

**Deanship of Graduate Studies
Al-Quds University**



**The Quality of Postpartum care at Governmental
Hospitals in Gaza Strip: Challenges and Implications**

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M.Sc. Thesis

Jerusalem – Palestine

1440/2019

The Quality of Postpartum care at Governmental Hospitals in Gaza Strip: Challenges and Implications

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A thesis submitted in partial fulfillment of the requirements
for the Degree of Master in MCHN /Faculty of Health
Nursing/Al-Quds University

1440/2019

Al-Quds University

Deanship of Graduate Studies

Mother and Child Health Nursing (MCHN)



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The Quality of Postpartum care at Governmental Hospitals in Gaza Strip: Challenges and Implications

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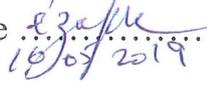
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Jerusalem- Palestine

1440/2019

Dedication

I would like to dedicate this thesis to

My lovely mother **Sobhia** and lovely Father **Mahmoud**

Who always give their endless love, support, motivation
and many things for success, I do love you very much.

Secondly,

For my husband, **Dr. Salem** and my siblings.

No one can make me happier and stronger than them.

Thirdly,

To my beloved **brothers** and **sisters**

Thanks a lot for your great love in my life.

Declaration

This is to certify that this thesis is for Al-Quds University to achieve the master's degree and it is a result of my special research except what the researcher pointed to what occurred. This paper was not offered to any other Universities to achieve any other degree .

Signature :

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Date 17/04/2019

Acknowledgment

In the Name of Allah, the Most Merciful, the Most Compassionate, all praise be to Allah, the Lord of the worlds; and prayers and peace be upon Mohamed his servant and messenger.

First and foremost, I must acknowledge my limitless thanks to Allah, the ever-magnificent; the ever-thankful, for his help and bless. I am totally sure that this work would have never become truth, without his guidance. I owe a deep debt of gratitude to our university for giving us an opportunity to complete this work. I am grateful to great people, who worked hard with me from the beginning till the completion of the present research particularly my supervisor:

Prof. Dr. Yousef Aljeesh, Professor in International Public Health Medicine, Health consultant –UK, dean of the faculty of nursing, the Islamic University of Gaza, who has been always generous during all phases of the research, I would like to take this opportunity to say warm thanks to all my beloved **father, husband and siblings** , whom have been so supportive along the way of my study. I also would like to express my wholehearted thanks to my family for their generous support they provided me throughout my entire life and particularly through the process of pursuing the master degree.

I express my thanks to all nurses , midwives and trainers , for their cooperation in collecting the related questionnaires for my study.

I express my grateful thanks to all new delivered mothers and post caesarean mothers who participated in my study. I extent my heartfelt thanks to my classmates and my friends for their support and encouragement during my studies.

I am grateful to all the helping hands and if not mentioning their name is purely unintentional. I offer a bouquet of gratitude to all those who directly and indirectly contributed to the success of my study.

Abstract

Health services provided to mothers after delivery constitute an essential component of the maternal and child health services in any population. According to Palestinian Ministry of Health (MOH) maternal mortality rate (MMR) in the Gaza-Strip was 30/100,000 live births in 2014, and 25 in 2015 ,which differed from that in the West Bank with 20/100, 000 in 2014 (Bottcher , et ,el .2018).

The aim of the study was to assess the quality of postpartum care provided at governmental hospitals in Gaza Strip and to identify mothers' satisfaction with postpartum care.

The study commenced from May 2018 to March 2019, the researcher used descriptive, analytical, cross sectional design. The sample of the study consisted of 115 nurses and midwives who are working in postpartum departments (NVD units and CS units) at governmental hospitals (Al Shifa hospital, Nasser hospital, Shohada Al Aqsa hospital, and Al Emaratey hospital), and 428 postpartum mothers from the same hospitals, the researcher chose this sample according the mean number of 2016 and 2017 cases. For data collection, the researcher developed three instruments: Quality of postpartum care(A nursing perspective), Mothers' Satisfaction from Postpartum Care, and observational checklist for nursing care, five trained nurses helped her in collecting data . Reliability of the questionnaire was tested and Cronbache alpha coefficient was 0.965 for satisfaction scale, and 0.852 for quality of postpartum care. For data analysis, SPSS (version 22) was used, and statistical analysis included frequencies, percentage, means, standard deviation, (t) test, and One way ANOVA.

The results showed that the mean age of mothers was 26.32 ± 5.86 years, (75.2%) had normal vaginal delivery, 30.1% primiparous, (95.8%) delivered single baby. in addition, mean age of nurses was 30.96 ± 6.007 years, (60.9%) had Bachelor degree, (71.3%) had low income, and (77.4%) were married. The results showed that 18.9% of mothers were highly satisfied and 53% were satisfied, and the mothers expressed above moderate satisfaction with mean score 3.78 and weighted percentage (75.6%). There were statistically significant higher satisfaction with postpartum care among mothers who delivered in Al Emaratey hospitals, and among those who live in nuclear family, but there were no significant differences in mothers' satisfaction related to age, level of education, work, income, number of pregnancies, number of deliveries, mode of delivery, and birth outcome. In addition, the results indicated high quality postpartum care (90%) in governmental hospitals in Gaza Strip. There were statistically significant differences in

quality of postpartum care and the lowest was in Kamal Odwan hospital, and nurses with 1 - 5 years of experience have the lowest mean score in providing quality of care, but there were no significant differences in quality of postpartum care related to nurses' age, qualification, marital status, and income. Furthermore, in observational checklists results the highest score was in communication with mean score 2.56 and weighted percentage 85.3%, and the lowest score was in efficient care of the baby with mean score 1.95 and weighted percentage 65%. The overall score of observed performance was above moderate with mean score 2.02 and weighted percentage 67.3 %. Also the researcher presented the challenges to improve mothers' satisfaction with PPC and the implications to improve the quality of PPC . In conclusion, according to the weakest points of postpartum care (A nursing perspective) the study raised the need to apply Palestinian unified, written protocols and guidelines that specify and describes nurses' interventions during the postpartum period for the mother and her baby.

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List of Abbreviation

ACIA: American Central Intelligence Agency

ANC :Antenatal Care.

BMI :Body Mass Index

CS: Cesarean Section

DHS: Demographic and Health Surveys.

ED: Early Discharge

EENC: Early Essential Neonatal Care

ICI: International Childbirth Initiative

IMBCO: International Mother Baby Childbirth Organization

GDG : Guidelines Development Group.

GDP: Gross Domestic Product

GS: Gaza Strip

LMICs : Low- and Middle-Income Countries.

MCHN: Mother Child Health Nursing.

MM :Maternal Mortality.

MOH : Ministry of health.

NGOS: Non-Governmental Organizations

NICE: National Institute for Health and Care Excellence