

Maternal Satisfaction With Induction of Labor: A Quality Improvement Initiative

Melissa Willmarth, DNP, CNM

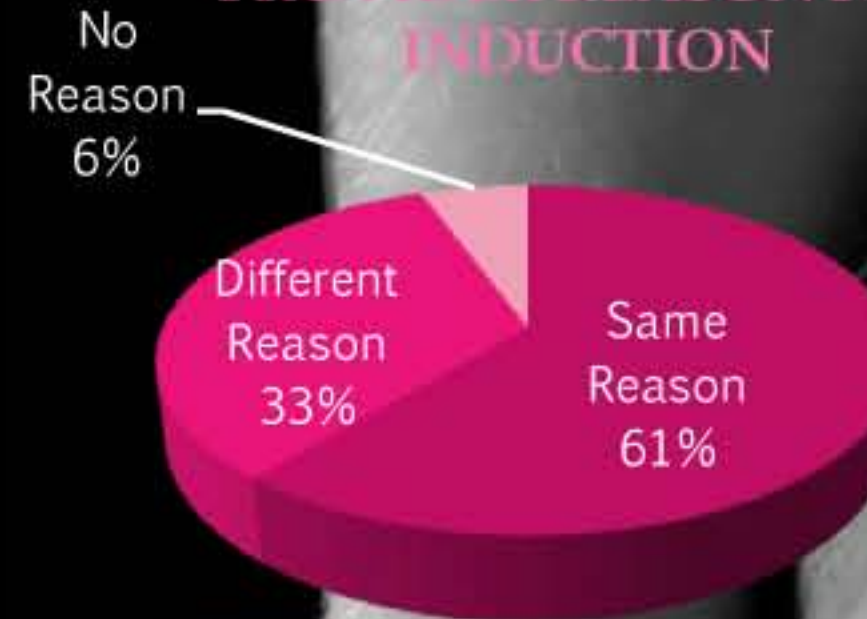
PURPOSE

THIS PURPOSE OF THIS STUDY IS TO ASSESS THE LEVEL OF SATISFACTION EXPERIENCED BY WOMEN UNDERGOING INDUCTION OF LABOR WITH THE INTENTION OF SHAPING A QUALITY IMPROVEMENT PROGRAM.

DESIGN

- CONVENIENCE SAMPLE OF WOMEN FROM PRIVATE PRACTICE SETTING UNDERGOING INDUCTION OF LABOR
- 9 QUESTION SATISFACTION SURVEY USING LIKERT SCALE DISTRIBUTED WITHIN 48 HOURS POSTPARTUM
- MEAN SCORES DETERMINED

MATERNAL REASON VS. PROVIDER REASON FOR INDUCTION



RESULTS

- 29 VAGINAL BIRTHS, 7 CESAREAN BIRTHS
- AVERAGE LENGTH OF LABOR 18 HOURS
- METHOD OF INDUCTION PRIMARILY PITOCIN OR COMBINATION OF TWO OR MORE METHODS
- CNMS PROVIDED CARE FOR 65% OF WOMEN, PHYSICIANS FOR 35%
- AVERAGE SATISFACTION SCORE OF 4.4 OUT OF 5
- 92% OF WOMEN PREFER TO RECEIVE INFORMATION STEP BY STEP BY THEIR CAREGIVERS
- 62% AGREEMENT BETWEEN MATERNAL UNDERSTANDING OF REASON AND PROVIDER REASON FOR INDUCTION OF LABOR

DEMOGRAPHICS

Characteristics	Respondents N=36
Maternal age	24.5 yrs (range 18-36)
Ethnicity	n (%)
African American	1 (2.8)
White	32 (88.9)
Two or more races	2 (5.6)
Marital status	n (%)
Single	11 (30.6)
Married, living with partner	20 (55.6)
Divorced	4 (11.1)
Gestational Age	278 d (range 259-289)

Implications

An acceptable level of satisfaction was measured in this population. However, mothers demonstrate a lack of understanding concerning the reason for induction of labor. An intervention based on the JCAHO time out principle will be developed to improve understanding and incorporate the concept of step by step communication.