

ANC User Satisfaction

Pregnant women's level of satisfaction with the ANC services provided by public health facilities of Unguja Zanzibar

Questionnaire number

Title: Pregnant women's level of satisfaction with the ANC services provided by public health facilities of Unguja Zanzibar.

Purpose of the study The purpose of this study is to assess the quality of maternal care and their associated birth outcome among pregnant women with pre-eclampsia/eclampsia in the community and health care facilities in Unguja Zanzibar.

You are kindly invited to answer the following questions: Please read each one carefully, keeping in mind the ANC care you are receiving now. If you have not received care recently, think about what you will expect if you need care today. We are interested about your feelings, good and bad about the ANC care services you have received today.

Date

yyyy-mm-dd

Time

hh:mm

Participants ID number

Name of the health facility

- ☐ Mnazi Mmoja Hospital
- ☐ Kivunge Hospital
- ☐ Makunduchi Hospital

Managing authority

- ☐ Government
- ☐ Private
- ☐ Faith Based Organization
- ☐ Other

Managing authority (others)

Region

- ☐ Urban West
- ☐ South Unguja
- ☐ North Unguja

District

- ☐ Urban
- ☐ South
- ☐ North A

Name of Supervisor

- ☐ Salama
- ☐ Zeyana
- ☐ Nahoda

SECTION ONE

Socio – Demographic Characteristics

Q01. What is your current age in years?

Q02. What is your marital status?

- ☐ Currently married
- ☐ Never married
- ☐ Windowed
- ☐ Divorced

Q03. What is your religion?

- ☐ Muslim
- ☐ Christian
- ☐ Other

Q03a. Other religion

Q04. What is your level of education?

- ☐ No formal education
- ☐ Primary education
- ☐ Secondary education
- ☐ College/university

Q05. What is your current occupation?

- ☐ Government employee
- ☐ Self-employed
- ☐ Housewife
- ☐ Private employee

Q06. What is your family monthly income?

Q07. What is the distance traveled to hospital in kilometer

Q08. What is the type of family do you live with?

- ☐ Nuclear Family
- ☐ Joint/Extended Family

Obstetric characteristics of pregnant women attending ANC clinic

Q09. Have you ever become pregnant before?

- ☐ Yes
- ☐ No

Q010. How many times did you become pregnant?

Q011. How many children do you have?

Q012. Did you planned for this pregnancy?

- ☐ Yes
- ☐ No

Q013. How many ANC visit did you attend in this pregnancy?

Q014. How many months of pregnancy do you have in this pregnancy?

SECTION TWO

Interpersonal and communication aspects between Client and Provider at ANC clinic

Q015. Does the health care provider tells you about weeks of pregnancy currently have?

- ☐ Yes
- ☐ No

Q016. If yes in a question (015) above, how many weeks of pregnancy do you currently have?

How strongly do you AGREE or DISAGREE with each the following statement (Please cycle one number on each line)

Q017. Health care provider are polite and respectful

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q018. The health workers in this facility are really systematic and careful on provision of care

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q019. The health care provider skills and abilities are trustful

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q020. Health care provider are rude and none pathetic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q021. You completely trust the health care provider's decisions about medical treatments you have received at the ANC

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q022. The health care providers at the ANC are very friendly and approachable.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q023. The health care providers in this ANC clinic are easy to contact

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q024. You had enough privacy during your visit

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q025. The health worker spent a sufficient amount of time with you when providing the antenatal care

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Technical quality aspects of ANC care provided to pregnant women at the health facility

Q026. You have been registered in ANC card and

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q027. All finding were filled in the card

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q028. Blood pressure was taken by health care provider

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q029. Blood pressure was taken while you are sitting on the chair by health care provider

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q030. Height measurement was taken by the health provider during the first Visit

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q031. Dipstick urine analysis was taken by health care provider

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q032. Hemoglobin estimation were taken

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q033. Random blood glucose has been checked

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q034. You have tested with VDRL during this pregnancy

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q035. You have been tested with HIV during this pregnancy

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q036. You have been checked Blood group

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q037. Health care provider gave you hematinic (iron/folate)

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q038. During this pregnancy you have been given mebendazole

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q039. During this pregnancy you have been given the tetanus toxoid vaccination

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q040. Head to toe assessment was done by the health provider

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q041. Ultrasound scan was performed during this pregnancy

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q042. The ANC laboratory services were effective and approachable

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q043. You have been given an appointment for next ANC visit

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q044. The health topic on Diet and nutrition were adequate provided at the ANC clinic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q045. The health topic on keeping physically active and prevent excessive weight gain during pregnancy provided at the ANC

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q046. The health topic on Danger signs of pregnancy were adequate provided

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q047. The health topic on Breast feeding were adequate provided at the ANC clinic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q048. The health topic on Family planning were adequate provided at the ANC clinic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q049. The health topic on Prevention of malaria were adequate provided at the ANC clinic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q050. The health topic on HIV/AIDS were adequate provided at the ANC clinic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q051. The health topic on Cervical cancer were adequate provided at the ANC clinic

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q052. The health topic on Breast self-examination were adequate provided

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q053. Health care provider tells you about the place of delivery

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Accessibility and convenience of ANC care provided to pregnant women at the health facility

Q054. Hours that health facility is open are adequate to meet your needs

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q055. The waiting area at ANC clinic is satisfactory for you

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q056. The waiting time in getting registered to ANC services was reasonable

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q057. The amount of time you spent waiting to be seen by a health care provider was reasonable

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q058. The health care provider gives you the adequate Information concerning your current pregnancy progress

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q059. The laboratory services are available in this facility

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q060. The waiting time for the laboratory tests to be done was reasonable

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q061. You got all drugs prescribed by doctor from ANC in facility pharmacy

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q062. The waiting time to collect drugs from the pharmacy was reasonable

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q063. Will you come back for ANC visit again at this health facility again

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Financial aspects of ANC care provided to pregnant women at the health facility

Q064. Ultrasound scan is available for all pregnant women without any payment

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q065. Pregnant women have to pay cash money for prescribe drugs

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

Q066. Laboratory services are free of charge to all pregnant women in this facility

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly agree

SECTION THREE

How strongly do you SATISFIED or DISSATISFIED with each the following statement (Please cycle one number on each line)

General Satisfaction of ANC care provided to pregnant women at the health facility

Q067. Provider was skillful when providing care to you

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q068. Health care providers are adequate in this health facility on providing the antenatal care services

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q069. Health facility is clean, and I feel very comfortable to attend the ANC clinic in this health facility.

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q070. The overall ANC care provided by health care providers in this health facility

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q071. Time that a doctor spent with you on providing the ANC care.

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q072. Provider took more attention towards your concerns and view

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q073. Provision of the ANC care by a male staff

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q074. The availability of toilets in this health care facility

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Q075. Strongly recommend the ANC services in this facility to someone else to come

- ☐ Very unsatisfied
- ☐ Unsatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

Thank you for your participation
