

# Assistance to normal childbirth and the satisfaction of the puerperal women

**RESUMO** | Objetivo: Averiguar o que diz a literatura quanto à satisfação das puérperas em relação à assistência recebida no trabalho de parto e parto nos serviços de saúde. Método: Estudo qualitativo do tipo revisão integrativa, nas Bases de Dados: MEDLINE/BVS, SciELO, BDNF, PubMed, e DOAJ, no período de 15 de janeiro a 20 de fevereiro de 2021. Foi realizada leitura analítica dos estudos identificando os pontos chave para hierarquização e síntese das ideias. Resultados: Foram selecionados 14 estudos. Os dados obtidos com a pesquisa apontam para a inexistência de unanimidade quanto à percepção e satisfação das mulheres em relação à assistência ao trabalho de parto e parto. Conclusão: Portanto, atenção, acolhimento, cuidado e vínculo são elementos fundamentais para uma melhor assistência e, conseqüentemente, para o alcance da satisfação destas mulheres em relação à assistência recebida.

**Descritores:** Satisfação do Paciente; Parto Normal; Pós-Parto

**ABSTRACT** | Objective: To investigate what the literature says about the satisfaction of postpartum women in relation to the assistance received in labor and delivery in health services. Method: Qualitative study of the integrative review type, in Databases: MEDLINE/BVS, SciELO, BDNF, PubMed, and DOAJ, from January 15th to February 20th of 2021. An analytical reading of the studies was carried out, identifying the key points for the hierarchy and synthesis of ideas. Results: 14 studies were selected. The data obtained from the survey point to the lack of unanimity regarding the perception and satisfaction of women in relation to care during labor and delivery. Conclusion: Therefore, attention, reception, care and bonding are fundamental elements for better care and, consequently, for achieving these women's satisfaction in relation to the care received.

**Descriptors:** Patient Satisfaction; Natural Childbirth; Postpartum Period.

**RESUMEN** | Objetivo: Investigar lo que dice la literatura sobre la satisfacción de las mujeres posparto en relación a la asistencia recibida en el trabajo de parto y parto en los servicios de salud. Método: Estudio cualitativo del tipo revisión integrativa, en Bases de datos: MEDLINE / BVS, SciELO, BDNF, PubMed, y DOAJ, del 15 de enero al 20 de febrero de 2021. Análisis analítico Se realizó la lectura de los estudios, identificando los puntos clave para la jerarquía y síntesis de las ideas. Resultados: Se seleccionaron 14 estudios. Los datos obtenidos de la encuesta apuntan a la falta de unanimidad en cuanto a la percepción y satisfacción de las mujeres en relación al cuidado durante el trabajo de parto y parto. Conclusión: Por lo tanto, la atención, la recepción, el cuidado y la vinculación son elementos fundamentales para un mejor cuidado y, en consecuencia, para lograr la satisfacción de estas mujeres en relación con el cuidado recibido.

**Descriptores:** Satisfacción del Paciente; Parto Normal; Periodo Posparto

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## INTRODUCTION

Childbirth and the birth of a child are considered some of the most important events in a woman's life. Over time, both have gone through several transformations, one of which is the transition from home birth to hospital birth. (1) Thinking about better care for parturient women, the World Health Organization (WHO) and the Prenatal and Birth Humanization Program (PHP) establish a new model of obstetric care, which characterizes the woman as the protagonist of the birth process, valuing assistance that provides quality care, articulating care from prenatal care to birth. (1)

In order to ensure comprehensive obstetric care for women and preserve their rights of choice, as well as the ri-

ght to a safe birth and healthy growth and development for children, the Ministry of Health (MH) also instituted the Rede Cegonha strategy in 2011. (2)

Currently, unconventional methods are being used more and more and the proposal is the humanization of care from delivery to birth. Studies show that the use of these non-pharmacological methods gives women a greater role in labor, making the time shorter, providing comfort, causing less damage, reducing the need for analgesia, making the experience positive and the childbirth happens spontaneously. (3-4)

Humanizing childbirth does not only mean providing assistance to normal birth, performing or not procedures, but making the woman the protagonist and not just a spectator of this moment, giving her freedom of choice in decision-making processes. Humanized childbirth includes respect for the physiological process and dynamics of each birth, in which interventions must be careful, avoiding excesses and always aiming to promote healthy childbirth and birth. (5)

Considering that the humanization of childbirth is not only technically focused, but must also be associated with respect for the patient's rights, satisfaction with the care received is an indirect way of identifying the quality of health services.

