

Maternal Satisfaction with Postpartum Care Provided by the Area Midwives and its Associated Factors among Mothers in Nallur MOH Area

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Maternal satisfaction is an important indicator of the quality and the efficiency of the midwifery care system. This study was aimed at determining the maternal satisfaction of postpartum care provided by the area midwives and associated factors of mothers in Nallur MOH area in Jaffna. A community based descriptive study was carried out among 150 registered mothers who were in their postpartum period using an interviewer administered questionnaire. Bi variate data analysis was performed. The mean age of the postpartum mothers was 28.2 years and 56.7 % of them were primigravida. Only 44.0 % of them received all the scheduled four home visits within 42 days. Among them 76.7 % were moderately satisfied and 23.3 % were highly satisfied with postpartum care provided by the area midwives. Majority of them were very satisfied on advice regarding exclusive breast feeding (96.7 %), perineum hygiene (86.0 %), importance of family planning (72.7 %), methods of family planning (74.0 %) and immunization of babies (95.3 %). However, they were very dissatisfied on advice about the postpartum exercise (77.3 %), short-term problems in intercourse (66.0 %) and explanation that given on physiological (100.0 %) and emotional changes (100.0 %). There was statistical significance between maternal satisfaction with age ($p < 0.001$), number of parity ($p < 0.001$), number of living child/children ($p < 0.001$), mode of delivery ($p < 0.001$), number of post-partum visits made by midwives within 42 days ($p < 0.001$) and educational level of the mother ($p < 0.001$). This study showed most of the postpartum mothers had moderate satisfaction with the postpartum care provided by the area midwives in Nallur MOH area.

Keywords: Satisfaction, Postpartum care, Postpartum mothers