

DAFTAR PUSTAKA

- Abdus-salam, R. A., & Adeniyi, A. A. (2021). *Antenatal Clinic Waiting Time , Patient Satisfaction , and Preference for Staggered Appointment – A Cross-Sectional Study*. 8, 1–7. <https://doi.org/10.1177/23743735211060802>
- Addo, A. A., Wang, W., Dankyi, A. B., Abban, O. J., & Bentum-Micah, G. (2020). Sustainability of Health Institutions: The Impact of Service Quality and Patient Satisfaction on Loyalty. *European Journal of Business and Management Research*, 5(4). <https://doi.org/10.24018/ejbmr.2020.5.4.345>
- Adirim, T., Meade, K., & Mistry, K. (2017). A new era in quality measurement: The development and application of quality measures. *Pediatrics*, 139(1). <https://doi.org/10.1542/peds.2016-3442>
- Afulani, P. A., Diamond-Smith, N., Golub, G., & Sudhinaraset, M. (2017). Development of a tool to measure person-centered maternity care in developing settings: validation in a rural and urban Kenyan population. *Reproductive health*, 14(1), 118. <https://doi.org/10.1186/s12978-017-0381-7>
- Allen-Duck, A., Robinson, J. C., & Stewart, M. W. (2017). Healthcare Quality: A Concept Analysis. *Nursing Forum*, 52(4), 377–386. <https://doi.org/10.1111/nuf.12207>
- Afulani, P. A., Sayi, T. S., & Montagu, D. (2018). Predictors of person-centered maternity care: The role of socioeconomic status, empowerment, and facility type. *BMC Health Services Research*, 18(1). <https://doi.org/10.1186/s12913-018-3183-x>
- Alarcon-Ruiz, C. A., Heredia, P., & Taype-Rondan, A. (2019). Association of waiting and consultation time with patient satisfaction: secondary-data analysis of a national survey in Peruvian ambulatory care facilities. *BMC health services research*, 19(1), 439. <https://doi.org/10.1186/s12913-019-4288-6>
- American College of Obstetricians and Gynecologists, & Society for Maternal-Fetal Medicine (2019). *Obstetric Care Consensus No. 8: Interpregnancy*

- Care. *Obstetrics and gynecology*, 133(1), e51–e72.
<https://doi.org/10.1097/AOG.0000000000003025>
- Asabea Addo, A., Wang, W., Dankyi, A. B., Abban, O. J., & Bentum-Micah, G. (2020). Sustainability of Health Institutions: The Impact of Service Quality and *Patient Satisfaction* on Loyalty. *European Journal of Business and Management Research*, 5(4), 1–7.
<https://doi.org/10.24018/ejbmr.2020.5.4.345>
- Aydın, S. (2018). Factors Affecting Patient Satisfaction With Healthcare System Of Turkey. <https://scholarcommons.sc.edu/etd/4946>
- Bastemeijer, C. M., Voogt, L., van Ewijk, J. P., & Hazelzet, J. A. (2017). What do patient values and preferences mean? A taxonomy based on a systematic review of qualitative papers. *Patient education and counseling*, 100(5), 871–881. <https://doi.org/10.1016/j.pec.2016.12.019>
- Batbaatar, E., Dorjdagva, J., Luvsannyam, A., Savino, M. M., & Amenta, P. (2017). Determinants of *patient satisfaction*: a systematic review. *Perspectives in public health*, 137(2), 89–101. <https://doi.org/10.1177/1757913916634136>
- Bergh, K., Bishu, S., & Taddese, H. B. (2022). Identifying the determinants of *patient satisfaction* in the context of antenatal care in Kenya, Tanzania, and Malawi using service provision assessment data. *BMC Health Services Research*, 22(1), 1–12. <https://doi.org/10.1186/s12913-022-08085-0>
- Berwick, D., & Fox, D. M. (2016). "Evaluating the Quality of Medical Care": Donabedian's Classic Article 50 Years Later. *The Milbank quarterly*, 94(2), 237–241. <https://doi.org/10.1111/1468-0009.12189>
- Boquiren, V. M., Hack, T. F., Beaver, K., & Williamson, S. (2015). What do measures of *patient satisfaction* with the doctor tell us? *Patient Education and Counseling*, 98(12), 1465–1473. <https://doi.org/10.1016/j.pec.2015.05.020>
- Bougie, R. & Sekaran, U. (2020). *Research Methods for Business: A Skill Building Approach* (8th ed.). Wiley.
- Bridges, C., Duenas, D. M., Lewis, H., Anderson, K., Opel, J., Wilfond, B. S., & Id, S. A. K. (2021). *Patient perspectives on how to demonstrate respect: Implications for clinicians and healthcare organizations*. 1–13.
<https://doi.org/10.1371/journal.pone.0250999>

