Volume : 2 | Issue : 11 | November 2013 • ISSN No 2277 - 8179

Research Paper

Use of exit interview of women undergoing Caesarean section for self appraisal of maternity services

Medical Science

KEYWORDS : Caesarean, questionnaire, exit interview

Dr.Neelesh Risbud — Prof,SKNMC &GH,Dept.of Obst&Gyn, Department of Obstetrics and Gynaecology, SKN Medical college and general hospital, Narhe,Off Mumbai-Bangalore westerly bypass Dist.Pune .pin: 411041. Maharashtra

Archana Shah — medical social worker

ABSTRACT

Aims and objectives: 1) To develop a reliable maternal satisfaction scale 2) To analyse the patients mindset about caesarean section and its consequenses. 3) To look for potential lacunae in our maternity services and to target specific areas for improvement.

Design : An observational study of women undergoing caerean section in their first pregnancy who were interviewed using a standard questionnaire.

Setting: Post natal ward of the Department of Obstetrics and Gynaecology of Smt.Kashibai Navale Medical College and general hospital,Pune.,a tertiary care multispeciality teaching hospital.

Inferences: High levels of satisfaction with the decision,procedure and outcome indicate that caesarean is an acceptable mode of delivery.Overall a satisfactory response to our maternity services was noted for self appraisal.

Introduction:
Obstetrics is a very special and unique branch of medicine wherein an obstetrician deals with healthy women and not patients and also two lives are at stake simultaneously .We at Smt.Kashibai Navale Medical college believe that any delivery should be a pleasurable experience to leave happy memories in the minds of the mothers.Especially women undergoing caesarean section can face lots of issues like pain,breast feeding etc. With increasing trends for caesarean over normal delivery,the perception in the minds of general population does not augur well for the reputation of the obstetricians.

Aims and objectives:
4) To develop a reliable maternal satisfaction scale
5) To analyse the patients mindset about caesarean section and its consequenses.
6) To look for potential lacunae in our maternity services and to target specific areas for improvement.

Design : An observational study of women undergoing caerean section in their first pregnancy who were interviewed using a standard questionnaire.

Setting: Post natal ward of the Department of Obstetrics and Gynaecology of Smt.Kashibai Navale Medical College and general hospital,Pune.,a tertiary care multispeciality teaching hospital.

Material and Methods: A simple questionnaire was devised and an exit interview was conducted with 200 women who underwent a caesarean section for the first time .The interviewers were trained counsellors.The interviews were conducted on one to one basis on the day of discharge ,usually Day 4/5 and in their mother tongue.A draft scale using a 7 point Likert scale was given to 200 women.Items endorsed by less than 5 % were not considered.The questionnaire was correlated with Visual analog score for satisfaction.Reliability was tested using Cronbach's alpha.

Data collection: The questionnaire used is given below.

Exit Interview
1) Was indication for Cesarean section fully explained before surgery ?
   a) Yes b) No c) some what
2) Are you satisfied for the need for Cesarean section?
   a) Fully satisfied b) not satisfied c) Not sure
3) Do you feel that Cesarean section could have been done earlier ?
   a) Yes b) No
4) Do you feel Cesarean section was unnecessary and could have been avoided? a) Yes b) No
5) Do you feel that a further trial for a normal delivery could have been given ?
   a) Yes b) No
6) Do you feel that you and your relatives were adequately counselled about future pregnancy & mode of delivery ?
   a) Yes b) No
7) Do you feel Cesarean section would affect your recovery in purperium and there after ?
   a) Yes b) No
8) Have you been adequately explained and counselled about breast feeding ?
   a) Yes b) No
9) What was the time of establishment of breast feeding ?
   a) One day b) Two day c) 3/ 4 days
10) Has anyone discussed about contraception ?
   a) Yes b) No
11) When was it discussed ?
   a) ANC period b) Post netal period c) Not yet
12) Do you feel post operative pain was effectively managed?
   a) Yes b) No
13) How do you rate your overall experience & satisfaction on scale of 1 to 10 ?
14) Would you like to register for next pregnancy in SKNMC & GH ?
   a) Yes b) No c) Not decided d) Not applicable
15) Would you like to have a planned caesarean section in your next pregnancy?
   a) Yes definitely b) No c) not sure d) perhaps

All the answers were recorded on excel sheet and analysed as percentages.

Results:
1) 94% women were happy about the indication for caesarean being explained before the operation.
2) 88% believed caesarean was unavoidable and 82% did bot think that it should have been done earlier. However 33% said a further trial could have been given.
3) 74% were adequately counselled about breast feeding, contraception.
4) 40% thought that having a caesarean will affect their recovery and overall well being .
5) 74% were adequately counselled about care in future pregnancy and delivery.
6) Post operative pain was effectively managed in 94% women.
7) 88% were overall satisfied between 8-10 on a scale of 10 .
8) 60% were sure to register again at our hospital and 75% had decided to have a planned Caesarean in their next preg-

nancy .

Inferences: High levels of satisfaction with the decision, procedure and outcome indicate that caesarean is an acceptable mode of delivery.Overall a satisfactory response to our maternity services was noted for self appraisal.

Areas of concern : Timing of caesarean .Is it too early?

Recovery following caesarean.

Counselling about contraception,breast feeding and care in next Pregnancy.

Changes envisaged for future practice: A better communication and counselling of women before and after caesarean section. A re audit after 6 mnths of implementing these changes would be conducted.

Acknowledgements: We thank the Head of Dept and other faculty members as well as nursing staff our hospital for being supportive of this study and encouraging to publish the results.

REFERENCE

1.MouldTA,ChangS: British J.ObstGynaecol 1996Nov;103(11): 1074-7 | 2.MorganPJ,HalpernS: Int.J.ObstAnaesth 1999 July;8(3):165-70 | 3.PakenhamS,Chamberlain SM:J ObstGynCan 2006Dec;28(12): 1089-94 | 4.GambleJ,CreedyDK:Birth2007 Dec;34(4): 331-40 | 5.T.Dharmalingam,N.Zainuddin: Malay J MedSci 2013 May;20(3): 51-54