Author’s response to reviews

Title: Factors determining satisfaction among facility-based maternity clients in Nepal

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Reviewer reports:

Adeline Adwoa Boatin, M.D., M.P.H (Reviewer 1): BMC Pregnancy and Childbirth Review - Nepal Client Satisfaction

Overall

Interesting and important topic. Manuscript focuses on client satisfaction among Nepalese women undergoing institutional deliveries.

Introduction:

* The introductory sentence makes it seem that self/personal control and the physical environment are the two dimensions of client satisfaction. The authors go on to describe aspects of care but the phrasing makes it seem that this is less important or not part of the multidimensional construct initially introduced.
Response: Yes, we mention in the introduction that self/personal control is one of the dimensions of client satisfaction along with physical environment. However, only physical environment and delivery experience (health worker behavior, privacy, participation etc) were studied. We have mentioned in the limitations in the discussion section that we did not study self/personal control statement which could have confounded the findings.

* Line 86 - The authors mention a facility based survey undertaken in 2012 - was this among maternity unit. How was it different from the STS 2013

Response: Yes, all rounds of STSs were conducted among maternity units using same tools and techniques.

* Line 90 - The authors state that there are few studies investigating the determinants of satisfaction in facility-based maternity clients, however in the sentences just before this they reference two other studies. Please clarify how the proposed study is different from these two and how they feel it adds to the literature.

Response: the reports are in the form of grey literature, and the possible confounders are not adjusted in those reports. By using the service tracking survey dataset 2013, and adjusting possible confounders, our attempt was to disseminate robust findings.

Methods:

* Might be helpful to state up front that this is a secondary analysis of survey data - if that is what it is?

Response: It has been mentioned that this is a secondary analysis of data derived from Service Tracking Survey-2013.

* Women seeking "care for intrapartum complications" - does this include antepartum women who are admitted but who do not necessarily deliver at the facility?

Response: As mentioned in Line 117, only women who delivered at the health facility or was admitted for intra-partum complications were included in the study. Antepartum cases were not part of this study.
* Were private facilities included in the survey? And if so did results differ by private vs. public?

Response: This study only included public health facilities of different levels: hospitals, PHCCs, HPs and SHPs. Including private facilities was beyond the scope of this research project. We consider comparing client satisfaction between public and private health facilities is an area worthy of future research.

* Measures: can you explain how the 8 measures included in the survey where chosen? Where they based on other validated measures?

Response: The 8 measures are adopted and developed on the basis of quality of care framework for maternity care developed by Houlton et al.

(https://eprints.soton.ac.uk/40965/1/12757_Matthews.pdf)

* Line 157-158 - can you clarify what is meant by the "the main factor".

Response: The sentence related to main factor was removed from the paragraph since it was creating confusion to reader.

* Any consideration given to assessing if mode of delivery, or other outcomes impacted client satisfaction. Other supply side factors to consider - Length of stay etc

Response: We did not study mode of delivery and length of stay. We have mentioned this in limitations

Discussion:

* One of the main findings is that longer waiting times and overcrowding affect client satisfaction - do the authors have any comment/suggestions as to how to address this problem.

Response: We have mentioned some suggestions to reduce waiting times and overcrowding in the discussion section.
Sudesh Raj Sharma (Reviewer 2): Revision Summary

- The article is balanced and well-written. There is no any major issues with the article that needs to be addressed. It has also clearly stated its limitations.

- I suggest authors to revisit the discussion section and if possible, add some additional discussions relating to social and environmental determinants that might be influencing the clients satisfaction including empowerment level of women from different geographical region and ethnicity, social position (based on income, education and occupation) and any socio-cultural determinants which might be influencing the client satisfaction.

Response: Some studies investigating social and environmental determinants have been discussed. But studies show less effect of socio-demographic factors on satisfaction.

Some minor suggestions:

- Please change "reflects" to "reflected" in line 120

- Please revisit line 124

- Line 256: please revisit line 256. "Higher satisfaction" in rural women could have been due to low empowerment level to compare and express dissatisfaction with services and/or such facilities and health workers being the only option rather than mentioning very distal determinants.

- Line 318: Please revisit the sentence and referencing.

Response: Revisited and modified.