothers and it was significant with P value 0.04. Private employees, owned business and manual laborer had tendency to be satisfied with general facility services than government staff and significant with P value 0.03. Regarding total satisfaction, those with lower education group was more satisfied than higher education group with P value 0.04.</p>			

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<p>From KII with health care providers, barriers encountered in providing maternal health care services were shortage of staff workforce, upgrading skill and knowledge of medical professionals, regarding hospital facilities, drugs and equipments. Consultant OG mentioned that it is very difficult to improve the service delivery in the situation where the total numbers of AS, nurses as well as other staff like nurse aid, manual labor, and cleaner are reduced. The centralized system which needs step by step decision took a long time to receive the hospital equipments was complaint by consultant OG.</p> <p>Medical Superintendent of YGH responded that YWH supply Vitamins to discharged postnatal mothers for 45 days but cold chain supply for ATT injection was still limited. Assistant Surgeon stated that they did not get basic surgical procedure training and skills from specialist O&Gs as both of them were very busy and could not spare extra time to train junior doctors.</p> <p>Conclusion : This study could not be expected to provide all information necessary for mothers' satisfaction. However, this study had provided base-line data of current status of mothers' satisfaction. This study would be useful reference for the implementation of similar study in other area.</p> <p>To clarify better and more information about patient satisfaction with maternal services, further studies should be carried out in wider scope.</p>			

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