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# Assessment of Maternal Satisfaction and its Associated Factor After Spinal Anesthesia for Cesarean Section in Debere Markose Comprehensive Specialized Hospital, East Gojjam Zone, An Amhara Region, Ethiopia, from January to June 2023 G.C

Yitayal Guadie Ashebir1\*; Yohannes Godie Ashebir2; Dires Birhanu3

# \*Corresponding Author(s): Yitayal Guadie Ashebir

Department of Anesthesia, Collage of Health Science and Medicine, Debre Markos University, Debre Markos, Ethiopia.

Email: guadyitu@gmail.com & guadieyitayal@gmail.com

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**Keywords:** Spinal Anesthesia; Patient Satisfaction; Caesarean Section.

**Abbreviations:** ASA: American Society of Anesthesiologist; C/S: Cesarean Section; GA: General Anesthesia; N/V: Nausea /Vomiting; OR: Operation Room; PDPH: Post Dural Puncture Headache; PONV: Post -Operative Nausea and Vomiting; RA: Regional Anesthesia; SA: Spinal Anesthesia; NRS: Numerical Scale.

#### **Abstract**

Background: Spinal anesthesia for cesarean section is an old and well-established method. It was first used in obstetrics in 1901 for pain relief during vaginal delivery and also became popular for cesarean delivery because of its rapid onset and a high frequency of successful blockade. Even if spinal anesthesia for cesarean section has become increasingly popular and the recent decade has been the preferred technique for the majority of anesthetists, Patient satisfaction toward spinal anesthesia is a vital monitor of the quality care in anesthesia. To assess maternal satisfaction and associated factors among parturients who give birth under spinal anesthesia for cesarean delivery in Debre Markos Comprehensive Specialized Hospital, East Gojjam Zone Amhara region, from January to June Ethiopia, 2023 G.C.

Methods and Materials A cross-sectional study of patients who underwent cesarean section under spinal anesthesia in the operating rooms of Debre Markos Hospital obstetrics ward was interviewed exit using a structured questionnaire. A post-operative survey of patients 24 hours after operation was conducted by collecting pre-operative, intra-operative, and post-operative procedures.

Results: The overall satisfaction with spinal anesthesia was 168(86.2%) a patient was satisfied and 27 (13.8 %) of the patients were dissatisfied. Furthermore, 183(93.8%) patients would choose spinal anesthesia in the future for similar surgery if required and 12(6.2%) of patients would not. The reasons for refusal are not the choice of GA but



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<sup>&</sup>lt;sup>1</sup>Department of Anesthesia, Collage of Health Science and Medicine, Debre Markos University, Debre Markos, Ethiopia.

<sup>&</sup>lt;sup>2</sup>Department of pediatric and Child Health, College of Health Science and Medicine, Debre Markos University, Debre Markos, Ethiopia.

<sup>&</sup>lt;sup>3</sup>Department of Neonatal Nursing, Collage of Health Science and Medicine, Dilla University, Dilla, Ethiopia.

rather fear of spinal complications (headache, backache nausea, and vomiting), fear of awareness during operation, post-operative pain in the surgical site and most say they don't need to give birth in the future.

Conclusion and recommendations: There were a higher number of patients who were satisfied with involvement in decision-making, communication with professionals, and anesthesia practitioners paying attention to their complaints like pain & nausea intraoperatively, and the anesthesia team was willing to listen to their questions. Lower satisfaction for information given by anesthetist preoperatively, intraoperative shivering, post-operative care, and treatment of postoperative headache, PONV, and backache.

#### Introduction

Spinal anesthesia for cesarean section is an old and well-established method [1]. It was first used in obstetrics in 1901 for pain relief during vaginal delivery and also became popular for cesarean delivery because of its rapid onset and a high frequency of successful blockade. The development of thinner spinal needles and better local anesthetic agents like bupivacaine for intrathecal use and more knowledge of the pathophysiology of hypotension may have contributed to the rising popularity of spinal anesthesia [2]. The advantages of regional anesthesia include an awake mother, minimal depression of the newborn, and avoidance of the risks of general anesthesia spinal anesthesia specifically has the advantages of its simplicity, small drug dose, low Failure rate, and rapid onset [3].

