Comparing mothers’ satisfaction from ethical dimension of care provided in labor, delivery, and postpartum phases in Tabriz’s educational and non-educational hospitals in 2009

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Abstract
It is believed that one of the most important criteria of health care’s quality is care satisfaction. It seems mothers’ satisfaction concerning childbirth care process would be a determinant factor in family and community mental health. The aim of this study is to compare mothers’ satisfaction of ethical dimension of care provided in labor, delivery, and postpartum phases. This is a descriptive-comparative study which was conducted on 270 women’s labor in educational (Alzahra, Talegani) and non-educational (29-Bahman) hospitals in Tabriz, Iran. To gather the data, we used a mothers’ satisfaction questionnaire which measures their satisfaction about maternal cares during the hospitalization period. Using descriptive and analytic statistics, we analyzed the data via SPSS software. In the educational hospitals, the respondents’ satisfaction during labor, delivery, and postpartum phases were 52.5%, 73.5%, and 73.0%, and in the non-educational hospital it were 67.1%, 80.0%, and 81.4%, respectively. Data analysis also showed the significant differences between educational and non-educational hospitals (P<0.001). Besides, the mothers’ satisfactions from ethical dimension of the care provided in labor phase was low, both in the hospital types. It indicates to apply appropriate activities for improving the ethical supports during the phase that may be achieved by the health care teams’ members.

Key words: Care, Delivery, Dimension, Ethical, Satisfaction
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