

ABSTRACT

Introduction: Making quality the pillar of the maternal care system can help us achieve the Millennium Development Goal by the year 2015. Yet to date, to improve we do not have a tool or a control mechanism to measure quality. The study assessed structure, process, and client satisfaction components of quality of field antenatal clinics.

Objectives: To develop standards and develop and validate an instrument to measure the quality of a field antenatal clinic and to assess the quality of field antenatal clinics in the Colombo district.

Methodology: The study was constructed in two phases; the development phase and the implementation phase. The development phase developed two instruments to assess the quality of facilities and services; Quality of field antenatal clinic facilities checklist (Q FANC FC) and Quality of field antenatal clinic services checklist (Q FANC SC). The major steps on development of the tool were focus group discussions with health care personnel in the field, expert opinion on standards and items, homogeneity and multifactor dimensionality. Factor analysis was performed with principal component analysis on exploratory factor analysis with Varimax rotation. Both tools were validated and tested for reliability. The World Health Organization Client Satisfaction questionnaire (WHO CSQ) was selected to assess the client satisfaction and was translated and back translated to Sinhala and Tamil and were validated and tested for reliability.

The implementation phase assessed the quality of facilities, services of field antenatal clinics in the Colombo District and the client satisfaction among a group of pregnant women attending these clinics. Lot quality assurance sampling was used to sample the field antenatal clinics for facilities, and the pregnant women for services and client satisfaction. From Colombo District a sample of 59 field antenatal clinics (44%) were selected for the assessment of quality of facilities and 295 pregnant women for assessment of quality of services. A further 295 pregnant women in their third trimester were selected for the client satisfaction of field antenatal clinics.

Results: Judgmental validity was ensured for the two developed tools with the experts' opinion and of which content validity was ensured by the process of tool development. Construct validity was ensured by factor analysis. Factor analyses resulted in a nine-factor structure for the Q FANC FC; building and cleanliness, materials, toilets, health care workers, client information system, training and supervision, health education, supplements and vaccines and water other than tap water. Factor analysis resulted in a six factor structure for the Q FANC SC; client provider interaction, promotion and protection of health, information and counseling, comprehensive care and linkage to other reproductive health services, continuity of care and follow up and technical competence of health care worker.

The WHO CSQ Sinhala and WHO CSQ Tamil were also ensured of its validity and reliability.

Lot quality assurance sampling decision rule was made use of in assessing the standards of quality facilities and quality services of field antenatal clinics. The results of the implementation phase found substandard quality of facilities in the Colombo District other than for the quality of facilities on availability of materials and health education. The quality of services were substandard for all medical officer of health areas in the Colombo District for subscales client provider interaction, information and counseling, comprehensive care and linkage for other reproductive health services and continuity of care and follow up. Promotion and protection of health was found substandard in all field antenatal clinics except for two medical officer of health areas. Technical competence of health care workers was found substandard in all field antenatal clinics except for three medical officer of health areas.

Among the pregnant women attending the field antenatal clinic, 30% were not generally satisfied, 61% wished to revisit and 70% indicated that they would recommend the field antenatal clinic to others.

Recommendation: The availability of the four instruments and the results of the quality of field antenatal clinics in the Colombo District would be brought to the

attention of the Family Health Bureau, to improve the quality of facilities and quality of services in the Colombo District and to make use of the tools to assess the quality of field antenatal clinics in other districts in Sri Lanka.

Key words : Quality, antenatal clinics, quality of field antenatal clinic facilities checklist, quality of field antenatal clinic services checklist, World Health Organization client satisfaction Sinhala questionnaire, World Health Organization client satisfaction Tamil questionnaire