

# **To Assess the satisfaction levels of patients with sterilization services in Valsad District, Gujarat.**

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# INTRODUCTION

- In India, population is major problem due to rapid growth resulting from high fertility rate and reduced mortality has become a new challenge.
- Family planning is among the effective strategies that not only slow the population growth but also reduce maternal and child mortality due to outcomes of unintended pregnancies.
- This led many developing countries providing family planning services had increased.
- Sterilization is most common Family planning method used in India
- The patient satisfaction depends on both quality and access of services
- Patient or client satisfaction is the key to client decisions to use and continue using services and is essential for long term sustainability.

# INTRODUCTION

- Client focused services that meet people needs and provide them with satisfying experiences should help clients achieve their reproductive intentions.
- Client centred services represent an intrinsic objective of most programmes.
- In this study, the patients satisfaction is important to know the quality of services.
- The care given by doctor and nurses also impacts the satisfaction levels of patients. In this study, in sterilization static camps patient not satisfied by discomfort in sitting facilities, toilet facilities and privacy issues.

# Review of Literature

- Bintabara. et al titled "Client satisfaction with family planning services in the area of unmet needs evidence from Tanzania Service Provision". In this study Client satisfaction has been found to be an important factor for continuation of family planning services. This study explains about factors associated with client satisfaction with family planning services in Tanzania, which has a high unmet needs for family planning. In this facility was classified as having high service readiness for Family planning if it scored at least 67.7% on a composite score based on three domains (staff training and guidelines, basic diagnostic equipment, and basic medicines), following criteria developed by the World Health Organization. The exit interview questionnaire was used to collect information from women about their level of satisfaction, whether "very satisfied," "more or less satisfied," or not satisfied with the services received. There is a high level of client satisfaction with family planning services in Tanzania.

- Medha Mathur, Goyal et.,al titled 'client's level of satisfaction regarding quality of family planning sterilization services through exit interviews'. In this study, Quality of care has emerged as a central organizing principle for family planning program in India after commitment of Government for reduction in population, keeping the clients in center of concern. This study was designed to assess client's perception regarding quality of family. Planning services and their level of satisfaction regarding the same.

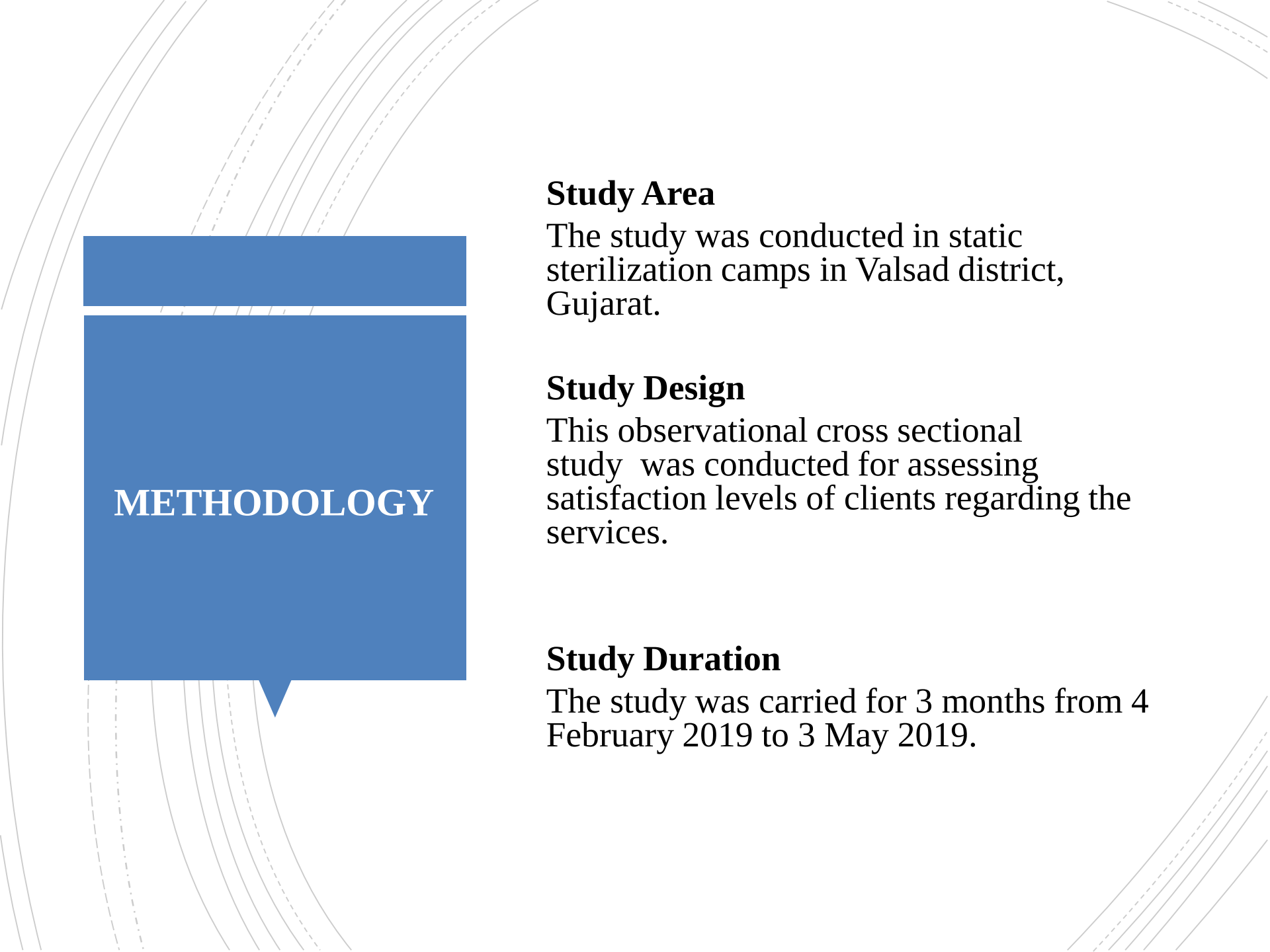
# RESEARCH QUESTION

What is the satisfaction levels of patients with sterilization services provided in Valsad district?