Spinal anesthesia is performed by injecting small amounts of local anesthetic agent into the cerebrospinal fluid [2]. Spinal anesthesia is easy to perform and provides excellent operating conditions for cesarean section [4]. Compared with general anesthesia, spinal anesthesia has lower rates of venous thromboembolism, cardiac events, the need for post-operative analgesia, sympathetic responses to surgical stimulation along with few other life-threatening complications(4). Even if spinal anesthesia for cesarean section has become increasingly popular and the recent decade has been the preferred technique for the majority of anesthetists, Patient satisfaction is the most important element in healthcare organizations and the top goal for any healthcare delivery strategy [6]. Patient satisfaction is a subjective and complex concept involving physical, emotional, mental, social, and cultural factors [7]. Patient satisfaction and experience of the quality of care is a difficult outcome to measure, mainly because it is a subjective multidimensional concept, based on patient expectations [8].

Satisfaction is measured by patients through evaluation and assessment of the experience after consuming a good service of care by health providers [9]. It is determined by the quality of the provided care and the expectations of that care [10]. Measuring factors that influence patient's satisfaction is vital to monitor the quality of care in anesthesia [11].

Researching patient satisfaction is important in understanding the problems which patients experience from spinal anesthesia, and this helps us in improving the quality of anesthesia and healthcare. who visited government health facilities consider the quality of care they received to be below average [12].

Although most studies report high satisfaction levels for spinal anesthesia, the satisfaction rate can be overestimated be-

cause patients like to please service providers by replying 'satisfied' [13]. American Society of Anesthesiologists (ASA) patient satisfaction guideline stated that in the future, it is likely that payment for anesthesia services will depend in part on measures of patient satisfaction [14].

No prior study had been done to assess the level of satisfaction with spinal anesthesia for cesarean delivery at Debre Markos Specialized Comprehensive Hospital [16]. Every hospital is mandated to improve the quality of its healthcare delivery system, more so the leading teaching and referral hospital in Ethiopia. This study will be carried out on their level of satisfaction and the factors of dissatisfaction during cesarean deliveries.

The purpose of this study will be to identify the possible gaps as well as a potential area of intervention to improve maternal satisfaction after spinal anesthesia for cesarean section delivery at Debre Markos Comprehensive Specialized Hospital. Measuring factors that influence parturient satisfaction is vital to monitoring the quality of care in anesthesia [17]. All factors determining parturient satisfaction indicate an urgent need for safety and quality guidelines or protocols in the service of anesthesia [18]. These attempts will also improve the quality of anesthesia and intensify the relationship between anesthetist and their parturient.

This study will measure to what extent patients are satisfied and will help to identify problem areas for improvement.

#### **Methods and Materials**

**Study area, design, and Study period:** A hospital-based cross-sectional study was conducted in the Amhara region, East Gojam Debre Markos Comprehensive Specialized Hospital on patients who were scheduled for elective surgery from March-May 2023 G.C.

**Source and Study of Populations:** All women who underwent c/s in Debre Markos Comprehensive Specialized Hospital from March to May 2023 and the study population consisting of Comprehensive Specialized Hospital selected women who underwent c/s under spinal anesthesia during the study period at Debre Marks Comprehensive Specialized Hospital.

**Inclusion criteria:** ASA-II parturient who underwent both elective and emergency cesarean section with spinal anesthesia were included.

**Exclusion criteria:** Mental disordered mother, parturient with chronic pain, Failed or complicated spinal anesthesia, Parturient who were unable to communicate to the investigator due to illnesses.

Sample size determination and sampling procedure: The sample size was determined using the single proportion formula  $n=((Z_{a/2})^{2*}(p)^*(q))\%d^2$  Whereas; n=sample size

Z=confidence interval (1.96)

P=estimated prevalence (0.5)

d= margin of sampling error to be tolerated (0.05)

To get the sample size with confidence interval of 95% and margin of error 5%

n=( (1.96)20.5(0.5))/0.05\*0.05 =384

By applying a finite population correction formula, the final

sample size was,

NF = n/(1+n/N)

Whereas, NF=the minimum sample size

n =sample size

N =Total number parturient who was undergo cesarean delivery at Debre markos comprehensive specialized hospital in two months.

n = 384

N = 400

NF=384/ (1+384/400)

= 195

Non-probability consecutive sampling procedure was employed.

## Study variable:

**Dependent variable:** Maternal satisfaction towards spinal anesthesia and its associated factors.

Indipendet variable Socio demographic factor, Level of education , Patient's past medical illness ,Postoperative pain, nausea/vomiting ,headache and backache.

