Course	MPH	Name	Nang Mon Hsai

Thesis Title	Assessment of Satisfaction with Antenatal Care Services among Pregnant Women at South Okkalapa Women and Children Hospital in Myanmar

Abstract of Master's Dissertation

Background

Antenatal care (ANC) is an essential health care service for pregnant women and baby which can detect and also reduce the risks of various complications among them. Satisfaction with health care services is defined as individual positive assessment of distinct aspect of health care. In Myanmar, there have been little implementations and studies of the assessment on ANC satisfaction. According to Myanmar DHS 2015-2016, 81% of pregnant women received ANC from a skilled provider at least one visit and 59% of women had four or more time of ANC.

Objective :   The general objective of the study was to assess the satisfaction level of pregnant women with antenatal care services provided by SOWCH in Myanmar. Specific objectives were: 1). To identify the factors associated with ANC satisfaction 2). To determine the services in which pregnant women were satisfied or not 3). To compare the ANC satisfaction between YWH and SOWCH 4). To evaluate the quality of ANC services of SOWCH and 5). To make suggestions for the improvement of ANC services.

Method :   A facility based cross-sectional study was conducted in SOWCH in Yangon, Myanmar. Mixed method of quantitative and qualitative study was applied to evaluate the specific objectives of the study. A pilot study was conducted before actual data collection. One hundred and twenty five pregnant women were participated in questionnaire survey and 27 participants for four focus group discussions (FGDs). The outcome variable was measured by using a five point Likert scale with 25 items. The data were analyzed by using SPSS version 16.0 software. Descriptive statistics and binary logistic regressions analysis were performed. Fisher's exact test and odds ratios were used to show association between two variables. Both binary and multivariate regression analysis were carried out to identify the factors affecting level of satisfaction. FGDs data were manually analyzed by thematic analysis.

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

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Result :　　In total, 125 pregnant women participated in questionnaire survey and 27 participants for FGDs. Majority of respondents were in their twenties, high school level education and housewives. Twenty eight percent of respondents came from remote area whereas 34% were in moderate income. Sixty percent were primigravida and expected pregnancy was common (66%). Twenty-six percent of respondents took ANC before 12 weeks of gestation.

Out of 25 items, six factors showed significant association with overall satisfaction. Facilities in waiting area, laboratory service, and waiting time were associated with dis-satisfaction. Medical expenses, privacy and confidentiality, health education, quality of service and communication with nurses were associated with higher satisfaction.

Young pregnant women, working women, with high income, multigravida, respondents with frequent ANC visits, expected pregnancy and who had early visit were more satisfied with ANC and other services. Respondents living outside of catchment area perceived as good for general, registration and providers' services. Moderate income (200 000-300 000 kyats) was significantly associated satisfaction for general facilities, general service and registration services.

In FGDs, good reputation and recommendations, low cost and proper communication were reasons to choose this hospital care by pregnant women, while four participants complained about cleanliness and inadequate number of toilets. They wanted to have more consultation time with doctors.

Conclusion :　　Forty-eight percent of pregnant women were in high satisfaction with ANC services they received. Some of the services dis-satisfied by the women were identified. Among four areas of service, providers' service had highest score and general facilities had lowest score. Facilities of antenatal clinic, cleanliness and number of toilets, increase number of doctors, and waiting time should be considered to be improved for further satisfaction.

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