

Postpartum Care Center Experience

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Abstract. This study was designed to provide basic data for healthier and better postpartum care by examining the experiences of women who have used the postpartum care centers. Focus group interview was conducted with thirteen women who used postpartum care centers from June 25th of 2013 to July 30th of the same year. As a result, there were 5 different observations made: 1) very satisfied, 2) disappointed with business-only focused service, 3) too much pressure and therefore uncomfortable, 4) didn't get enough rest and 5) feeling overwhelmed because of the amount of work they have after their discharge. Overall, proper form of education for newborn babies and postpartum care weren't provided due to the centers' business-only focused programs and systems. Therefore, there is a strong need for developing an adequate program so the mothers can have healthy and positive postpartum care experience and learn how to properly take care of their newborn babies.

Keywords: postpartum care, postpartum care center, Sanhujori, Focus group interview

1 Introduction

Caring during pregnancy and postpartum for proper recovery are both very important because how a woman takes care of herself during this time period can affect her body for the rest of her life. Especially in Korean society, it is strongly believed that conducting good postpartum care dictates a woman's quality not only right after the childbirth but also her middle age and post-menopause [1] [2][3]. Recently, along with the decreased rate of childbirth, the interest in adequate recovery after childbirth has increased. But due to lack of postpartum care knowledge and absence of family members who can provide proper help, more women are using postpartum care centers[4][5]. So, the focus of this research was to provide basic data for proper self-postpartum care and the newborn care by examining the participants' postpartum care center experiences through focus group interview.

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2 Method

2.1 Research design

This qualitative research was designed in order to find out the participants' experiences in postpartum care centers by utilizing a focus group interview.

2.2 Participants

There were thirteen female participants with postpartum care center experience who understood the purpose of this study and agreed to participate.

2.3 Data collection and Ethical consideration

There were total thirteen female participants from either Seoul or Gangwon area with postpartum care center experience who understood the research purpose and agreed to participate in this study. Focus group interviews were conducted from June 25th of 2013 to July 30th of the same year. The main interview question was "How was your postpartum care center experience?" and each interview lasted from two hours and thirty minutes to three hours on average. Places such as a quiet cafe or a restaurant were chosen for the interviews, and it was clearly agreed for that all the interview contents and recordings would be solely used for research purposes and all the participants are to be anonymous.

3 Results

3.1 Participants' general characteristics

Among the total thirteen female participants who had used postpartum care centers eleven women were in their 30s, two in their 40s, and five from Seoul and eight from the Gangwon province.

3.2 Postpartum care center user's experience

As a result, there were 5 different observations made: 1) very satisfied, 2) disappointed with business-only focused service, 3) too much pressure and therefore uncomfortable, 4) didn't get enough rest and 5) feeling overwhelmed because of the amount of work they have after their discharge.

1) The ones that were satisfied stated that they experienced enjoying the variety of the food menu, gaining confidence through various programs and education, having a

good rest, and exchanging a lot of useful information with other women at the center.

2) The ones who were disappointed with the centers' business-only focused services stated that their services and programs were too weak and useless compared to the money that they have paid, and the centers often required extra charges for added services that were also unnecessary.

3) The ones that felt too much pressure and discomfort stated that the postpartum care centers' workers were very impolite, and they didn't get to see their family members due to limited visiting hours. They also didn't get much privacy within a confined space, and they also felt alienated due to lack of interactions with other women inside the center.

4) Some stated that they didn't get enough rest since the center demanded them to breastfeed too often and attend all the unnecessary and unhelpful educational programs.

5) Many of them were feeling overwhelmed and too worried about their future since they felt the postpartum care centers didn't teach how to take care of themselves and their newborn babies properly in different situations.

4 Conclusions

Although most participants had a positive experience while they were in postpartum care centers, the educational programs the centers provided were clearly business oriented, and they failed to provide the clients with quality and helpful services for the amount of money that they paid. As a result, the women didn't feel prepared and confident enough to take care of their newborn babies after their discharge. Instead, many of them felt a lot of discomfort due to the lack of qualitative service and rest, and they felt too overwhelmed since they didn't feel confident to take care of themselves and their babies after their discharge. This can naturally and negatively affect both the mothers' and babies' health. Therefore, it is evident that there is a strong need to develop a new guideline for adequate postpartum and newborn care.

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