Data collection tool and procedures: After getting ethical clearance from the Debre Markos University School of Medicine anesthesia department and permission from Debre Markos Comprehensive Specialized Hospital then post-operative study of patients on the day after surgery was conducted by collecting preoperative intraoperative, and postoperative data, on a constructed questionnaire.

**Data Quality Assurance:** The training was given to data collectors. All data will be collected and properly filled in the prepared format. The questionnaire was checked for its accuracy, clarity, and consistency. The researcher supervised the data collectors and checked for the completeness of the data daily.

After the training we will give to data collectors, data will be collected and properly filled in the prepared format.

Data processing and analysis: Data was summarized and analyzed by using SPSS version 25. Associations analyzed by chi chart; all factors to identify what factors and to what extent those factors influence overall satisfaction. The chi-square test was used to define statistical associations between variables. Overall satisfaction has four sub-components, socio-demographic, pre-operative, intraoperative, and post-operative condition of patients.

## Result

Socio-demographic characteristics of respondents: A total of 195 participants were sampled with a response rate of 100%. When studying the distribution of age groups most of the parturient 92(47.2%) were aged between 26 and 35 years, 72(36.9%) were aged less than 25 years, and 31(15.9) were aged greater than 35 years. The majority of the parturient 75(38.5%) were diploma and above, 42(21.5%) of the participants were unable to read and write as the same result of 42(21.5%) being able to read and write.27 (13.8%) of the participants attended secondary school, and 9(4.6%) of the participants attended primary school.

**Table 1:** Socio -demographic characteristics of respondents in Debre markos comprehensive specialized hospital East gojjam zone of the Amhara Region of Ethiopia, From April to May 2032 G.C.

| Variable           | Variable                | Frequency | Percent |
|--------------------|-------------------------|-----------|---------|
| Age                | <= 25                   | 72        | 36.9    |
|                    | 26-35                   | 92        | 47.2    |
|                    | >35                     | 31        | 15.9    |
|                    | Total                   | 195       | 100     |
|                    | unable to read andwrite | 42        | 21.5    |
|                    | Able to read and write  | 42        | 21.5    |
| Level of education | Primary school          | 9         | 4.6     |
| Level of education | Secondary school        | 27        | 13.8    |
|                    | Diploma and above       | 75        | 38.5    |
|                    | Total                   | 195       | 100     |
|                    | Farmer                  | 53        | 27.2    |
|                    | Student                 | 23        | 11.8    |
| Level of education | Government employ       | 51        | 26.6    |
| occupation         | Merchant                | 61        | 31.3    |
|                    | Others                  | 7         | 3.6     |
|                    | Total                   | 195       | 100     |
|                    | Orthodox                | 141       | 72.3    |
|                    | Muslim                  | 40        | 20.5    |
| Religion           | Protestant              | 14        | 7.2     |
|                    | Total                   | 195       | 100     |
|                    | Married                 | 179       | 91.8    |
|                    | Single                  | 14        | 7.2     |
| Marital status     | Divorced                | 2         | 1       |
|                    | Widowed                 | 0         | 0       |
|                    | Total                   | 195       | 100     |
|                    | Amhara                  | 195       | 100     |
| Fall at a late     | Tigre                   | 0         | 0       |
| Ethnicity          | Oromo                   | 0         | 0       |
|                    | Total                   | 0         | 0       |
|                    | Urban                   | 136       | 69.7    |
| Residency          | Rural                   | 59        | 30.3    |
|                    | Total                   | 195       | 100     |

Perioperative condition of the respondents: Further more, parity distribution revealed that 120(61.5%) parturient were multigravida, whereas 75(38.5%) were prime gravid, the majority of the surgeries 73(37.4%) were performed as emergency whereas 122(62.6%) were conducted as elective. The procedure was done more than 73(34.4%) for fetal indication and 122(62.6%) for maternal indication.

