Title: Assessing validity of costumer reported data in evaluating technical quality of maternity care

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Abstract: Introduction: Evaluation is a suitable way to improving healthcare quality. At the other hand quality and validity of Information is an important factor in this process. The aim of this study is to assessing agreement between medical records data and pergnant womens reported health care data in maternity care.

Methods: A cross-sectional study conducted with 185 pregnant women who were selected randomly and received maternity care from 40 urban health centers and health posts in the city of Tabriz. Technical quality data was gained from tow different sources;medical record and pergnant womens reported data. Questionnaire content validity was reviewed and confirmed by 10 experts and its reliability was confirmed based on Cronbach's alpha index (α = 0.748). Weighted kappa were used to analysing each item and ICC (intraclass correlation coefficient) used for total score. Data analyzed using the STATA10 and SPSS17 statistical package.

Result: The results illustrated that there were weak agreement between the two data sources, only in some services such as care number of care (kappa=0.56), blood pressure and weight measurement found moderate agreement (kappa=0.55), regesration time to health center (pvalue=0.95, CI; 0.931-0.962) and Aware of the pregnancy (pvalue=0.87, CI;0.824-0.903) fonund strong agreement between medical document and customers' reported data.

Conclusion: for some services such as pregnancy education its preferd to use of pergnant womens reported data, because this data is a form of outpute assessment. And its rational to assessing education result from its recivers perspectives. Also, due to a defect in the recording services, customers' reported data were valid than health records.

technical quality, medical record , costumer reported data, maternity care

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