

VOLUME 40, NUMBER 3
March 2023

ISSN 0189 - 160X

WAJMJ

WEST AFRICAN JOURNAL OF MEDICINE

ORIGINALITY AND EXCELLENCE IN MEDICINE AND SURGERY



OFFICIAL PUBLICATION OF
THE WEST AFRICAN COLLEGE OF PHYSICIANS *AND*
WEST AFRICAN COLLEGE OF SURGEONS



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ORIGINAL ARTICLE

Clients' Perception of Maternal, Newborn and Child Health Services received before and during the COVID-19 Outbreak in Nigeria's Epicenter

Perception par les Clients des Services de santé Maternelle, Néonatale et Infantile Reçus Avant et Pendant l'Épidémie de COVID-19 à l'Épicentre du Nigeria

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ABSTRACT

BACKGROUND: Since the emergence of COVID-19, countries have implemented measures to limit spread, which include movement restrictions. These measures led to poor or inadequate delivery of many health services, including maternal, neonatal and child health (MNCH) services. This study assessed clients' perception of routine MNCH services received from government health care facilities before and during the COVID-19 outbreak in Lagos, Nigeria's epicenter.

METHODS: This was a cross-sectional descriptive study conducted among 1241 women of reproductive age selected by multistage sampling who had just received MNCH services across 12 primary, secondary or tertiary health facilities. Data was collected using interviewer-administered questionnaires and analyzed using STATA version SE15.1.

RESULTS: Before the COVID-19 outbreak, about half of the women perceived waiting time (50.7%), attention given to patients (53.0%), and respect given to patients (55.7%) as somewhat satisfactory. Fifty-four percent of respondents said access to water was somewhat satisfactory. During the outbreak, 51.0% of the respondents said waiting time at the health facilities was shorter while over a third said attention given to patients (35.8%) and respect given to patients (35.8%) was better. Half of the respondents (50.7%) said access to water remained the same while 47.7% said it was better. Forty-one percent of respondents said overall quality of services became better during the outbreak.

CONCLUSION: To strengthen health systems for MNCH, the government should provide adequate water supply, optimal sanitation and hygiene facilities. Training of staff in provision of patient friendly MNCH services will go a long way to ensure sustained improvement in quality and also perception of care. **WAJM 2023; 40(3): 262–268.**

Keywords: Perception, Maternal, Newborn and child health services, COVID-19, Nigeria.

RÉSUMÉ

CONTEXTE: Depuis l'apparition du COVID-19, les pays ont mis en œuvre des mesures visant à limiter la propagation, notamment des restrictions de mouvement. Ces mesures ont entraîné une prestation médiocre ou inadéquate de nombreux services de santé, y compris les services de santé maternelle, néonatale et infantile (SMNI). Cette étude a évalué la perception qu'ont les clients des services de santé maternelle, néonatale et infantile de routine reçus dans les établissements de santé publics avant et pendant l'épidémie de COVID-19 à Lagos, l'épicentre du Nigeria.

MÉTHODES: Il s'agit d'une étude descriptive transversale menée auprès de 1241 femmes en âge de procréer sélectionnées par échantillonnage à plusieurs degrés et qui venaient de recevoir des services de santé maternelle et infantile dans 12 établissements de santé primaires, secondaires ou tertiaires. Les données ont été collectées à l'aide de questionnaires administrés par des enquêteurs et analysées à l'aide de la version SE15.1 de STATA.

RÉSULTATS: Avant l'épidémie de COVID-19, environ la moitié des femmes considéraient le temps d'attente (50,7%), l'attention accordée aux patients (53,0%) et le respect accordé aux patients (55,7%) comme assez satisfaisants. Cinquante-quatre pour cent des personnes interrogées ont déclaré que l'accès à l'eau était plutôt satisfaisant. Pendant l'épidémie, 51 % des personnes interrogées ont déclaré que le temps d'attente dans les établissements de santé était plus court, tandis que plus d'un tiers ont déclaré que l'attention accordée aux patients (35,8 %) et le respect accordé aux patients (35,8 %) étaient meilleurs. La moitié des personnes interrogées (50,7%) ont déclaré que l'accès à l'eau était resté le même, tandis que 47,7% ont déclaré qu'il était meilleur. Quarante et un pour cent des personnes interrogées ont déclaré que la qualité générale des services s'était améliorée pendant l'épidémie.

CONCLUSION: Pour renforcer les systèmes de santé en matière de santé maternelle et infantile, le gouvernement doit assurer un approvisionnement en eau adéquat et des installations sanitaires et d'hygiène optimales. La formation du personnel à la fourniture de services de santé maternelle et infantile conviviaux pour les patients contribuera grandement à garantir une amélioration durable de la qualité et de la perception des soins. **WAJM 2023; 40(3): 262–268.**

Mots-clés: Perception, services de santé maternelle, néonatale et infantile, COVID-19, Nigeria.

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Abbreviations: ANC, Antenatal Care; COVID-19, Corona Virus Disease of 2019; HCF, Healthcare Facilities; HIV, Human Immunodeficiency Virus; MNCH, Maternal, Neonatal and Child Health; PHC, Primary Health Care; PMTCT, Prevention of Mother to Child Transmission of HIV; STI, Sexually Transmitted Infection; TB, Tuberculosis; UNICEF, United Nations Children's Fund; WASH, Water, Sanitation and Hygiene; WHO, World Health Organization.