- Busse, R., Klazinga, N., Panteli, D., & Quentin, W. (Eds.). (2019). *Improving healthcare quality in Europe: Characteristics, effectiveness and implementation of different strategies*. European Observatory on Health Systems and Policies. <https://www.ncbi.nlm.nih.gov/books/NBK549276/>
- Caitlin Morris, & Kim Bailey. (2014). *Health System Improvement Measuring Health Care Quality: An Overview of Quality Measures ISSUE BRIEF / MAY 2014 / Evidence Generation*.
- Caballero-Galilea, M., Martínez-Miguel, E., Fernández Gonzalo, J. C., Saiz de la Cuesta Abbad, R., & Rubio Alonso, M. (2022). Digitized Prenatal Newsletter: Impact on Obstetric Patient Satisfaction and Loyalty. *International journal of environmental research and public health*, 19(5), 2773. <https://doi.org/10.3390/ijerph19052773>
- Chu, H., Westbrook, R. A., Njue-marendes, S., Giordano, T. P., & Dang, B. N. (2019). *The psychology of the wait time experience – what clinics can do to manage the waiting experience for patients : a longitudinal , qualitative study*. 1–10. <https://doi.org/10.1186/s12913-019-4301-0>
- Clucas, C., & Claire, L. S. (2010). *The Effect of Feeling Respected and the Patient*. 2(3), 298–322. <https://doi.org/10.1111/j.1758-0854.2010.01036.x>
- Crits-Christoph, P., Rieger, A., Gaines, A., & Gibbons, M. B. C. (2019). Trust and respect in the patient-clinician relationship: preliminary development of a new scale. *BMC Psychology*, 7(1), 91. <https://doi.org/10.1186/s40359-019-0347-3>
- Dailey, R. K., Peoples, A., Zhang, L., Dove-Medows, E., Price, M., Misra, D. P., & Giurgescu, C. (2022). Assessing Perception of Prenatal Care Quality Among Black Women in the United States. *Journal of Midwifery and Women's Health*, 67(2), 235–243. <https://doi.org/10.1111/jmwh.13319>
- David B. Nash, Maulik S. Joshi, Elizabeth R. Ransom, & Scott B. Ransom -. (2019). *The Healthcare Quality Book- Vision, Strategy, and Tools*. *Health Administration Press*.
- Diamond-smith, N., Sudhinaraset, M., & Montagu, D. (2016). *Clinical and perceived quality of care for maternal , neonatal and antenatal care in Kenya and Namibia : the service provision assessment*. <https://doi.org/10.1186/s12978-016-0208-y>

