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Women's Experience on Received Maternity Care during Childbirth at Government Hospital Chitwan.

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Woman's positive or negative memories of childbearing experiences during facility-based maternity care stay with her throughout lifetime affecting the future utilization of maternity services. A descriptive cross sectional study was carried out among 170 women to find out the women's experiences on received maternity care during childbirth. Data were collected by face to face interview method using semi-structured interview schedule and record review guide during October to November, 2016. Of all women, 71.8% aged 20-29 years, 41.2% disadvantaged janajatis. 84.7% Hindu 90.0% literate and 22.4% employed. Further, 86.5% had >1 birth, 43.5% made ≥ 4 ANC visits, 57.0% delivered at day, 14.1% experienced complications and 77.6% stayed for ≥ 1 day in hospital. Regarding women's experience, 92.9% experienced equitable care, 70.6% were free from physical abuse, 62.9% experienced dignified care, 61.2% experienced timely care, 7.6% experienced confidential care and none of women experienced consented care. Cent percent (100.0%) women experienced disrespectful care. Significant association between equitable care and age (0.004), dignified care and number of childbirth ($p=0.003$) and ANC visits ($p=0.010$), timely care ($p=0.020$) and ANC visit ($p=0.020$) and report of complication ($p=0.016$), free from physical abuse and number of childbirth. All of the women experienced disrespectful care during hospital based childbirth which is critical in developing interventions at community, health facility and national levels to address the factors that influence D & A in facilities to encourage future facility utilization.

Keywords: Abusive Care, Childbirth, Discrimination.