# OBJECTIVES

To assess satisfaction levels of beneficiaries availing sterilization camp services in public health facilities of Valsad district

To propose some suggestions for improvement of family planning camp services in health facilities



## METHODOLOGY

### **Study Area**

The study was conducted in static sterilization camps in Valsad district, Gujarat.

### **Study Design**

This observational cross sectional study was conducted for assessing satisfaction levels of clients regarding the services.

### **Study Duration**

The study was carried for 3 months from 4 February 2019 to 3 May 2019.

## **Study Population**

Patient who have undergone sterilization surgery in static camps of public facilities

## **Sample Size**

Total sample is 300 clients from different health facilities like PHC's, CHCs, Sub district and District hospitals. From each facility 80 clients have been taken and interviewed

## **Sampling Technique**

Patients who arrived at static camps and availed sterilization services during study period were selected for interview using convenient sampling.

## **Data Collection Method**

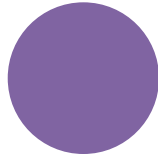
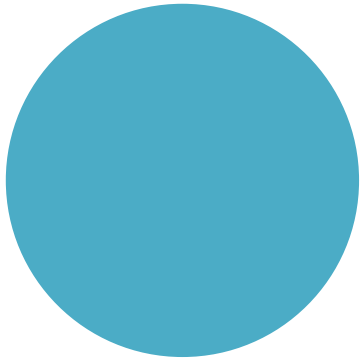
- Data collected by personal interviews by using questionnaire mark the process. Data was collected using a pre tested, semi structured questionnaire.
- It consist of two parts; first part covered demographic profile of clients and second part had information on family planning sterilization services covering major parts of research objective like knowledge regarding services, interpersonal relationship, hospital stay after surgery, availability of facilities, privacy, counselling, follow-up advice and any problem experienced after sterilization procedure.
- Most of the questions were pre-coded, while few were open ended.
- This instrument was translated into local language and pretested for validation.
- Interviews were conducted at health facilities where client has availed the family planning sterilization services (mini-laparotomy or laparoscopic tubal ligation), after the client has regained consciousness following surgery.

## **Data Type**

The research study was carried on primary data

## **Data Analysis**

Data entry and analysis was performed with Microsoft Excel and with SPSS.