**Table 2:** Parturient compliant in perioperative, intraoperative, and postoperative periods in Debre Markos Comprehensive Specialized Hospital in the East Gojjam Zone of the Amhara Region of Ethiopia, 2023 G.C

| Variable  | Category | Frequency | Percent |
|---|----------|-----------|---------|
| Patient have any medical history                      | HTN      | 14        | 7.2     |
|   | DM       | 7         | 3.6     |
|   | Asthma   | 2         | 1       |
|   | No       | 170       | 87.2    |
|   | Total    | 195       | 100     |
| ASA   | ASA      | 195       | 100     |
|   | Multi    | 120       | 61.5    |
| Parity  | Prime    | 75        | 38.5    |
|   | Total    | 195       | 100     |
| Patient received                                      | Yes      | 102       | 52.3    |
| anesthesia before?                                    | No       | 93        | 47.7    |
|   | Spinal   | 70        | 35.9    |
| If yes what technique                                 | General  | 28        | 14.4    |
|   | Total    | 98        | 14.4    |
| Patient complication from Receiving anesthesia before | Yes      | 54        | 27.7    |
|   | No       | 141       | 72.3    |

**Intraoperative condition:** Most of respondents 168(86.2%) were satisfied, 27(13.8%) were dis satisfied

**Table 4:** Parturient condition in the postoperative period in Debre Markos Comprehensive Specialized Hospital in the EastGojjam Zone of the Amhara Region of Ethiopia 2023 G.C.

| Variable  | Category          | Frequency | Percent |
|---|-------------------|-----------|---------|
| Post-operative back ache                              | Severe backache   | 9         | 4.6     |
|   | Moderate backache | 55        | 28.2    |
|   | Mild backache     | 68        | 34.9    |
|   | No                | 63        | 32.3    |
|   | Total             | 195       | 100     |
|   | Once              | 67        | 34.4    |
|   | Twice             | 28        | 14.4    |
| Postoperative N/V                                     | Only nausea       | 42        | 21.5    |
|   | No                | 58        | 29.7    |
|   | total             | 195       | 100     |
|   | Severe            | 5         | 2.6     |
|   | Moderate          | 57        | 29.2    |
| Postoperative<br>headache                             | Mild              | 68        | 34.9    |
|   | No                | 65        | 33.3    |
|   | Total             | 195       | 100     |
| Are you happy to<br>take SA for the same<br>procedure | Yes               | 183       | 93.8    |
|   | No                | 12        | 6.2     |
|   | Total             | 195       | 100     |
|   | Yes               | 169       | 86.7    |
| Have you got bed                                      | No                | 26        | 13.7    |
|   | Total             | 195       | 100     |

**Table 3:** Parturient compliant in intraoperative period in Debre Markos comperhensiv specia lized hospital in the East Gojjam Zone of the Amhara Region of Ethiopia, 2023 G.C.

| Variable                         | Category              | Frequency | Percent |
|----------------------------------|-----------------------|-----------|---------|
| No of attempet                   | 1 <sup>st</sup> trial | 83        | 42.6    |
|                                  | 2 <sup>nd</sup> trial | 63        | 32.3    |
|                                  | 3 <sup>rd</sup> trial | 47        | 24.1    |
|                                  | Above three trial     | 2         | 1       |
|                                  | Total                 | 195       | 100     |
|                                  | Mild pain             | 56        | 28.7    |
| Did have                         | Moderate pain         | 50        | 25.6    |
| Did you have intraoperative pain | Severe pain           | 3         | 1.5     |
|                                  | No pain               | 86        | 44.1    |
|                                  | Tota                  | 195       | 100     |
|                                  | Once                  | 74        | 37.9    |
| Intraoperative N/V               | Twice                 | 19        | 9.7     |
|                                  | Only nausea           | 46        | 23.6    |
|                                  | No N/V                | 56        | 28.7    |
|                                  | total                 | 195       | 100     |
| Pain during injection            | Yes                   | 112       | 57.4    |
|                                  | No                    | 83        | 42.6    |
|                                  | Total                 | 195       | 100     |
| Shivering                        | Yes                   | 122       | 62.6    |
|                                  | No                    | 73        | 37.4    |
|                                  | Total                 | 195       | 100     |
|                                  | Satisfied             | 168       | 86.2    |
| Intraoperative satisfaction      | Dissatisfied          | 27        | 13.8    |
|                                  | Total                 | 195       | 100     |

**Post-operative condition**: Most parturient 169(86.7%) got a bed at immediate post op whereas 26(13.3%) did not get one.

