

Summary

Maternal health refers to a holistic view of women and their every day lives. It is based on the awareness that a woman's physical, mental, and social status are interdependent and determine her state of health or illness. Maternal health encompasses the health of the women in the childbearing years, including those in the pre- pregnancy period, those who are pregnant, and those who are caring for young children.

Quality is a relative term that used in many situations and often means different things to different people, it describes something with high merit or excellence as compared to an accepted standard. It also means a degree of excellence, a client satisfaction, a degree or standard of achievement.

Quality improvement is defined as ongoing evaluation of nursing process of establishing optimum standard of nursing practice and planning or providing care that meets this standard.

Quality improvement has positive results on maternal care as it will achieve greater probabilities and success for change of knowledge, performance, and practice of nurse.

The aim of the present study was to improve the quality of maternal health care in maternal and child health care centers in kalyubia governorate. To fulfill the aim of the present study, **the following research questions were formulated:**

- Is the socio demographic characteristics of nurses affect their performance?
-
-

- Is the quality of nurse's performance will improve client satisfaction?
- Is there a relation between client socio demographic characteristics and their satisfaction?

And the following research hypothesis is predictable:

The quality improvement program will improve the maternal health care.

Setting:

A quasi- experimental research study was carried in 50% of all MCH centers in kalyubia governorate it was 11 MCH centers, theses centers were: Benha Maternal and Child Care Center, Benha Family Health Center, Kafr Shoukr Maternal & child care center, Kaha Maternal & child care center, Toukh Maternal & child care center, Sheibin Elkanater Maternal & child care center, Kalyub Maternal & child care center, Kalyub Family Health Center, Elkanater Elkhayria Maternal & child care center, Elhadaek Maternal & child care center, and Elhady-Elbashier Maternal & child care center.

Sample:

The first sample: All nurses working in maternal care in the selected M.C.H centers were included in the study, they were 67 nurses.

The second sample: The total numbers of clients included in the study were 110 clients. (10 clients from each center), they represent about 10%, they were selected randomly

Tools of data collection:

The following tool used to collecting data:

An interviewing questionnaire: consisted of the following 4 parts:

Part I: It was designed to collect data about the socio- demographic characteristics of nurses involved in the study.

Part II: It was devoted to the nurses' knowledge about maternal health care.

Part III: It was designed to assess nurses' knowledge about quality.

Part IV: Client satisfaction questionnaire, about maternal health care provided in M.C.H centers

An observational checklist: consisted of the following two parts:

Part I: An observational checklist to assess the structure of M.C.H centers.

Part II: An observation checklist to assess the quality of nursing performance.

The current study revealed the following results:

- The mean age of studied nurses was (31.63±8.26) years, 46.3 % of them had diploma of secondary school nursing and specialty, 74.5% of them were married and 43.4% of them had less than ten years of experience.
-
-

- The mean age of studied sample was (29.12±7.40) years, 63.6% had a secondary level of education, 90.8% of them were married, and 67.3% of them were housewives.
 - Regarding nurses' knowledge about pregnancy, labour, puerperium, and quality. there were unsatisfactory knowledge pre program implementation.
 - Regarding nurses' performance in antenatal, natal, and postnatal care, there was inadequate nursing performance pre program.
 - Regarding client's they were unsatisfied about the quality of care pre program.
 - The study showed that nurses, knowledge and performance scores regarding quality of maternal care and client satisfaction improved significantly in all aspects after application of the program.
 - Regarding structure of MCH centers, 63.6% of the studied maternal and child health centers had partial adequate structure of health care delivery room, while 45.5% of them had adequate waiting area and sterilization room. 81.8% had inadequate linens and supplies of delivery including (delivery linens, neonatal supplies, surgical supplies, medications and, laboratory supplies.
 - The study also showed that there were a significant relation between the socio demographic characteristics of nurses and their performance, and also there were a significant relation between client socio demographic characteristics and their satisfaction, the study also revealed that quality of nurse's performance improved client satisfaction.
-
-

Based on the findings of the study, the following recommendations can be deduced:

- Periodical continuing educational program should be held to keep nurses up-to-date in their knowledge and performance about quality improvement for maternal care and periodical appraisal evaluation for their performance should be performed.
- Specific procedure book should be available to standardize the nursing care provided in M.C.H centers.
- Efforts that done by authorities to enhance the infrastructures of M.C.H centers should be continued.
- Mass media materials as films, posters, handouts, and manuals should be available for clients in the M.C.H centers with simple language and updated knowledge about maternal and child care.