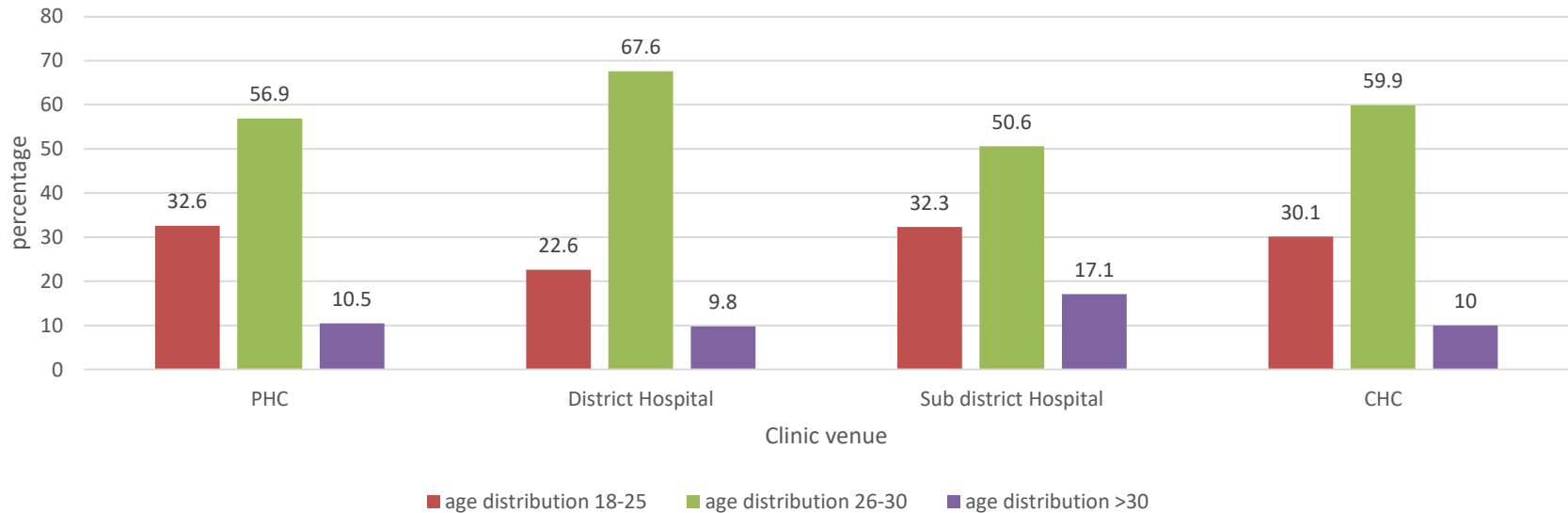


# RESULTS & FINDINGS |

# Sex and Age distribution

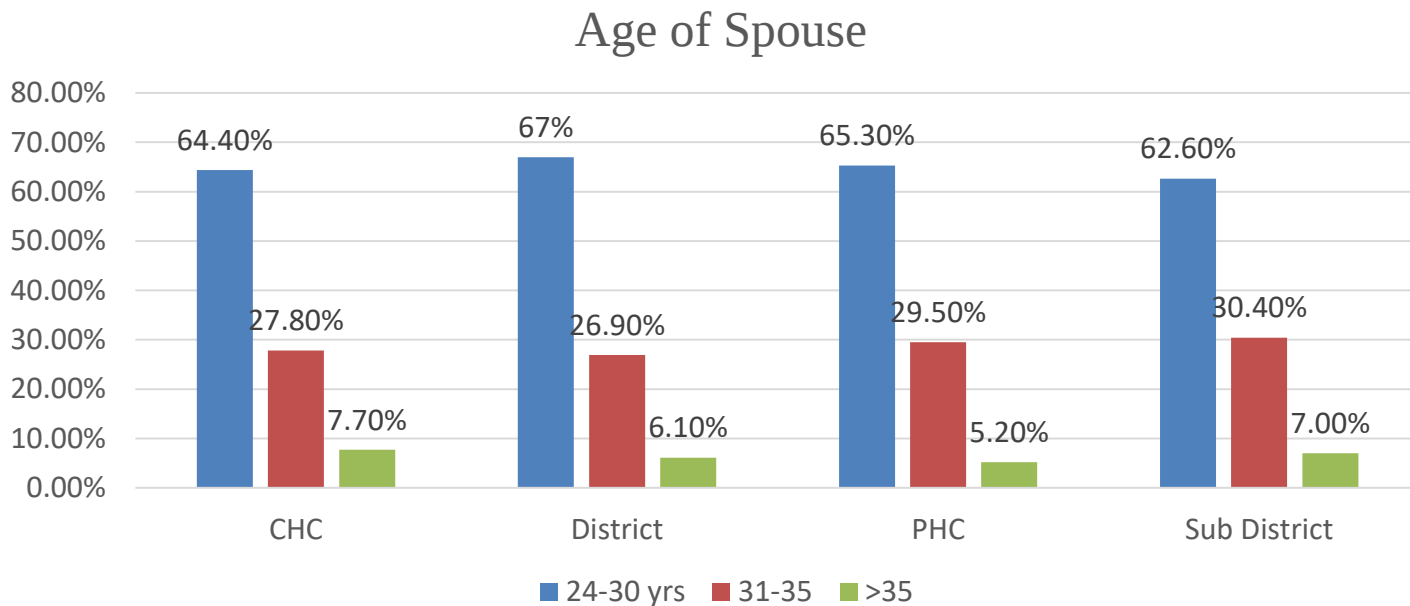
| Gender  | N=320 |
|---------|-------|
| females | 306   |
| Males   | 14    |

Age Distribution of Client



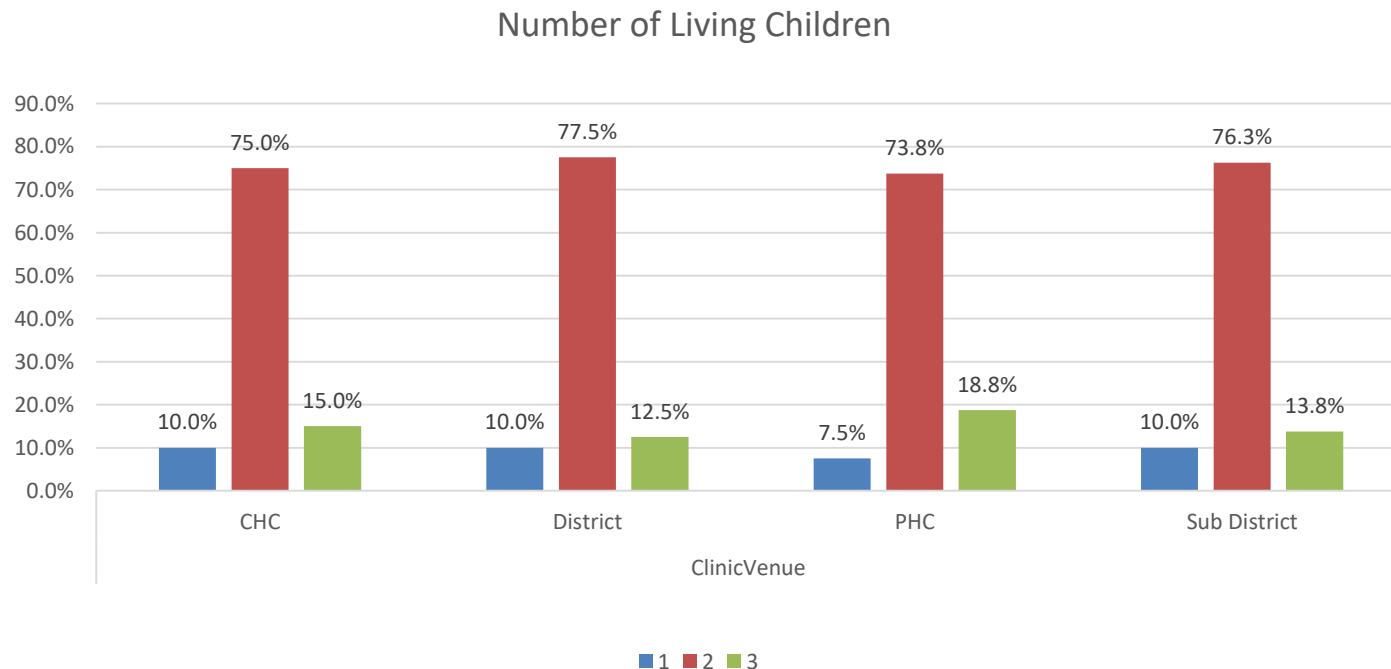
Out of 320 sample, about 57 percents, 67.6 percent, 50.6 percent, 59.9 percent in District hospital, Sub district hospital and CHC respectively which belonged to age group 26- 30 years age group undergone sterilization is greater.

