

## **Satisfaction of pregnant mothers on institutional infrastructure facilities in primary health care centers in Nallur MOH area, Jaffna**

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**Background:** Satisfaction of public is one of the core outcome measures for health care. Evidence has suggested that care, which is less than satisfactory to the patients, is also less effective, because dissatisfaction is associated with noncompliance with treatment instructions, delay in seeking further care and poor understanding and retention of medical information.

**Methods:** Maternal perception of the quality of antenatal care was measured through a standard questionnaire to collect information on three domains namely institutional infrastructure facilities, attitude of the staff towards patient, status of medical equipment and drug handling . The study was designed to assess some aspects of expressed maternal (pregnant women) satisfaction on care provided at 14 primary health care centers in Nallur MOH area, Jaffna The study covered a sample of 224 pregnant women attending for antenatal care. Each individual in the sample was interviewed using a specific questionnaire form. Institutional infrastructure facilities in the public health care institutions were assessed to their influence on the satisfaction of pregnant mothers.

**Results:** Among 224 pregnant mothers 51.8% were satisfied regarding overall quality of antenatal care. Majority of pregnant mothers were satisfied regarding attitude of staff(98.7%) and state of environment (90.2%). Least satisfying factors were condition of medical equipment and drug handling(74.6%) and adequacy of toilet facilities(58.0%).Regarding other infrastructure facilities of the antenatal clinic, results showed that almost half of the mothers were satisfied with adequacy and condition of the seats available, waiting time, hygiene practices, and support provided by the staff.

**Conclusion:** Improvement of the toilets and facilities, recruitment of adequate health staff and enhance the condition of medical equipment and drug handling would increase the perceived quality of care among this population. Further research with a greater sample size is recommended to broaden the in-depth understanding of the determinants of satisfaction with care provided in antenatal clinics.