- Ebadi, A., Kariman, N., & Ozgoli, G. (2021). Psychometric Evaluation of Persian Version of Quality of Prenatal Care Questionnaire Comparing the Retirement Quality of Life between Medical and Administrative Personnel in one of the Educational and Medical Centers of Tehran View project Adolescent girls' sexual and reproductive self-care View project. *Article in International Journal of Pediatrics*. <https://doi.org/10.22038/ijp.2020.53042.4200>
- Elmore, N., Burt, J., Abel, G., Maratos, F. A., Montague, J., Campbell, J., & Roland, M. (2016). Investigating the relationship between consultation length and patient experience: a cross-sectional study in primary care. *British Journal of General Practice*, 66(653), e896 LP-e903. <https://doi.org/10.3399/bjgp16X687733>
- Ferreira, D. C., Vieira, I., Pedro, M. I., Caldas, P., & Varela, M. (2023). Patient Satisfaction with Healthcare Services and the Techniques Used for its Assessment: A Systematic Literature Review and a Bibliometric Analysis. *Healthcare*, 11(5),639. <https://doi.org/10.3390/healthcare11050639>
- Galle, A., Van Parys, A. S., Roelens, K., & Keygnaert, I. (2015). Expectations and satisfaction with antenatal care among pregnant women with a focus on vulnerable groups: A descriptive study in Ghent. *BMC Women's Health*, 15(1), 1–12. <https://doi.org/10.1186/s12905-015-0266-2>
- Gregory, P. A., Heaman, M. I., Mignone, J., & Moffatt, M. E. (2020). Predictors of Women's Satisfaction with Prenatal Care in a Canadian Setting. *Maternal and Child Health Journal*, 24(2), 186–195. <https://doi.org/10.1007/s10995-019-02834-0>
- Gross, D. A., Zyzanski, S. J., Borawski, E. A., Cebul, R. D., & Stange, K. C. (1998). Patient satisfaction with time spent with their physician. *The Journal of family practice*, 47(2), 133–137. <https://pubmed.ncbi.nlm.nih.gov/9722801/>
- Gunawan, K., Girsang, E., Nasution, S. L. R., & Ginting, C. N. (2021). *Patient Preferences on Decisions of Choosing Obgyn Polyclinic Services*. *Himbep 2020*, 42–50. <https://doi.org/10.5220/0010286600420050>
- Hair, J. F., Howard, M. C., & Nitzl, C. (2020). Assessing measurement model quality in PLS-SEM using confirmatory composite analysis. *Journal of*

- Hair, J. F., Risher, J. J., Sarstedt, M., & Ringle, C. M. (2019). When to use and how to report the results of PLS-SEM. *European Business Review*, 31(1), 2–24.
<https://doi.org/10.1108/eb-11-2018-0203>
- Hair, J. F., J. F., Sarstedt, M., Ringle, C. M., & Gudergan, S. P. (2018). *Advanced issues in partial least squares structural equation modeling*. Sage publications.
- Heaman, M. I., Sword, W. A., Akhtar-Danesh, N., Bradford, A., Tough, S., Janssen, P. A., Young, D. C., Kingston, D. A., Hutton, E. K., & Helewa, M. E. (2014). *Quality of prenatal care questionnaire: instrument development and testing*.
<http://www.biomedcentral.com/1471-2393/14/188>
- Heri, R., Yahya-Malima, K. I., Malqvist, M., & Mselle, L. T. (2023). Women's Expectations of and Satisfaction with Antenatal Care Services in a Semi-Urban Setting in Tanzania and Associated Factors: A Cross-Sectional Survey. *Healthcare (Switzerland)*, 11(16).
<https://doi.org/10.3390/healthcare11162321>
- Heriyanto, A., & Antonio, F. (2022). Antecedents of Patient Experiential Satisfaction and its Impact on Patient Loyalty (A Study of Obstetric Service in a Mother and Child Hospital in Indonesia). *Indonesian Marketing Journal*, 2(1), 179. <https://doi.org/10.19166/imj.v2i1.5221>
- Hoyert, D. (2023). *Maternal mortality rates in the United States, 2021*.
<https://doi.org/10.15620/cdc:124678>
- Hsai, N. M., Matsui, M., Ng, C. F. S., Khaing, C. T., Imoto, A., Sayed, A. M., Huy, N. T., Kamiya, Y., & Moji, K. (2020). Satisfaction of Pregnant Women with Antenatal Care Services at Women and Children Hospital in South Okkalapa, Myanmar: A Facility-Based Cross-Sectional Study Triangulated with Qualitative Study. *Patient preference and adherence*, 14, 2489–2499.
<https://doi.org/10.2147/PPA.S266916>
- Jemal, K., Hailu, D., Mekonnen, M., Tesfa, B., Bekele, K., & Kinati, T. (2023). The importance of compassion and respectful care for the health workforce: a

