

The Effect of Empathy Training Given to Midwives on Mothers' Satisfaction with Midwives and Their Birth Perception

Authors : Songul Aktas, Turkan Pasinlioglu, Kiymet Yesilcicek Calik

Abstract : Introduction: Emphatic approach during labor increases both quality of care and birth satisfaction of mothers. Besides; maternal satisfaction statements and expressions about midwives who assist labor contribute to a positive birth perception and wish to give vaginal delivery again. Aim: The study aimed at investigating the effect of empathy training given to midwives on mothers' satisfaction with midwives and their birth perception. Material/Method: This experimental study was undertaken between February 2013 and January 2014 at a public hospital in Trabzon Province. The population of the study was composed of mothers who gave vaginal delivery and the sample was composed of 222 mothers determined with power analyzes. Ethical approval and written informed consents were obtained. Mothers who were assisted by midwives during 1st, 2nd and 3rd phases of delivery and first two postpartum hours were included. Empathy training given to midwives included didactic narration, creative drama, psychodrama techniques and lasted 32 hours. The data were collected before the empathy training (BET), right after empathy training (RAET) and 8 weeks later after birth (8WLAB). Mothers were homogenous in terms of socio-demographic, obstetric characteristics. Data were collected with a questionnaire and were analyzed with Chi-square tests. Findings: Rate of mother's satisfaction with midwives was 36.5% in BET, 81.1% in RAET and 75.7% in 8WLAB. Key mother's satisfaction with midwives were as follows: 27.6% of mothers told that midwives were "smiling-kind" in BET, 39.6% of them in RAET and 33.7% of them in 8WLAB; 31% of mothers told that midwives were "understanding" in BET, 38.2% of them in RAET and 33.7% of them in 8WLAB; 15.7% of mothers told that midwives were "reassuring" in BET, 44.9% of them in RAET and 39.3% of them in 8WLAB; 19.5% of mothers told that midwives were "encouraging and motivating" in BET, 39.8% of them in RAET and 19.8% of mothers told that midwives were "informative" in BET, 45.6% of them in RAET and 35.1% of them in 8WLAB ($p < 0.05$). Key mother's dissatisfaction with midwives were as follows: 55.3% of mothers told that midwives were "poorly-informed" in BET, 17% of them in RAET and 27.7% of them in 8WLAB; 56.9% of mothers told that midwives were "poorly-listening" in BET, 17.6% of them in RAET and 25.5% of them in 8WLAB; 53.2% of mothers told that midwives were "judgmental-embarrassing" in BET, 17% of them in RAET and 29.8% of them in 8WLAB; 56.2% of mothers told that midwives had "fierce facial expressions" in BET, 15.6% of them in RAET and 28.1% of them in 8WLAB. Rates of mothers' perception that labor was "easy" were 8.1% in BET, 21.6% in RAET and 13.5% in 8WLAB and rates of mothers' perception that labor was "very difficult and tiring" were 41.9% in BET, 5.4% in RAET and 13.5% in 8WLAB ($p < 0.05$). Conclusion: The effect of empathy training given to midwives upon statements that described mothers' satisfaction with midwives and their birth perception was positive. Note: This study was financially funded by TUBITAK project with number 113S672.

Keywords : empathy training, labor perception, mother's satisfaction with midwife, vaginal delivery

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