# Age of spouse



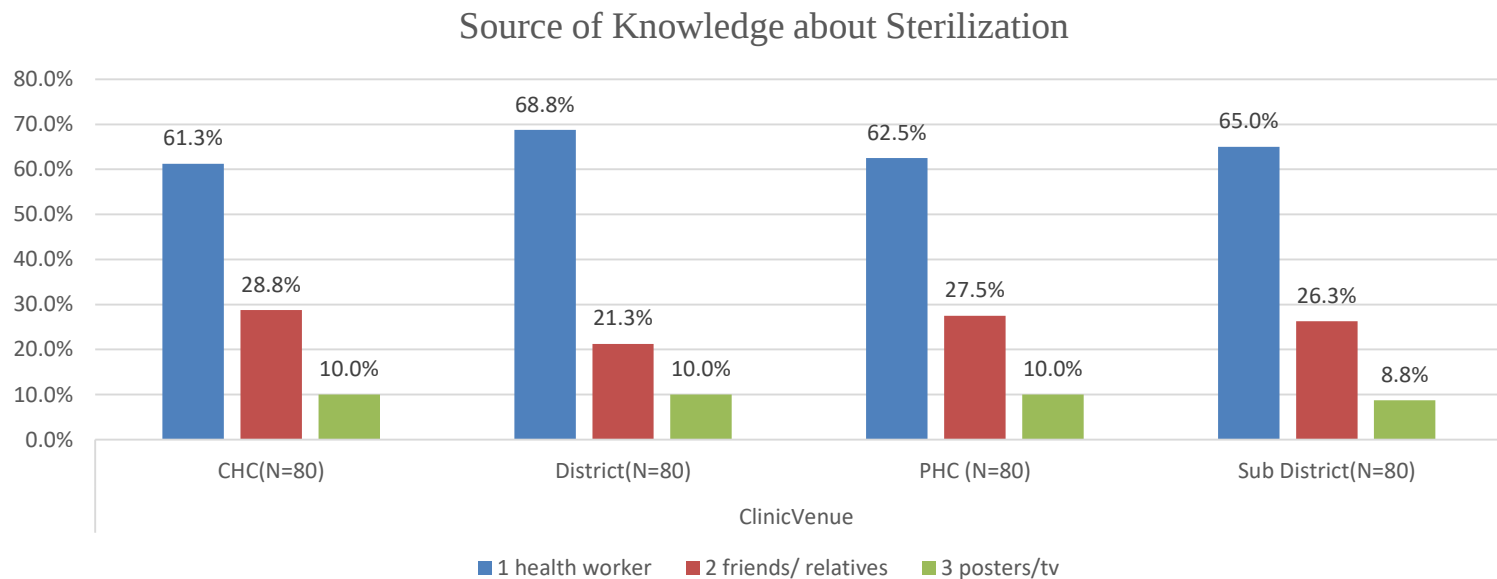
This bar chart shows the number of respondents belonging to the age group 24-30 is highest in all the facilities.

# Number of living children for clients



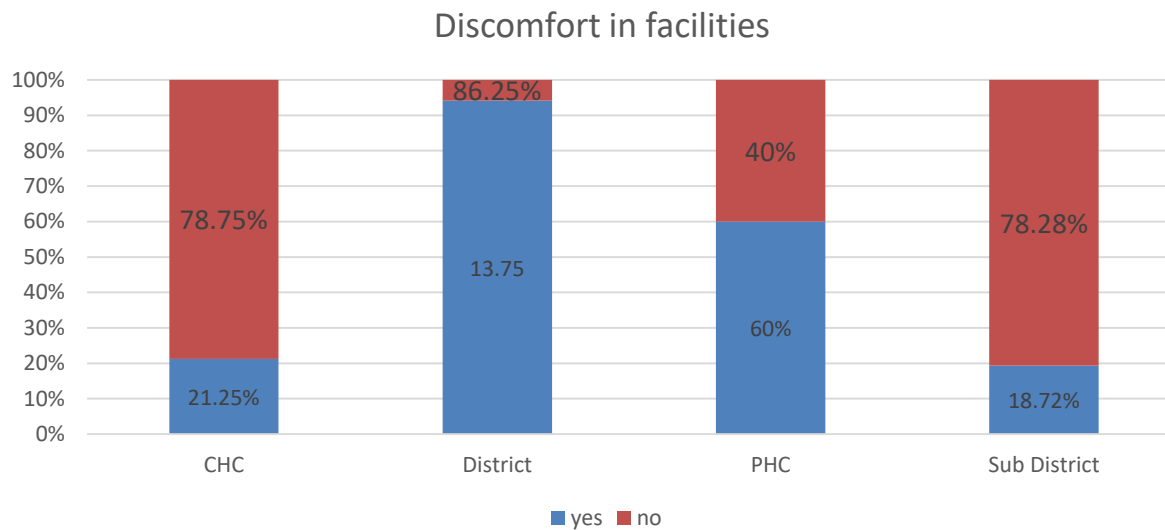
This bar chart shows overall responses of total 320 respondents. In all health facilities the number of respondents having two children have undergone sterilization is greater.

