

**PATIENTS' SATISFACTION WITH POST ABORTION CARE SERVICES IN
MULAGO HOSPITAL**

BY

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**A dissertation submitted to the Directorate of Graduate Studies and Training as partial
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DECLARATION

I hereby declare that all the work in this dissertation is original, unless otherwise acknowledged.
The research topic undertaken herein has not been submitted for another degree in any university or tertiary institution, or published in any form.

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DEDICATION

This book is dedicated to my family especially my wife Anyunyu Agnes, my children Akello Evelyne, Oluka James Henry and Atiang Lucky Franses who endured my long absence from their lives. My sister Agama Rose and her family who time and again stepped on my shoes during my absence from home, Brother Gama Juma and friends whose love and care has enabled me to come this far in my life and education.

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ACRONYMS/ABBREVIATIONS

Dept.....Department

GYN.....Gynaecology

MVA.....Manual Vacuum Aspiration

OBS.....Obstetrics

PAC.....Post Abortion Care

WHO.....World Health Organization

NONumber

LOS.....Length of Stay

SOMREC.....School of Medicine Research and Ethics Committee

PR.....Procedure Room

OPERATIONAL DEFINITIONS

Patient satisfaction is a patient's positive or negative experience within a hospital environment based on numerous encounters with a wide variety of individuals and locations in the health system.

Post Abortion Care is an approach for reducing morbidity and mortality from incomplete and unsafe abortions and their complications and for improving women's sexual reproductive health and lives. At the hospital it involves:

- Counseling to identify and respond to women's emotional and physical health needs and other concerns.

- Treatment of incomplete and unsafe abortion complications that are potentially life- threatening

- Contraceptive and family planning services that help women prevent an unwanted pregnancies or practice birth spacing.

Quality of post Abortion care is the degree to which health services for patients with incomplete abortion increase the likelihood of desired health outcomes. Patients' satisfaction with PAC will be a proxy measure of quality of PAC.

ABSTRACT

Background: Post Abortion Care (PAC) is one of the important strategies to save lives in patients with incomplete abortion. Statistics in Mulago Hospital Obs/Gyn. Department show a steady increase of patients seeking for PAC services. Patients' satisfaction is therefore one way of assessing quality of PAC services offered.

Objective: The objective of the study was to assess patients' satisfaction with post abortion care services for patients with incomplete abortion provided in Mulago Hospital and the factors that determine their level of satisfaction.

Methods: The study design was a descriptive cross sectional study. The participants were patients with incomplete abortion discharged from Mulago Hospital. Using consecutive sampling, exit interviews of 384 post abortion patients and 5 in-depth interviews were conducted.

Data analysis and management- Data collected was cleaned, coded and entered into a data capture screen designed using Epidata 3.1 and final data analysis was done using STATA.11

Results The majority of the patients were married, 72.9 % (280/384), had attained at least secondary/tertiary education and spent less than 24 hours in the hospital. There were lower ratings of satisfaction among patients in the aspects of providing information about family planning (51%) and information on reproductive and other health services (27.9%) as compared to the ratings of respect given to patients by the doctors and nurses (95% and 86.7%) respectively. Patients with higher level of education were dissatisfied with the doctor's response to questions (P-value=0.00) but education had no influence on other aspects of patients care. Business women and patients with other forms of occupations were dissatisfied (P-value=0.00)

with involvement of their family members in making decisions about their treatment. This was the same with the married women who were dissatisfied (P-value=0.04) with the involvement of their family members in decisions regarding their treatment.

Conclusions and recommendations-Generally patients were satisfied with PAC services provided in Mulago Hospital. However some aspects of PAC especially Family planning provision passing on information to patients need to be improved. It was also noted that patients had low expectations before coming to seek care in Mulago Hospital.