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**Al-Quds University**



**Factors Influencing the Quality of Antenatal Care at  
Governmental Clinics in Gaza Strip**

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# **Factors Influencing the Quality of Antenatal Care at Governmental Clinics in Gaza Strip**

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## Thesis Approval

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Jerusalem – Palestine

1440/ 2018

## **Dedication**

This work is dedicated to my husband "Jamal", who has been a constant source of support and encouragement during the challenges of graduate studies and life as a whole. I am truly thankful for having you in my life. I would like to dedicate my work to all my family especially for parents.

Ayda Nassar

## **Declaration**

I certify that this thesis submitted for the degree of Master is the result of my own research, except where otherwise acknowledged, and this study (or any part of the same) has not been submitted for a higher degree to any other university or institution.

## **Signed:**

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.../.../....

## **Acknowledgment**

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With my appreciation and respect

Ayda Nassar

## **Abstract**

Antenatal care (ANC) for pregnant women is an important strategy to reduce maternal and infant morbidity and mortality. This study was conducted to assess the level of quality antenatal care provided at governmental primary health care centers in the Gaza Strip from women and health care provider's perspectives. Observational analytical cross sectional study using mixed methods was carried out with both quantitative and qualitative methods to identify factors that may influence the quality of care in primary health care clinics. The six main governmental primary health care clinics were included in the study (Jabalia, Sorni, Al Remal, Rafah, Dair Al Balah, Khanyounis, and Rafah clinics) Quantitative data were collected using interviewing questionnaires .Women less than one month after delivery attending ANC participated in the study and have been randomly selected(267)to fill a questionnaire with a response rate 98.9% .Health care providers questionnaire was filled with all ANC providers(34) in the governmental primary health care. The qualitative data were collected through in- depth interviews with the providers. The study results show that women have a good utilization for the services in that the majority of them (94%) initiate the ANC services before 12 weeks of gestation, and visit the clinics according to the national guidelines. About 92.1% are satisfied about the service provided. However, there is a room for further improvement in the items related to waiting time and dealing women with more respect. The study revealed that health care providers still face challenges that may affect the provision of care. These challenges were related to limited incentives to staff, heavy workload, no feedback of patients after referral of obstetric complications, limited space for privacy, small ANC waiting area, and shortages of essential ANC supplies and others. Further improvements are needed in order to tackle these barriers, and thus making the provision of ANC services of more quality and equity.

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## List of Abbreviations

<b>ACOG</b>	American College of Obstetricians and Gynecologists
<b>ANC</b>	Antenatal Care
<b>DM</b>	Diabetes Mellitus
<b>FANC</b>	Focused Antenatal Care
<b>FGR</b>	Fetal Growth Restriction
<b>FHR</b>	Fetal Heart Rate
<b>GS</b>	Gaza Strip
<b>HIV</b>	Human Immunodeficiency Virus
<b>IUFD</b>	Intra-Uterine Fetal Death
<b>IUGR</b>	Intrauterine Growth Restriction
<b>MCH</b>	Maternal and Child Health
<b>MMR</b>	Maternal Mortality Rate
<b>MoH</b>	Ministry of Health
<b>NGOs</b>	Nongovernmental Organizations
<b>PCBS</b>	Palestinian Central Bureau of Statistics
<b>PHC</b>	Primary Health Care
<b>PNC</b>	Post Natal Care
<b>Rh</b>	Rhesus Factor
<b>STIs</b>	Sexually Transmitted Infections
<b>TB</b>	Tuberculosis
<b>TT</b>	Tetanus Toxoid
<b>U/S</b>	Ultrasonography
<b>UNFPA</b>	United Nations Fund for Population Activities
<b>UNRWA</b>	United Nations Relief and Work Agency for Palestinian Refugees
<b>WB</b>	West Bank
<b>WHO</b>	World Health Organization