## Source of Knowledge about Sterilization



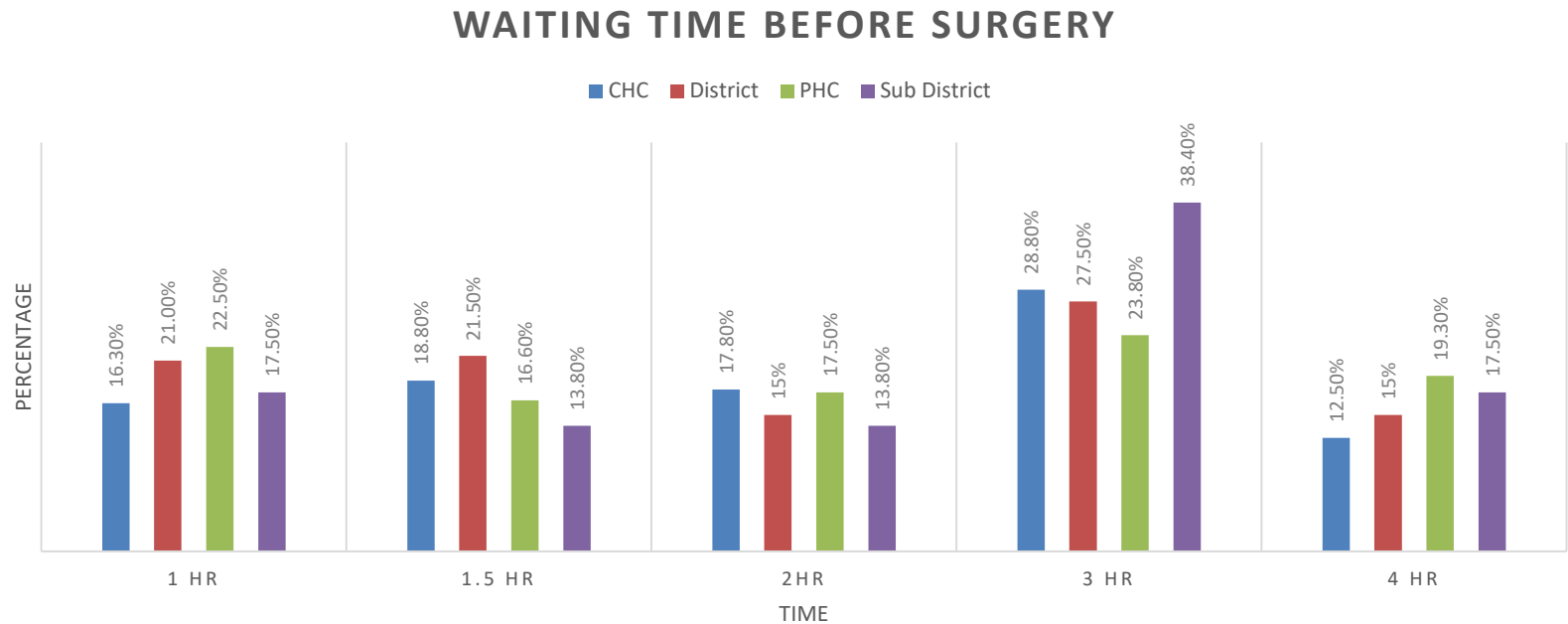
This bar chart shows out of 320 clients, 61.3 percent, 68.8 percent, 62.5 percent, 65 percent got to know about sterilization from health workers in CHC, District, PHC, Subdistrict facilities respectively.

# Discomfort in facilities



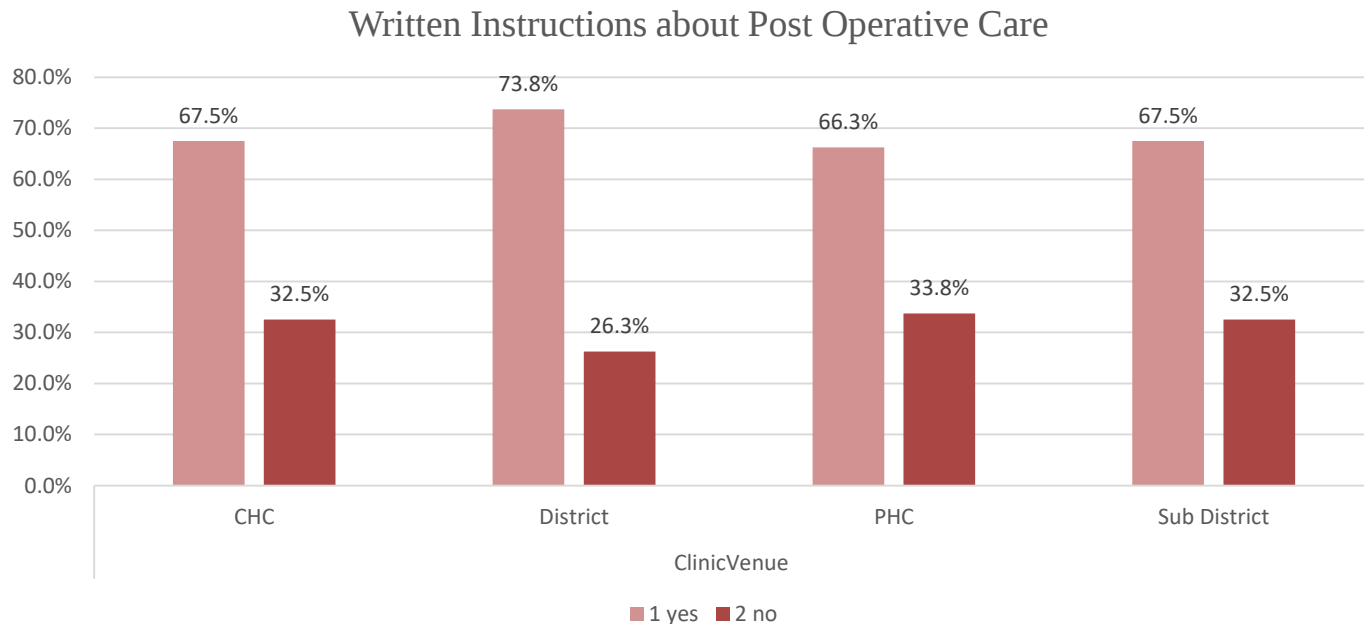
This bar chart shows, In PHC 60 percent patients felt discomfort in facilities (sitting facilities, toilet facilities).