In view of this, in order to support reflection on the assistance to natural childbirth from the perspective of women, this study aims to investigate what the literature says about the satisfaction of postpartum women in relation to the assistance received in labor and delivery in health services.

## METHOD

This is an integrative review in which the following steps were covered: elaboration of the guiding question and objective of the study; definition of inclusion and exclusion criteria for scien-



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tific productions; search for scientific studies in databases and virtual libraries; analysis and categorization of selected studies; interpretation of results and discussion of findings.

To survey the guiding question, the PICO strategy was used. The PICO strategy represents an acronym for P – population/patient, I – intervention/interest, Co – comparison/absence and Outcomes (Outcomes), and can be used to appropriately construct research questions of diverse natures, focusing on the scope of the search and in order to avoid unnecessary searches. (6)

Making use of this strategy, the PICO strategy was defined for the present study (P: New mothers; I: Satisfaction with the assistance received; Co: Labor and delivery). Thus, the following guiding question of the research was defined: “What does the literature say about the satisfaction of postpartum women in relation to the assistance received in labor and delivery?”.

For selection of articles, the following inclusion criteria were used: being an original article, available in full, in Portuguese or Spanish, published in the last 10 years, and that responded to the objective of the study. The following were excluded: gray literature, as well as repeated publications of studies in more than one database, articles that did not answer the study's guiding question. The temporal delimitation was due to the redesign of women's health policy through ordinance No. 1459 of June 24th, 2011, in which the Federal Government established, within the scope of the Unified Health System (SUS), the Rede Cegonha.

Data collection took place between January 15th and February 20th, 2021, in the following Databases: Medical Literature Analysis and Retrieval System Online via Virtual Health Library (MEDLINE/VHL); Nursing Database (BDENF); PubMed; and Directory of Open Access Journals (DOAJ), as well as the Virtual Library, Scientific Electronic Li-

**Table 1. Database search strategy. Garanhuns, Pernambuco (PE), Brazil, 2021.**

Database	Search Terms	Results
MEDLINE/BVS	"Satisfação do paciente" AND "Parto normal"	05
	"Satisfação do paciente" AND "Assistência ao parto"	08
	"Satisfação do paciente" AND "Puerpério"	06
	"Parto normal" AND "Assistência ao parto"	23
	"Parto normal" AND "Puerpério"	10
	"Assistência ao parto" AND "Puerpério"	13
SciELO	"Satisfação do paciente" AND "Parto normal"	02
	"Satisfação do paciente" AND "Assistência ao parto"	02
	"Satisfação do paciente" AND "Puerpério"	01
	"Parto normal" AND "Assistência ao parto"	53
	"Parto normal" AND "Puerpério"	26
	"Assistência ao parto" AND "Puerpério"	49
BDENF	"Satisfação do paciente" AND "Parto normal"	16
	"Satisfação do paciente" AND "Assistência ao parto"	28
	"Satisfação do paciente" AND "Puerpério"	14
	"Parto normal" AND "Assistência ao parto"	179
	"Parto normal" AND "Puerpério"	44
	"Assistência ao parto" AND "Puerpério"	159
PubMed	"Patient Satisfaction" AND "Natural Childbirth"	21
	"Patient Satisfaction" AND "Delivery assistance"	5
	"Patient Satisfaction" AND "puerperium"	78
	"Natural Childbirth" AND "Delivery assistance"	3
	"Natural Childbirth" AND "puerperium"	15
	"Delivery assistance" AND "puerperium"	3
DOAJ	"Patient Satisfaction" AND "Delivery assistance"	2
	"Patient Satisfaction" AND "puerperium"	7
	"Natural Childbirth" AND "Delivery assistance"	4
	"Natural Childbirth" AND "puerperium"	8
	"Delivery assistance" AND "puerperium"	3
		6
TOTAL		793

Source: Research data, 2021.

brary Online (SciELO).