- mixed-methods study. *Zeitschrift für Gesundheitswissenschaften = Journal of public health*, 31(2), 167–178. <https://doi.org/10.1007/s10389-021-01495-0>
- Kebede, D. B., Belachew, Y. B., Selbana, D. W., & Gizaw, A. B. (2020). Maternal Satisfaction with Antenatal Care and Associated Factors among Pregnant Women in Hossana Town. *International Journal of Reproductive Medicine*, 2020, 2156347. <https://doi.org/10.1155/2020/2156347>
- Khumalo, N., & Rwakaikara, E. (2020). Patient satisfaction with peri-partum care at Bertha Gxowa district hospital, South Africa. *African Journal of Primary Health Care & Family Medicine*, 12(1), 8 pages. <https://doi.org/10.4102/phcfm.v12i1.2409>
- Kodan, L. R., Verschueren, K. J. C., McCaw-Binns, A. M., Tjon Kon Fat, R., Browne, J. L., Rijken, M. J., & Bloemenkamp, K. W. M. (2021). Classifying maternal deaths in Suriname using WHO ICD-MM: different interpretation by Physicians, National and International Maternal Death Review Committees. *Reproductive Health*, 18(1), 46. <https://doi.org/10.1186/s12978-020-01051-1>
- Lateef F. (2011). Patient expectations and the paradigm shift of care in emergency medicine. *Journal of emergencies, trauma, and shock*, 4(2), 163–167. <https://doi.org/10.4103/0974-2700.82199>
- Lemon, T. I., & Smith, R. H. (2014). Consultation Content not Consultation Length Improves Patient Satisfaction. *Journal of family medicine and primary care*, 3(4), 333–339. <https://doi.org/10.4103/2249-4863.148102>
- Lendado, T. A., Bitew, S., Elias, F., Samuel, S., Assele, D. D., & Asefa, M. (2022). Effect of hospital attributes on patient preference among outpatient attendants in Wolaita Zone, Southern Ethiopia: discrete choice experiment study. *BMC Health Services Research*, 22(1), 1–11. <https://doi.org/10.1186/s12913-022-07874-x>
- Lendado, T. A., Bitew, S., Elias, F., Samuel, S., Assele, D. D., & Asefa, M. (2022). Effect of hospital attributes on patient preference among outpatient attendants in Wolaita Zone, Southern Ethiopia: discrete choice experiment study. *BMC Health Services Research*, 22(1), 1–11. <https://doi.org/10.1186/s12913-022-07874->

- Levesque, J., Harris, M. F., & Russell, G. (2013). *Patient-centred access to health care: conceptualising access at the interface of health systems and populations*. *International journal for equity in health*, 12, 18. <https://doi.org/10.1186/1475-9276-12-18>
- Lewis, S. (2009). *Patient-Centered Care: An Introduction to What It Is and How to Achieve It*
- Marshall, G. N., & Hays, R. D. (1994). *The patient satisfaction questionnaire short-form (PSQ-18)* (Vol. 7865). Santa Monica, CA: Rand.
- Mcintyre, D., & Chow, C. K. (2020). *Waiting Time as an Indicator for Health Services Under Strain: A Narrative Review*. <https://doi.org/10.1177/0046958020910305>
- Miteniece, E., Pavlova, M., Rechel, B., Kabakchieva, M., Zuza, I., Radu, I., & Groot, W. (2023). Barriers to access adequate maternal care in Romania, Bulgaria, and Moldova: A cross-country comparison. *Birth*, 50(1), 205–214. <https://doi.org/https://doi.org/10.1111/birt.12693>
- Mo, O., & Adamu, H. (2013). *Determinants of Patient Waiting Time in the General Outpatient Department of a Tertiary Health Institution in North Western Nigeria*. 3(4), 588–592. <https://doi.org/10.4103/2141-9248.122123>
- Mohammad Ali Zakeri, Somaye Khoram, Gholamreza Bazmandegan, Ramezani, N., Talebi, B., & Dehghan, M. (2022). Validating the Quality of Prenatal Care Questionnaire (QPCQ-P) in an Iranian Sample of Pregnant Mothers: A Methodological Study. *Research Square (Research Square)*. <https://doi.org/10.21203/rs.3.rs-1312563/v1>
- Moody-Williams, Jean. (2020). *A Journey towards Patient-Centered Healthcare Quality: Patients, Families and Caregivers, Voices of Transformation*. <https://doi.org/10.1007/978-3-030-26311-9>
- Mwangakala, H. A. (2016). *Pregnant women's access to maternal health information and its impact on healthcare utilization behaviour in rural Tanzania (Version 1)*. Loughborough University. <https://hdl.handle.net/2134/23443>
- Nunes, R. D., Parma, G. C., Campos, A. C., Locatelli, P., & Traebert, J. (2018). Cross-cultural adaptation and psychometric properties of the Brazilian-Portuguese version of the Quality of Prenatal Care Questionnaire