Of the overall satisfaction of spinal anesthesia 168(86.2%) of patients were satisfied and 27 (13.8%) of the patient were dissatisfied. Furthermore, 183(93.8%) patients would choose spinal anesthesia in the future for similar surgery if required and 12(6.2%) of patients would not. The reasons for refusal are not chosen GA but rather fear of spinal complications like headache (2%), backache (2.2%) nausea and vomiting (1.8%), fear of awareness during operation, postoperative pain in the surgical site and most say they don"t need to give birth in the future.

Overall satisfaction of spinal anesthesia

#### Factors associated with satisfaction and dissatisfaction

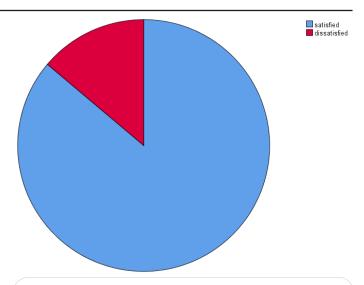
The association between maternal satisfaction and factors that may affect satisfaction was analyzed by chi-square and there is a strong association between comfort with positioning during SA administration, number of attempts, pain during SA given, post-OP head ach and post-OP back pain but there is no association between maternal satisfaction and age, marital status, occupation, income, level of education, medical history, previous anesthesia history, type of surgery,indicationforC/Sandparity. Respondents who greater than two trial give SA, who have pain during SA being given, and patients who get post-operative complications like headache and back pain are dissatisfied.

**Table 5:** The association of factors and parturient compliant respondents in Debre Markos comprehensive specialized hospital in the East Gojjam Zone of the Amhara Region of Ethiopia, 2023G.C.

| Variable      | Categories               | Satisfaction toward spinal anesthesia |                  |
|---------------|--------------------------|---------------------------------------|------------------|
|               |                          | Satisfied (%)                         | Dissatisfied (%) |
| Age           | <=25                     | 63(87.5%)                             | 9(12.5%)         |
|               | 26-35                    | 80(87%)                               | 12(13%)          |
|               | >35                      | 25(80.6%)                             | 6(19.4%)         |
|               | Unable to read and write | 40(95.2%)                             | 2(4.8%)          |
| Level of      | Able to read and write   | 35(83.3%)                             | 7(16.7%)         |
| education     | Primary school           | 7(77.8%)                              | 2(22.2%)         |
|               | Secondary school         | 21(77.8%)                             | 6(22.2%)         |
|               | Diploma & above          | 65(86.7%)                             | 10(13.3%)        |
|               | Farmer                   | 49(92.5%)                             | 4(7.5%)          |
|               | Student                  | 18(78.3%)                             | 5(21.7%)         |
| Occupation    | Government employee      | 42(82.4%)                             | 9(17.6%)         |
|               | Merchant                 | 52(85.2%)                             | 9(14.8%)         |
|               | Other                    | 7(100%)                               | 0(%)             |
| Type of       | Emergency                | 61(83.6%)                             | 12(16.4%)        |
| procedure     | Elective                 | 107(87.7%)                            | 15(12.3%)        |
| Indication    | Maternal                 | 111(91%)                              | 11(9%)           |
| indication    | Fetal                    | 57(78.1%)                             | 16(21.9%)        |
|               | HTN                      | 14(100%)                              | 0(%)             |
| Mar Parkii    | DM                       | 7(100%)                               | 0(%)             |
| Medical Hx    | Asthma                   | 2(100%)                               | 0(%)             |
|               | Other                    | 2(100%)                               | 0(%)             |
| Parity        | Multi                    | 105(87.5%)                            | 15(12.5%)        |
|               | Prime                    | 63(84%)                               | 12(16%)          |
| Previous      | Yes                      | 90(88.2%)                             | 12(11.8%)        |
| anesthesia Hx | No                       | 78(83.9%)                             | 15(16.1%)        |
| Intra op N/V  | Once                     | 68(91.9%)                             | 6(8.1%)          |
|               | Twice                    | 13(68.4%)                             | 6(31.6%)         |
|               | only nausea              | 41(89.1%)                             | 5(10.9%)         |
|               | no nausea and vomiting   | 46(82.1%)                             | 10(17.9%)        |
| Intra opp     | Yes                      | 107(87.7%)                            | 15(12.3%)        |
| shivering     | No                       | 61(83.6%)                             | 12(16.4%)        |

#### **Discussion**

The overall satisfaction with spinal anesthesia 168(86.2%) of parturient was satisfied and 27 (13.8%) of the patient was dissatisfied. Furthermore, 183(93.8%) patients would choose spinal anesthesia in the future for similar surgery if required and 12(6.2%) of patients would not. The reasons for refusal are not the choice of GA but rather fear of spinal complication (headache and backache), fear of awareness during operation, postoperative pain in the surgical site, and most say they don't need to give birth in the future.