# Waiting Time before Surgery



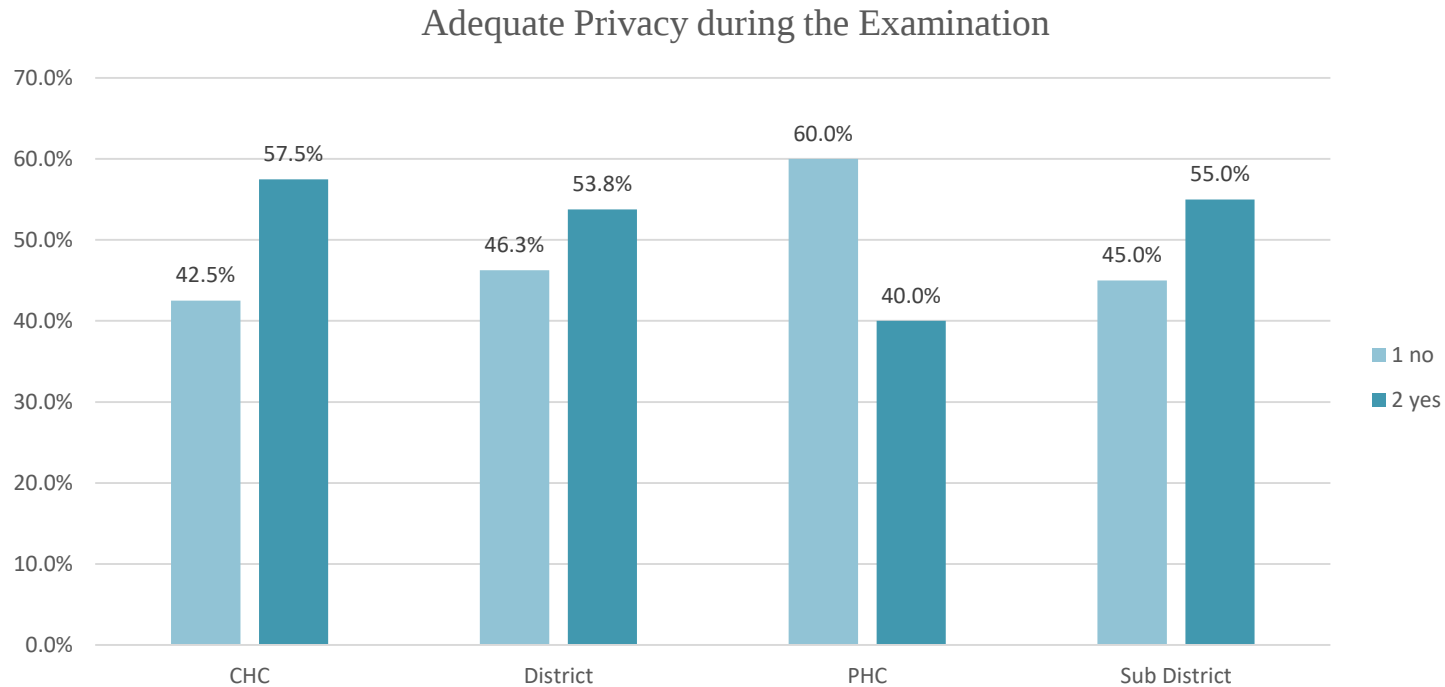
This bar chart shows that waiting time before surgery, sub district and district hospitals shows more waiting time (3 hrs). The ideal time is 1.5 hrs.

## Written instructions about Post-Operative care



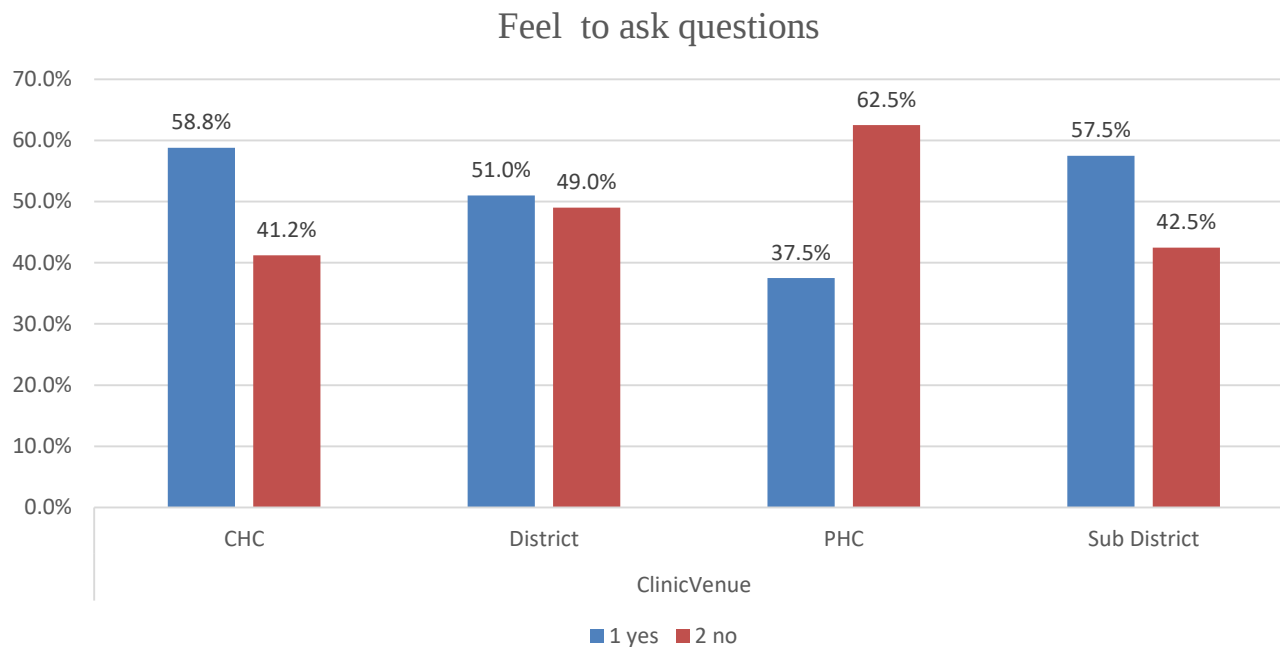
This bar diagram shows, out of 320 respondents, 32.5 percent in CHC, 26.3% in district 33.8% in PHC and 32.5% in Sub district facilities did not receive written instructions about post-operative care.

