EVALUATION OF PATIENT SATISFACTION IN ANTENATAL CARE SERVICE: A SYSTEMATIC REVIEW

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ABSTRACT

Background: Patient satisfaction is important for further improvement. The quality of antenatal care were focused in health services for pregnant women satisfaction. This study aimed to systematically review the causes of patient satisfaction in antenatal care service.

Subjects and Method: A systematic review was conducted by searching articles from PubMed and ProQuest databases. The inclusion criteria were (1) Pregnant women; (2) Antenatal care services; (3) Patient satisfaction; (4) Full text; (5) Articles published from 2013 to 2018; and (6) International journals. The appraisal study were using Joanna Briggs Institute (JBI) and synthesis method using PICO modification.

Results: Five articles from 734 articles met the inclusion criteria. The articles reported three domains of patient satisfaction with respect to the quality of antenatal care services, namely (1) Clinical service; (2) Clinical accessibility; and (3) Interpersonal interaction. The causes of dissatisfaction in antenatal care services were (1) The long waiting time; (2) Poor service facilities; and (3) Lack of interpersonal interaction.

Conclusion: The causes of dissatisfaction in antenatal care services are the long waiting time, poor service facilities, and lack of interpersonal interaction.

Keywords: patient satisfaction, service quality, antenatal care

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