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Jakość opieki okołoporodowej w Szpitalu Wojewódzkim im. Kardynała Stefana Wyszyńskiego w Łomży

The quality of perinatal care in the Cardinal Stefan Wyszyński Regional Hospital in Łomża

Streszczenie

Wprowadzenie. Prawa pacjenta stanowią integralną część szeroko rozumianych praw człowieka. Ich podstawą jest uznanie niezbywalnej godności człowieka, jego autonomii i wolności w każdej sytuacji, także w swoistych relacjach z personelem medycznym.

Cel pracy. Celem pracy była ocena jakości realizowanej opieki położniczej i respektowania praw pacjenta w oddziale położniczym Wojewódzkiego Szpitala Zespołowego im. Kardynała Stefana Wyszyńskiego w Łomży.

Materiał i metoda. Badaniem ankietowym objęto 200 losowo wybranych rodzających.

Wyniki i dyskusja. Odnotowano szereg pozytywnych praktyk, świadczących o tym, że personel szpitala stara się stwarzać warunki sprzyjające przestrzeganiu praw pacjenta. Godny odnotowania jest fakt, że 90% rodzających towarzyszyła osoba bliska. Zadawające informacje odnośnie własnego stanu zdrowia, jak również dziecka, uzyskało 82% badanych. Ponad 40% rodzających uzyskało pełną informację na temat przebiegu porodu. Zgodę na interwencje medyczne uzyskano od 91% badanych. Wysoki odsetek rodzających (78%) mógł się swobodnie poruszać i wybierać dogodne pozycje podczas porodu.

Wnioski. Wojewódzki Szpital Zespołowy im. Kardynała Stefana Wyszyńskiego w Łomży realizuje wysoki standard opieki położniczej oparty na wytycznych akcji „Rodzić po Ludzku”. Prowadzony monitoring przestrzegania praw pacjenta istotnie wpływa na jej jakość.

Słowa kluczowe: jakość opieki, opieka okołoporodowa.

Summary

Introduction. Patient rights are an integral part of human rights in the broad sense of the word. The basis for these rights is acknowledging the unalienable right to dignity of every human, his/her autonomy and freedom in every situation, including specific relationship between a patient and medical staff.

The aim of the study. The aim of the study was to evaluate the quality of obstetric care and observing patient rights in the obstetric ward of the Cardinal Stefan Wyszyński Regional Hospital in Łomża.

Material and method. The survey covered 200 randomly chosen women in labour.

Results and discussion. Many positive examples of respecting patient rights among medical staff were observed. It is worth noticing that 90% of the women in labour were accompanied by a close person. Satisfactory information was obtained by 82% of the women about their and their children's state of health. Over 40% of the patients obtained full information about the course of their labour. Ninety one per cent (91%) of the surveyed women agreed to medical intervention. High percentage of the women in labour (78%) could move freely and choose convenient labour positions.

Conclusions. The Cardinal Stefan Wyszyński Regional Hospital in Łomża assures high standard of obstetric care based on the principles of the campaign for labour environment improvement (“Childbirth with Dignity”). Monitoring of patient rights observance has considerable influence on the quality of obstetric care in the hospital.

Key words: care quality, perinatal care.

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The XX-century perinatal care is family-oriented and focused on the creation of conditions that are optimal for the safe pregnancy, delivery and puerperium period and avoiding possible complications. Therefore, more and more competent medical staff is needed. Considerable progress of medical knowledge together with technology development caused the introduction of a number of new, complex diagnostic methods and treatment procedures [1].

The 1993 International Congress "Quality of Birth – Quality of Life" organized by the Obstetrics and Gynaecology Clinic of the Institute of Mother and Child was one of the most crucial moments in the development of Polish obstetrics. The change in delivery procedures in Poland resulted from the evolution of people's expectations and the determination of some medical staff members. The Childbirth with Dignity campaign played an important role in the process of change in obstetric care. Family delivery rooms with full equipment started to appear. The hospitals that introduced this practice gained popularity and well-deserved reputation [2].

According to the World Health Organization, quality is the composition of the result (technical quality), the use of resources (economic efficiency), service organization and patient's satisfaction [3]. The question of quality in medicine is quite complex. Defining service quality depends on the person interested – whether it is a patient, a service provider or a payer. Patients' expectations compared to the quality of medical services obtained deserve a special attention. Patients should be most important to service providers since their opinion and satisfaction are the keys to success [3, 4].

Contemporary obstetrics requires higher and higher qualifications of medical staff (obstetricians, midwives). Both the progress in the sphere of medical knowledge and technological development caused the introduction of new methods in therapy and diagnostics [2, 4]. The Provincial Hospital in Łomża participates in a world program of a mother-friendly childbirth and neonatal care together with the promotion of breastfeeding. Annually, 1500 infants are born there.