We searched for articles indexed from the following Health Sciences Descriptors (DeCS) in the Virtual Health Library: "Patient Satisfaction", "Normal Delivery", "Participation Assistance" and "Puerperium", using the Boolean operator AND and the correspondents in Portuguese. (Table 1).

The selection of studies was based on Preferred Reporting Items for Sys-

tematic Review and Meta-Analyses (PRISMA), (7) in order to assist in the development of articles. At first, studies that did not meet the inclusion criteria and duplicate studies were eliminated by reading titles and abstracts. Of these pre-selected ones, a full reading was carried out, in order to verify which ones meet the guiding question and the inclusion/exclusion criteria. The final sample was then constructed with

studies relevant to the pre-established criteria (Figure 1).

A total of 793 articles were found, with 65 articles available in MEDLINE/VHL; 133 in SciELO; 440 in BDENF; 125 at PubMed and 30 at DOAJ. After deleting duplicate articles, reading the title and reading the abstract, 773 articles were excluded, resulting in 20 articles pre-selected for full reading. After reading in full, the final sample with studies relevant to the pre-established criteria was 14 articles.

After reading the selected articles, the studies were categorized, classifying the knowledge produced in levels of evidence according to Melnyk & Fineout-Overholt (8): Level I - Systematic review, meta-analysis or clinical guidelines from systematic reviews of randomized clinical and controlled trials; Level II - Randomized controlled clinical trial; Level III - Well-designed clinical trials without randomization; Level IV - Well-designed cohort and case-control study; Level V - Systematic review of descriptive and qualitative studies; Level VI - A single descriptive or qualitative study; and finally, Level VI - Opinions of authorities and/or expert committee opinion.

Finally, the summary of the corpus information was obtained through an instrument: identification of the original article; article authorship; year of publication; country; methodological characteristics of the study; and study sample. An analytical reading of the studies was carried out, identifying the key points for the hierarchy and synthesis of ideas.

Aiming at a better understanding and visualization of the main findings, the data were organized in charts and tables, exposed in a descriptive way.

**RESULTS**

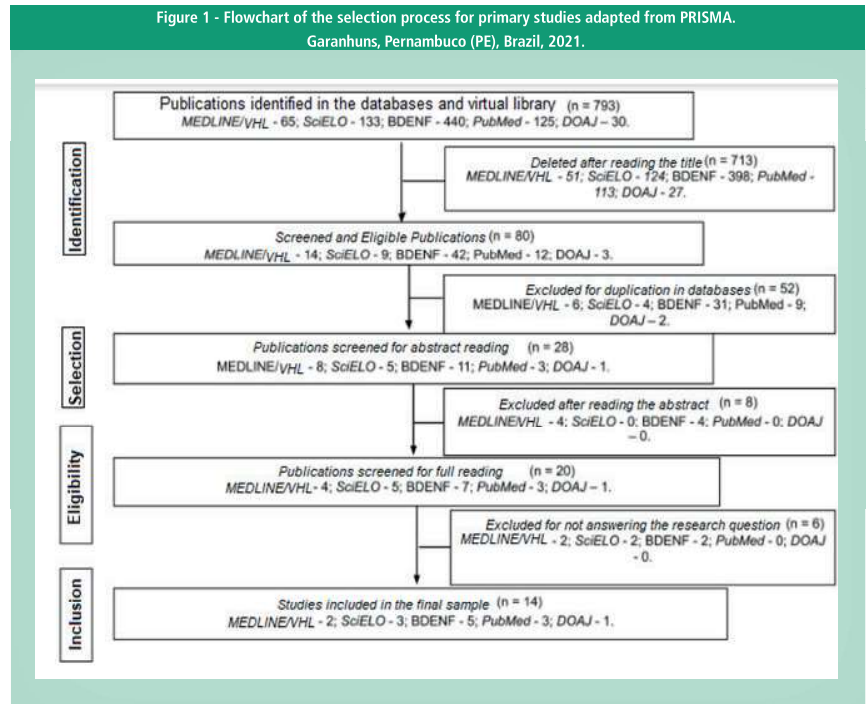
To view the studies that comprised the sample of this integrative review, a table was created showing the results