**Figure 1:** Percentage of overall satisfaction of parturiants in Debre Markos comprehensive specialized hospital the East Gojjam Zone of the Amhara Region of Ethiopia, From April to May 2023G.C.

The study was done in Pakistan on 246 patients with a response rate of 100%, the average age of the patients was 27.49±4.1 years (13). The study was done in Pakistan on 246 patients with a response rate of 100%, the average age of the patients was 27.49±4.1 years [13]. Three patients (1.21%) complained of severe pain and discomfort during surgery. None of the patients complained of postoperative vomiting, 18 patients (7.32%) complained of mild nausea while the rest of them had no PONV. Eighteen patients (7.32%) complained of severe postoperative backache, 39 (15.85%) moderate, 96 (39.02%) mild and 93 (37.8%) had no backache. Only 2 patients (0.81%) complained of PDPH that was effectively treated with analgesics, stool softeners, and ensuring good hydration and none of them required an epidural blood patch. Fundamental Area Score (FAS) and Patient Satisfaction Score (PSS) in these patients were calculated. The patient's overall level of satisfaction was 83.02% after spinal anesthesia [13].

Unlike their difference in terms of different variables, the overall satisfaction is relatively similar to the study conducted at Banaras Hindu University total of 116 patients was observed and in this study, 84.48% of patients were satisfied with spinal anesthesia. In 67.24% of patients with single prick spinal anesthesia was given. In 22.41% it was done in 2 to 3 pricks and in 10.34% it was done in more than 3 pricks. In 3.44% of patients, spinal anesthesia failed and general anesthesia was given. Pre-anesthetic counseling was done in 81.04% of cases. Spinal headache was observed in 12.06% nausea &vomiting were present in 22.4 %. Spinal hypotension was reported in 0.86%. Numbness in the lower limb was present in 3.44% of cases. The causes of dissatisfaction were multiple pricks (10/34%), inadequate analgesia (2.58%), failed spinal anesthesia (3.44%), and backache (22.41%). Similarly the study conducted at Kenyatta National Hospital, in 2015, a total of 346 respondents were interviewed, 89.5%,92.2%, and 91.15% of the respondents were satisfied with the level of pain control, their involvement in decision-making during spinal anesthesia for C\S delivery and explanation for SA given to them by the anesthesia provider respectively [21]. The satisfaction ratings for care received, knowledge of the anesthesia provider, interest shown by the anesthesia provider, general attitude of the anesthesia provider, and anesthesia provider's sensitivity to the respondents' needs were all over 90% [22]. The overall satisfaction with the spinal anesthetic technique was 80% [23]. But the study conducted in Malaysia a total of 200 pregnant patients, with ages ranging from 17 to 45 years, were surveyed: 64.5% Malay, 17% Indian, 14% Chinese and 4.5% others. All (100%) of the patients were satisfied with the explanation provided regarding the choices of anesthesia, but 2% could not concentrate on the explanation because of labor pain. Overall, the average satisfaction with spinal anesthesia administration was divided into 194 (97%) satisfied patients and 6 (3%) dissatisfied patients. Factors associated with dissatisfaction were inadequate analgesia during surgery and failed spinal anesthesia.

Post-operative complications included spinal headache 5 (2.5%), postoperative nausea and vomiting (PONV) 1 (0.5%), pain at the surgical site 2 (1%), and backache 2 (1%) Furthermore, 177 (88.5%) patients would opt for spinal anesthesia in future for similar surgery if required; 16 (8%) would not; and 7 (3.5%) were not sure [4]. Similarly cross-sectional study was done among 116 patients by Anjali R, Shreye who underwent cesarean section under spinal anesthesia 84.48% of mothers were satisfied. In 67.24% of mothers with single prick spinal anesthesia was given. In 22.41% &10.34 %of the mothers was 2-3 and above 3 pricks respectively. In 3.44% of mothers spinal anesthesia failed and general as given. Pre-anesthetic counseling was done in 81.04% of the mothers. Spinal headache was observed in 12.06%, nausea and vomiting in 22.41%, spinal hypotension 0.86%, and numbness in the lower limb was observed in 3.44% of mothers. The cause of dissatisfaction was multiple pricks (34%), inadequate analgesia (2.58), failed spinal anesthesia (3.44%), and backache (22.41%). Spinal complications like headache and backache were the main reasons for refusal. This refusal can be minimized by explaining the advantages of spinal anesthesia which can avoid the incidence of general anesthetic complications (difficult intubation, polypharmacy, probability of delay awaking, high risk to mortality and morbidity) as well as early bonding between the mother and the newborn because the mother is awake during the procedure. Backache, inadequate postoperative analgesia, pain during the attempt, intraoperative shivering, and post-dural puncture headache were the main contributing factors of dissatisfaction

