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PS09 – Respectful Maternity Care

O 35 Women–clinicians’ relationship during birth is the key factor for better birthing experiences: mixed method questionnaire

L. Jahlan¹, V. Plummer², M. McIntyre², S. Moawed¹

¹King Saud University, Maternal and child health nursing, Riyadh, Saudi Arabia

²Monash University, School of Nursing and Midwifery, Melbourne, Australia

Women–clinicians relationship during childbirth has been recognized by several researchers to be the first factor to affect women’s experiences and improve their satisfaction. The literature is virtually silent about Saudi women birthing experiences.

Saudi women’s birthing experiences was uncovered in this study for the first time, in order to explore their satisfaction and perception of control, regarding care delivered now in KSA. This was accomplished by exploring the perspectives of women through questionnaire designed to collect both quantitative and qualitative data.

This paper presents the findings of 300 questionnaires completed by women prior to their discharge from hospital, describe their experiences, satisfaction, and perceptions of control. The questionnaires were collected in specialized maternity hospitals in three cities in Saudi Arabia: Riyadh, Jeddah, and Dammam.

The findings of this study highlighted that women’s satisfaction and perception of control during birth is significantly ($p < 0.001$) associated with the presence of supportive, cooperative, clinicians who are good communicators and listeners. In addition, women’s active participation in decision making related to the birth improved their satisfaction and perception of control. Women–clinicians’ relationship was also the main theme identified through women’s words describing their experiences, which has number of sub–themes such as “Cooperative and helpful”, “respectful”, and “attitude”.

In conclusion, women’s birthing experiences and satisfaction could be improved with directing clinicians’ attention to improve their treatment, attitude, and providing continuous support and respect.

The findings are likely to contribute to an improvement in birthing services within Saudi maternity health care system. In particular, the study draws attention to obtaining regular feedback from women to inform the care delivered and makes it of value to educators, researchers, clinicians, and policymakers in the maternity health care system in Saudi Arabia.