

ABSTRACT

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 pre natal 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.

Keywords: Zada Elaine Mulrain, satisfaction, prenatal care, maternal and child care