# Privacy during the examination



In this bar chart shows that, more privacy issues during the Examination are occurring in PHC's.

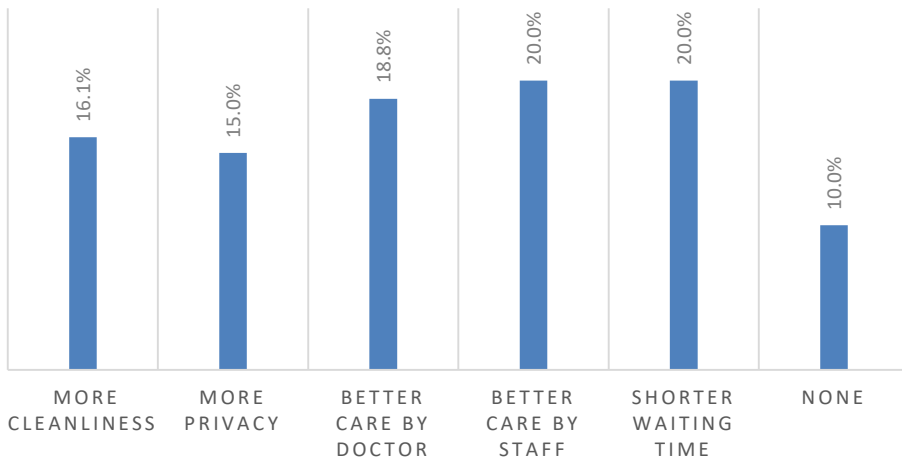
# Feel to ask questions to staff



This bar chart shows feel to comfortable ask questions in all facilities, 62.5 percent clients are not felt ask questions to the staff in PHC's

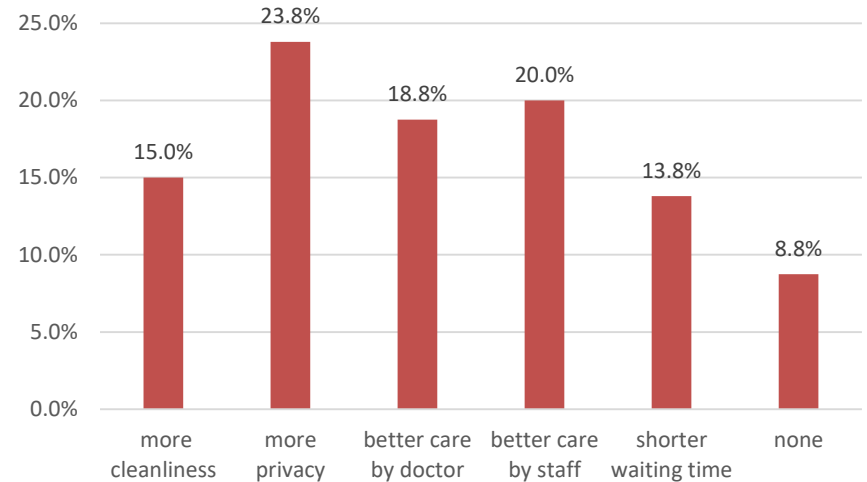
# Suggestions to improve services

CHC

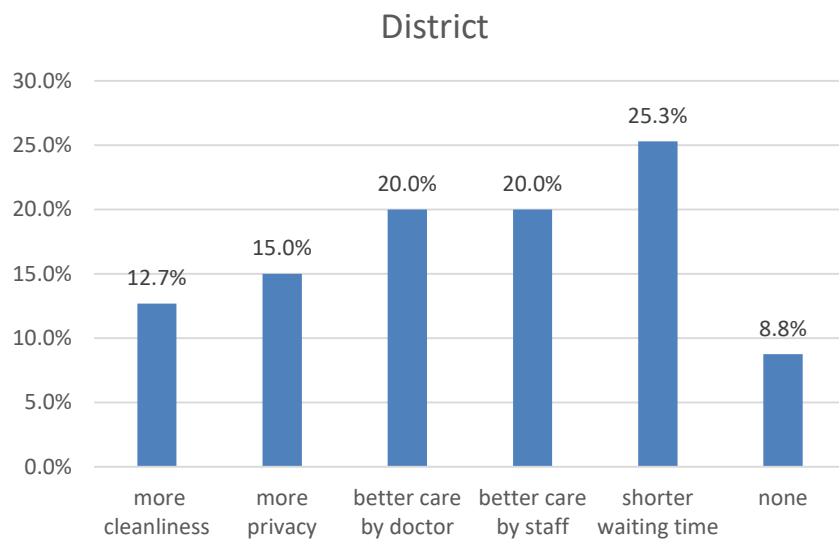


This bar chart shows, 20 percent clients suggested better care by staff in CHC.

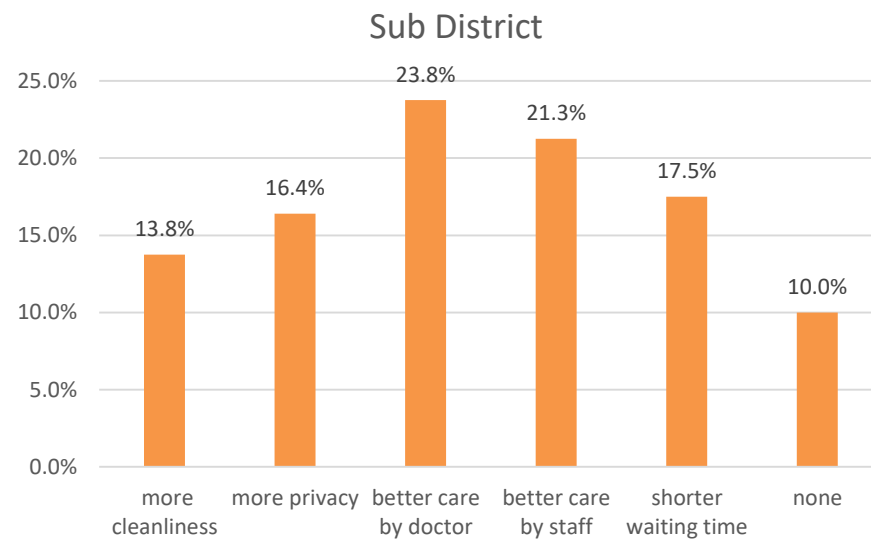
PHC



This bar chart shows 23.8 percent suggested that there should be more privacy available in PHC.