found in the studies according to their titles, authors, years of publication, levels of evidence, objectives and results. Regarding the methodological design regarding the level of scientific evidence, it was found that most articles express level VI of evidence, while only two articles express level IV of evidence. The main findings arranged in the objectives and conclusions are directly associated with the satisfaction of postpartum women in relation to the assistance received during labor and delivery in health services (Table 1).

Given the above, it was possible to observe that most postpartum women say they are satisfied with the assistance provided during the delivery process. Further motivating the provision of quality care, aiming at how important this moment is in view of all these women's expectations.

**DISCUSSION**

Women's satisfaction is influenced by the expectations they have about the



Source: Research data, 2021.

care they will receive, not specifically portraying the quality of care provided. (11) However, verifying satisfaction with the care received in labor and

delivery can be an important tool for evaluating the available services and implementing good practices in health institutions.

**Table 1: Synthesis of the main findings regarding the satisfaction of postpartum women in relation to the assistance received in labor and delivery in health services. Garanhuns, Pernambuco (PE), Brazil, 2021.**

N	Title/Database	Authors (Year)	Country	Level of Evidence	Objective	Results
1	Communication and satisfaction of primiparous women in a public health service. / MEDLINE/VHL	Díaz-Sáez, Jorge et al. (2011) (9)	Europe	VI	Analyze the communication of mothers for the first time with health professionals and explore satisfaction, needs and expectations in relation to health services.	The study found some points of improvement in communication between first mothers and health professionals that could be taken into account in plans to promote satisfaction with health services.
2	Experiencing care in the context of a birthing center: the users' perspective. / MEDLINE/VHL	Gonçalves, Roselane et al. (2011) (10)	Brazil	VI	Understand the experience of parturient women in the context of a Birthing Center located in São Paulo	The results showed that the woman who chooses the Birth Center to give birth seeks humanized care and that in this context she goes through positive and negative experiences.
3	Social inequalities and women's satisfaction with childbirth care in Brazil: a national hospital-based study. / SciELO	d'Orsi, Eleonora et al. (2014) (11)	Brazil	VI	Identify factors associated with the assessment of women regarding the health professional/parturient relationship and how these factors influence satisfaction with childbirth care.	Women value the way they are cared for by professionals and there are inequalities in terms of color, geographic region and source of payment for childbirth in these relationships..