- (QPCQ). *Revista de saude publica*, 53, 01. <https://doi.org/10.11606/S1518-8787.2019053000565>
- Nusawakan, A. W., Tesabela Messakh, S., & Jambormias, S. (2019). Faktor Yang Mempengaruhi Pengambilan Keputusan Dalam Penggunaan Layanan Kesehatan Pada Wilayah Kerja Puskesmas Tawiri. *Media Ilmu Kesehatan*, 6(2), 129–138. <https://doi.org/10.30989/mik.v6i2.188>
- Onyeajam, D. J., Xirasagar, S., Khan, M. M., Hardin, J. W., & Odutolu, O. (2018). Antenatal care satisfaction in a developing country: a cross-sectional study from Nigeria. *BMC public health*, 18(1), 368. <https://doi.org/10.1186/s12889-018-5285-0>
- Patil, H. A., & Dhale, S. (2022). *Patient Education : A Tool towards Patient Satisfaction*. February. <https://doi.org/10.4172/2380-5439.100008>
- Peahl, A. F., Novara, A., Heisler, M., Dalton, V. K., Moniz, M. H., & Smith, R. D. (2020). Patient Preferences for Prenatal and Postpartum Care Delivery. In *Obstetrics & Gynecology* (Vol. 135, Issue 5, pp. 1038–1046). Ovid Technologies (Wolters Kluwer Health). <https://doi.org/10.1097/aog.00000000000003731>
- Pękacz, A., Kałalska, E., Skoczylas, A., & Targowski, T. (2019). Patient satisfaction as an element of healthcare quality – a single-center Polish survey. *Reumatologia/Rheumatology*, 57(3), 135–144. <https://doi.org/10.5114/reum.2019.86423>
- Prakash, B. (2010). *Patient satisfaction*. *Journal of Cutaneous and Aesthetic Surgery*, 3(3), 151. <https://doi.org/10.4103/0974-2077.74491>
- Rachmawati, D. (2023, January 12). Lakukan Pemeriksaan, Klinik Ibu dan Anak Kini Semakin Diminati Dibandingkan Harus ke Rumah Sakit: Ini Kelebihannya. *suara.com*. <https://www.suara.com/health/2023/01/12/111000/lakukan-pemeriksaan-klinik-ibu-dan-anak-kini-semakin-diminati-dibandingkan-harus-ke-rumah-sakit-ini-kelebihannya>
- Raval, H., Puwar, T., Vaghela, P., Mankiwala, M., Pandya, A. K., & Kotwani, P. (2021). Respectful maternity care in public health care facilities in Gujarat: A