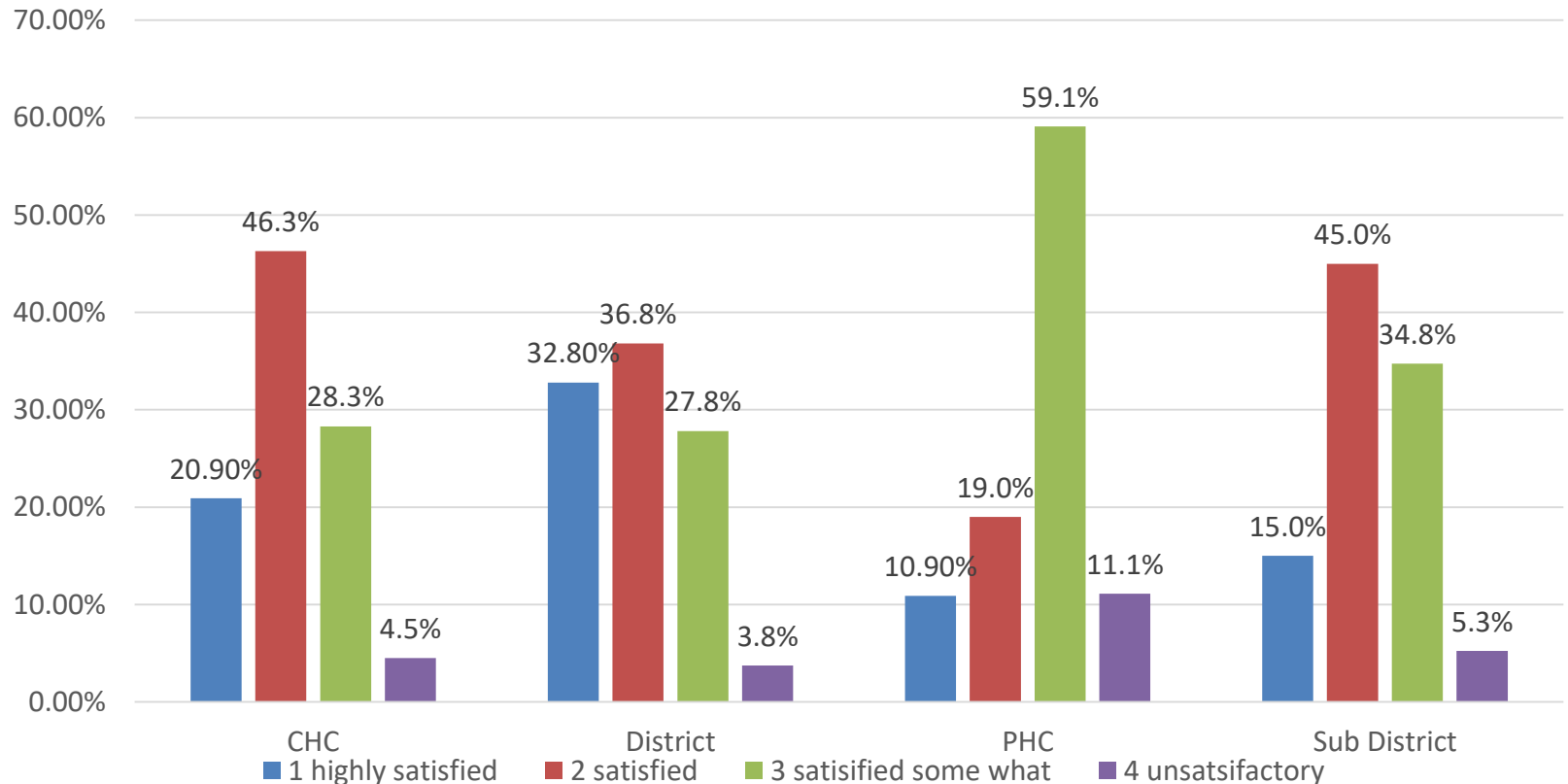


In this bar chart, 25.3% of the respondents suggested for a decrease in waiting time in District Hospitals



In this bar chart, 23.8% suggested better care is provided by doctor in Sub district Hospital.

## Grading of services



This bar chart shows that the satisfaction levels of patient is 32.80 percent highly satisfied in District hospitals, 20 percent highly satisfied in CHC, 10.9 percent and 15 percent are highly satisfied in PHC and Sub district hospitals respectively.

## **RECOMMENDATIONS**

1. Provide proper training to staff on how to counsel the patients on post-operative care
2. To Ensure adequate privacy in PHC,CHC during examination by using separate room or curtains in Doctors room for examination.
3. To Provide sitting facilities for patients in PHCs before surgery
4. To decrease waiting time in district and sub district hospitals for clients before surgery to give fix time to attend the patients for surgery.
5. Before discharging the patients Doctors should be present their to fullfill the queries asked by patients.

## **CONCLUSION**

Level of satisfaction had wide range at different health facilities and improvement is required to provide quality of service to clients. Satisfaction can be enhanced by improving client provider interactions. In this study, the clients are dissatisfied as they expect better care by doctor and better care by staff. For this counselling by health providers need to be improved by providing training in this area. In PHCs there is privacy issues in during examination, providing separate room or curtains for examination which helps to increase privacy could be provided Some clients are dissatisfied with written instructions of post-operative care reasons for dissatisfaction could be explored and addressed.

Thank you...