



Palestinian women's satisfaction with reproductive health services at the health centers of the Health Work Committees, West Bank

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Background

Health Work Committees (HWC) is Palestinian development and health NGO. In addition to providing health education and capacity building services for women, the Women's Health Program of HWC has been providing health services for women of all ages including preventive and curative care services. This study aims to improve the quality of the reproductive health services provided in the health centers of the HWC, through examining women's satisfaction in areas related to the structural, technical and process measures of quality.

Methods

We used qualitative and quantitative methods. Three focus groups discussions were conducted with women of different ages; in the north, middle and south of the West Bank. Face-to-face interviews were held with 72 stratified sample of women recruited from eight HWC's women's health clinics, using a piloted semi-structured questionnaire. The data was collected in August 2014, during one busy day for each health center. SPSS statistical package was used for data analysis. Oral permissions were elicited from women.

Findings

The results indicate that the highest proportion of women were pregnant women among all service seekers, followed by women seeking family planning services and the least proportion were women who came for preventive care. Also, the results indicated that the women beneficiaries were mostly from disadvantaged and marginalized areas.

Acknowledgment

We thank all Palestinian women who shared their opinions and experience.

Table 1: Women's satisfaction of health services

Variable	Indicators of women's satisfaction	Frequency	Percentage (%)
overall satisfaction N=70	Satisfied	53	75.7
	satisfied to some extent	17	24.3
	Not satisfied	0	0.0
In general, the service provided to you was	below your expectations	1	1.4
	within your expectations	65	90.3
	above your expectations	5	6.9
	Service not provided	1	1.4
Seek same services provided today from other providers No=69	yes	24	34.8
	No	45	65.2
Waiting time N=71	Appropriate	59	83.1
	Long	4	5.6
	Very long	8	11.3
Health education that was provided today N=66	Below your expectation	2	3.0
	Within your expectation	25	37.9
	above your expectation	1	1.5
	Health education not provided	38	57.6
Provided Suggestions for improving the service N=70	yes	40	57.1
	No	30	42.9

Figure 1: Pregnant women's knowledge about certain health education topics related to pregnancy

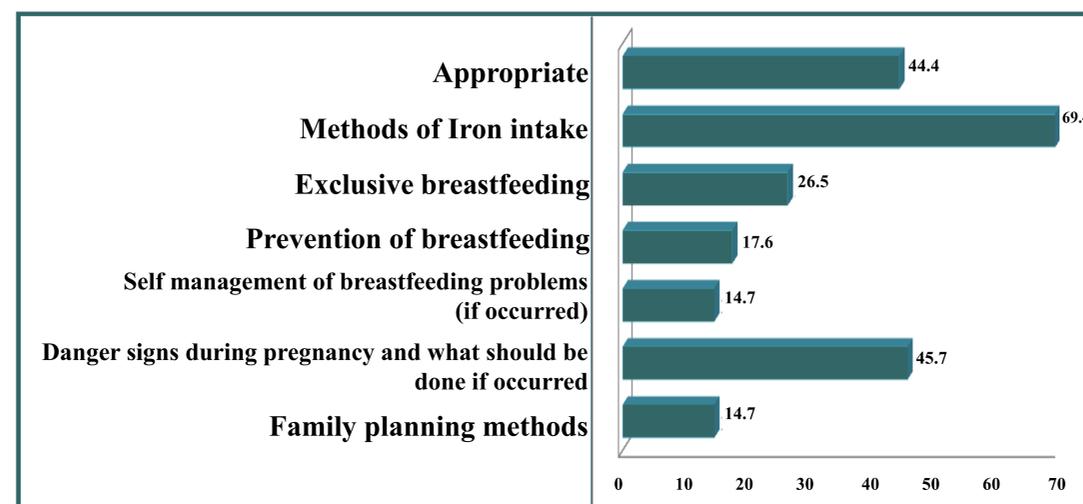


Figure 2: Reasons for women's visit to the healthcare centers

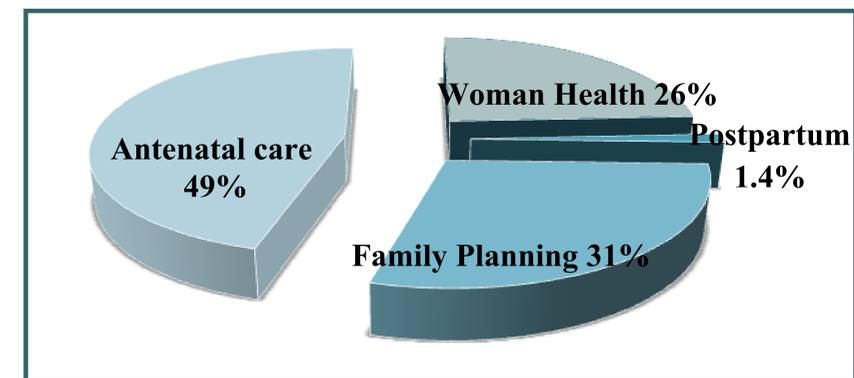


Table 2: Women's satisfaction of communication and interaction with healthcare providers while providing service (during the day of study)

Communication and Interaction	Frequency (%)		
	Yes	To some extent	No
The time spent with the nurse was adequate to answer the woman's questions	57 (80.3)	5 (7)	3 (4.2)
The time that spent with the doctor was enough to answer woman's questions	63 (87.3)	2 (2.8)	4 (5.6)
The doctor treated the woman with respect	69 (95.8)	2 (2.8)	0.0
The nurse treated the woman with respect	66 (91.7)	1 (1.4)	2 (2.8)
Respect for privacy	70 (97.2)	·,·	1 (1.4)
I felt embarrassed to ask healthcare provider about a certain topic	2 (2.8)	0.0	69 (95.8)

Interpretations

The fact that the highest proportion of women were pregnant women among all service seekers indicate that awareness regarding preventive care. Also, there is a need for improving the health education services to be offered both at the individual and group levels.