WOMEN'S SATISFACTION WITH ANTENATAL CARE
AT THE UNIVERSITY HOSPITAL OF THE WEST INDIES

Zada Elaine Mulrain

This study is an investigation into satisfaction with maternal and
childhealth services at the University Hospital of the West Indies. The
University Hospital of the West Indies serves the needs of a wide cross
section of the Jamaican population. People of varying socioeconomic
backgrounds opt for the medical care services that are offered at
UHWI. It is important that such clients derive maximum satisfaction
from the experience.

The investigation follows the fortunes of 180 women who received their
prenatal care from both the public antenatal clinic and private
practitioners in the Department of Obstetrics and Gynecology. The
interview/questionnaire method which produces the bulk of the data
highlights the value of such factors as putting patients "at ease" when
they are being interviewed or examined, giving them a pleasant
atmosphere in which to wait upon medical staff, offering them an
education into maternal and child care, and in general, making them
feel that they are important in the health and healing process.

Suggestions are offered regarding plans that might be implemented in
order for optimum satisfaction to be gained in the dispensing of
medical care services.

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