#### Post-Operative Nausea and Vomiting

On study done in Britain to assess the impact of post-operative nausea and vomiting (PONV) on 489 patients found that nausea occurred in 383 patients and vomiting in 106 within 24 hours [24]. Patients who had nausea and vomiting have overall significantly lower patient satisfaction compared to those who did not experience nausea and vomiting. There was a strong relation between patient dissatisfaction and awareness of moderate or severe postoperative pain severe nausea and vomiting and lastly postoperative complication.

# **Conclusion and recommendation**

# Conclusion

In general, patient satisfaction is considered to be one of the most important parameters in assessing the quality of care in anesthesia practice. There was a higher number of patients who were satisfied with involvement in decision-making, and communication with professionals, with anesthesia practitioners paying attention to their complaints like pain & nausea intraoperatively and the anesthesia team willing to listen to their questions. Lower satisfaction for information given by anesthetist preoperatively, intra-operative shivering, post-operative care, and

treatment of postoperative headache, PONV, and backache.

**Recommendations:** To anesthetist: Try to evaluate the patient preoperatively, be aware of the procedure, and possible intraoperative as well post-operative complications for the patient.

To the researchers: As we know the assessment of patient satisfaction and the patient experience are key performance measures of the quality of care in anesthesia services, so similar studies with large sample size which includes all other anesthetic care good to notice the gap behind patient satisfaction, especially on factors associated with dissatisfaction.

**Data Availability:** The datasets used and/or analyzed during the current study are available from the corresponding author on reasonable request.

Ethical Approval and Consent: Ethical clearance was obtained from the department ethical clearance committee college of health science department of anesthesia Debre Markos University before the start of the study. Get permission from DMCSH clinical director's office after submission of an official letter. The importance of the study was explained and written informed consent was obtained from each participant relative by the data collector. Participant's involvement in the study was on voluntary bases, participants who were not willing to participate in the study & those who wish to quit their participation at any stage were informed to do so without any restriction.

**Conflicts of interest:** The authors declare no conflicts of interest.

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**Authors' contributions:** All authors should have made substantial contributions to all of the following: the conception and design of the study, or acquisition of data, drafting the article or revising it critically for important intellectual content, final approval of the version to be submitted.

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Other 26(41.3%) 3(37.5%) 20(71.4%) 5(.5%) 8(80.0%) 37(58.7%) 5(62.5%) 8(28.6%) 5(45.5%) 2(20.0)

hant

18.381, 8, 0.195

Type of Emergency 43(42. pati Figure 2: Percentage of overall satisfaction of parturiants in Debre Tabor general hospital the south Gondar Zone of the Amhara Region of Ethiopia, rom April to May 2019 G.C ent was satisfied and 43 (35.8 %) of the patient was dissatisfied. Furthermore, 67(55.8%) patients

would choose for spinal anesthesia in future for similar surgery, if required and 53(44.2%) of patient would not. The reasons for refusal is not choose of GA rather fear of spinal complications like headache(22.3%), backache (29.4%) and nausea and vomiting (17.5%), fear of awareness during operation, post-operative pain in surgical site and most says they don"t need give birth in the future. all satisfaction of spinal anesthesia 77(64.2%) of patient was satisfied and 43 (35.8%) of the patient was dissatisfied. Furthermore, 67(55.8%) patients would choose for spinal anesthesia in future for similar surgery, if required and 53(44.2%) of patient would not. The reasons for refusal is not choose of GA rather fear of spinal complications like headache(22.3%), backache (29.4%) and nausea and vomiting (17.5%), fear of awareness during operation, post-operative pain in surgical site and most says they don"t need give birth in the future.

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