The Foundation for Childbirth with Dignity, by organizing various campaigns and spreading publications, aims at presenting the changes in mother and baby care in obstetric and neonatal wards and transformations as far as medical interference during delivery and the staff's attitude towards patients and their families are concerned. The Foundation's major objective is the improvement of perinatal care. It also defined 'childbirth with dignity' as respecting patients' subjectivity and rights, women's right to decide on delivery type, contact with baby and family, parent education, psychological care during pregnancy and delivery and encouraging doctors and midwives to adopting new methods. From the very beginning, the Foundation collects and updates the data concerning medical care in obstetric wards [5, 6].

OBJECTIVES

The study's objective was evaluating the quality of obstetric care and respect for patient rights in obstetric ward of Cardinal Stefan Wyszyński Provincial Hospital in Łomża.

MATERIALS AND METHOD

Two hundred (200) randomly chosen hospital patients were involved in the study. Study materials were obtained on the basis of a survey including a self-prepared questionnaire with 39 open and closed questions. The survey was anonymous. Pregnant women that filled in the form were provided information on the aim of the research.

OUTCOMES

The average respondents' age was 28. The youngest one was 15 and the oldest one 44. Women at the age of 23-35 constituted the most numerous group (68%). 24 of the patients had primary education (12%), 28 vocational (14%), 80 secondary (40%) and 68 higher education (34%). Ninety four of all respondents (47%) decided on delivery in Łomża hospital because of its close proximity, 56 (28%) stressed the hospital's reputation, 44 (22%) were pleased with the previous childbirth and 22 (11%) did not make a conscious choice. The layout of the reception unit was presented to 116 of the respondents (58%).

The great majority of patients, that is 180 of them (90%), could be accompanied by someone in the labour room. All the patients were systematically informed about the baby's condition, including 164 respondents that found it satisfactory (82%). As far as the conducted and planned procedures are concerned, 182 of patients (91%) were systematically informed. One hundred fifty six (156) women (78%) could move and change body position during delivery without any restrictions.

RESULT ANALYSIS AND DISCUSSION

A number of positive practices were observed during the research. It proves that medical staff makes their best to create the atmosphere where patient rights are respected. The Foundation for Childbirth with Dignity stresses that care given by close relatives is guaranteed by numerous acts and formal regulations and therefore depriving patients of such care is against the law [5, 6]. The presence of a baby's father or an accompanying person not only provides women with support and help during delivery but has also a positive influence on patients' sense of safety and consequently on the progress of labour. Such support is especially crucial in the case of any difficulties [6]. It is worth noticing that 90% of women were accompanied by a close relative. This result is satisfactory, taking into consideration the fact that according to the Foundation's research only 64% of women were assisted by someone close [6].

The Foundation for Childbirth with Dignity emphasizes also that every patient wants to be informed about everything that concerns her or the baby. This reduces stress and makes patient-staff cooperation better. The Foundation's advice is to provide patients with treatment details and ask for permission even if the practice is routine and obvious for medical staff. What should be bore in mind is the use of intelligible language and avoiding professional terminology. Staff members should also give accurate answers to patients' questions even if they are unprofessional [7].

According to the Foundation's campaign results, 70% of respondents were provided with detailed information

concerning their baby's condition. More than 40% were fully informed about delivery progress. Own investigations show that 82% of patients received satisfactory information on their and the baby's condition. 91% of respondents were given details about treatment they received.

Women should not be supine during labour. They should be encouraged to walk during dilation phase and freely decide which position to adopt during delivery (WHO 1985). Women should also change body positions. Those with complete amniotic sac can walk, sit, lie or use special equipment. It is easier to alleviate the contraction pain if you are sitting on a birthing ball, holding a rope or a gym ladder or when you make use of a birthing bath. The patient should adopt various active positions during labour, such as leaning forward on knees, swinging hips, kneeling, leaning against your partner, massaging between contractions, relaxing in the left lateral position or kneeling on a birthing bed. A half-sitting position seems to be most effective in the second stage of labour [8]. Moving alleviates the pain. It is easier to breathe deeply and relax when you are vertical [9, 10]. A large proportion of women (78%) delivering babies in Łomża hospital could move freely and adopt comfortable positions during labour. The acceptance of medical intervention was gained from 91% of respondents. These findings cast a favourable light on this medical institution since, according to data collected in 2006 by the Foundation for Childbirth with Dignity, only 15% of women chose their delivery position themselves. In 50% of cases the position was imposed on the patients [11].

CONCLUSION

Cardinal Stefan Wyszyński Provincial Hospital in Łomża guarantees high standard of obstetric care based on the guidelines of The Foundation for Childbirth with Dignity.

Monitoring the way patient rights are respected considerably influences hospital's quality of care.

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