4	Experiences of women about the assistance received in the birth process. / SciELO	Santos, Luciano Marques; Pereira, Samantha Souza da Costa. (2012) (12)	Brazil	VI	Understand the experiences of postpartum women about the care received during the birth process in a public maternity hospital in Feira de Santana-Bahia.	Content and semiological analysis of the data showed that the interviewees experienced the birth process with loneliness, fear, pain, suffering, abandonment, and had their children alone.
5	Exploring the emotions of a woman in perinatal care: A qualitative study. / SciELO	Arnau Sánchez, José et al. (2016) (13)	Spain	VI	Explore the emotions that emerge in women during pregnancy, childbirth and postpartum along the care itinerary of primary and hospital care.	There is an emotional variability due to the coexistence of technocratic and biopsychosocial models.
6	Nursing care during labor and delivery: the woman's perception. / BDEF	Soares Ferreira, Luiza Mairla et al. (2017) (14)	Brazil	VI	To investigate nursing care during labor and delivery, through the perception of parturients.	Sixteen central ideas were identified for 4 questions, showing a relative satisfaction of the parturients with the nursing care provided.
7	Assessment of postpartum women's satisfaction with childbirth. / BDEF	Riegert, Isadora Tavares et al. (2018) (15)	Brazil	VI	To analyze the satisfaction about labor and delivery of women who gave birth in a high-risk maternity hospital.	It was found that there was a statistically significant relationship between the expectations and satisfaction of women with childbirth.
8	Satisfaction of postpartum women attended at a normal delivery center. / BDEF	Soares, Yndira Kássia da Cunha et al. (2017) (16)	Brazil	VI	To analyze the satisfaction of postpartum women attended at a Normal Delivery Center.	It was found that the mothers were satisfied with the assistance they received, especially due to the continuous support provided by the obstetric nurses.
9	Nurse-assisted normal birth: experience and satisfaction of postpartum women. / BDEF	Freire, Hyana-ra Sâmea de Sousa et al. (2017) (17)	Brazil	VI	Describe the experience and satisfaction of women who had a normal birth assisted by a nurse.	The nurse is recognized as a distinguished professional who provides physical and emotional support and helps with relaxation and coping with parturition.
10	The puerperal women's perception of the assistance received during childbirth. / BDEF	Sabino, Vanessa Gomes da Rocha Silva et al. (2017) (18)	Brazil	VI	Learn the perception of postpartum women about the care provided during childbirth.	The mothers had favorable perceptions linked to the attitudes of health professionals, the availability of physical/material resources and the participation of the family.
11	Validation of the Women's Views of Birth Labor Satisfaction Questionnaire (WOMBSLQ4) in the Spanish Population. / PUBMED	Pozo-Cano, María Dolores et al. (2020) (19)	Spain	IV	Determine the factor structure of the Women's Labor Satisfaction Questionnaire (WOMBSLQ4).	In clinical practice, this scale may be relevant to measure levels of satisfaction during childbirth in Spanish-speaking women.
12	Perception of childbirth experiences of Japanese women in Bali, Indonesia: a qualitative study / PUBMED	Tanaka, Kazuno et al. (2020) (20)	Japan	VI	Examine how the perinatal care provided is experienced by Japanese women in Bali.	Japanese women in Bali expected woman-centered perinatal care and active support from the nursing/midwifery team during pregnancy and postnatal care.
13	Maternal and paternal satisfaction in the delivery room: a cross-sectional comparative study. / PUBMED	Bélangier-Lévesque, Marie-Noelle et al. (2014) (21)	Canada	IV	Evaluate and compare the satisfaction of mothers and fathers with childbirth.	The birth experience of each parent and support the parents accordingly, adapting care delivery around childbirth.
14	Perception of women in the care in childbirth: contributions to nursing. / DOAJ	Brasil, Eysler Gonçalves Maia et al. (2013) (22)	Brazil	VI	Understand the perception of women regarding the assistance received during labor / birth	The women highlighted the good service received, which consists of the care and dedication of professionals.

Source: Research data, 2021.

In agreement with other studies, the characteristics of the first care received upon arrival at the hospital were vital for the first impression of the institution. (10) This and other studies indicate that satisfaction is associated with the quality of the relationship and communication with health professionals (respect, privacy, attention and information received during labor/birth, emotional support), with the way they experienced the process (little suffering, presence of a companion of their choice) and with good maternal and neonatal outcomes. (11)

It is also important to highlight the implications that the Birth Plan can bring to the care provided and the satisfaction of postpartum women with the care received. The Birth and Delivery Plan is a written, legal document in which the woman expresses her perso-

nal values and desires for the prenatal, childbirth and postpartum period. (22)

Based on this concept, health professionals, even in prenatal care, should use this document in their consultations, seeking to improve care and strengthen communication for pregnant women in the hospital environment. In addition, this is an instrument of female empowerment, seeking to know the desires and needs of women in that singular moment that is pregnancy. (23,24)

In view of the elaboration of this study, the limitations of the research refer to the delimitation of articles that did not always accurately address the research's guiding question. However, it is clear the importance of carrying out more studies of this nature to expand the production of knowledge and also to encourage discussion on this topic.

## CONCLUSION

The data obtained from the survey point to the lack of unanimity regarding the perception and satisfaction of women in relation to care during labor and delivery, an indication that what is considered ideal and recommended is not always seen from the same perspective by all women. This experience is experienced as unique and unique for each woman. In this sense, attention, reception and care, as well as the bond, are fundamental elements for a more humanized care and, consequently, for the achievement of satisfaction of these women in relation to the obstetric care received.

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