- direct observation study. *Journal of family medicine and primary care*, 10(4), 1699–1705. https://doi.org/10.4103/jfmpe.jfmpe_1934_20
- Reproductive , Maternal , Newborn , and Child Health Case Studies from the USAID Applying Science to Strengthen and Improve Systems Project , 2014-2017.* (2020). April, 2014–2017. https://pdf.usaid.gov/pdf_docs/PA00WJJW
- Robinson, J., Porter, M., Montalvo, Y., Peden, C. J., Porter, M., & Montalvo, Y. (2020). *Losing the wait : improving patient cycle time in primary care.* 1–6. <https://doi.org/10.1136/bmj-2019-000910>
- Rosa, E. M. (2018). Patient Centered Care Di Rumah Sakit. In *Yogyakarta: LP3M Universitas Muhammadiyah* [http://repository.umy.ac.id/bitstream/handle/123456789/24189/BukuPATIEN_TCC\(1\).pdf?sequence=1](http://repository.umy.ac.id/bitstream/handle/123456789/24189/BukuPATIEN_TCC(1).pdf?sequence=1)
- Sarla, G. S. (2019). *Is a Physician Armed with Soft Skills More Successful ?* July, 2–5. <https://doi.org/10.19080/IJOPRS.2019.04.555626>
- Sarstedt, M., Hair, J. F., Pick, M., Liengard, B. D., Radomir, L., & Ringle, C. M. (2022). Progress in partial least squares structural equation modeling use in marketing research in the last decade. *Psychology & Marketing*, 39(5), 1035– 1064. <https://doi.org/10.1002/mar.21640>
- Schnitman G, Wang T, Kundu S, Turkdogan S, Gotlieb R, How J, et al. The role of digital patient education in maternal health: A systematic review. *Patient Educ Couns* [Internet]. 2022;105(3):586–93. Available from: <https://www.sciencedirect.com/science/article/pii/S0738399121004183>
- Sehngelia, L., Pavlova, M., & Groot, W. (2021). Women’s satisfaction with maternal care services in Georgia. *Health Policy OPEN*, 2. <https://doi.org/10.1016/j.hopen.2020.100028>
- Randel A. (2019). Interpregnancy Care: Guidelines from ACOG and SMFM. *American family physician*, 100(2), 121–123. <https://pubmed.ncbi.nlm.nih.gov/31305036/>
- Setyawan, F. E. B., Supriyanto, S., Ernawaty, E., & Lestari, R. (2020). Understanding patient satisfaction and loyalty in public and private primary health care. *Journal of public health research*, 9(2), 1823. <https://doi.org/10.4081/jphr.2020.1823>

- Sharma, S. A., Jayaprakash, R., Rajasekharan, S., & Sharma, S. S. (2014). *Anticipatory Guidance in Pediatric Dentistry*. 13(12), 13–17. <https://doi.org/10.9790/0853-131261317>
- Sudhinaraset, M., Landrian, A., Golub, G. M., Cotter, S. Y., & Afulani, P. A. (2021). Person-centered maternity care and postnatal health: associations with maternal and newborn health outcomes. *AJOG global reports*, 1(1), 100005. <https://doi.org/10.1016/j.xagr.2021.100005>
- Sulistyaningsih, ., Pertiwi, T., & Qomariana, W. (2020). *Comparison of Waiting Times at Patient Satisfaction Level at Moestopo University Dental and Oral Hospital*. January 2019, 184–188. <https://doi.org/10.5220/0009581201840188>
- Tarmizi. (2023). *Turunkan Angka Kematian Ibu melalui Deteksi Dini dengan Pemenuhan USG di Puskesmas. Sehat Negeriku*. <https://sehatnegeriku.kemkes.go.id/baca/rilis-media/20230115/4842206/turunkan-angka-kematian-ibu-melalui-deteksi-dini-dengan-pemenuhan-usg-di-puskesmas/>
- Tasneem, S., & Ozdal, M. A. (2023). Pregnant Women's Perceptions of the Quality of Antenatal Care in a Public Hospital in Punjab, Pakistan during COVID-19: A Cross-Sectional Study. *Healthcare (Basel, Switzerland)*, 11(7), 996. <https://doi.org/10.3390/healthcare11070996>
- Thayer, Z., & Gildner, T. (2023). Reported information sharing and satisfaction with maternity care providers during the COVID-19 pandemic: Associations with socioeconomic status and shifts to telehealth. *Birth*, 50(2), 396–406. <https://doi.org/10.1111/birt.12660>
- Thornton, R. D., Nurse, N., Snavelly, L., Hackett-Zahler, S., Frank, K., & DiTomasso, R. A. (2017). Influences on *patient satisfaction* in healthcare centers: a semi-quantitative study over 5 years. *BMC health services research*, 17(1), 361. <https://doi.org/10.1186/s12913-017-2307-z>
- UN DESA. (2023). *The Sustainable Development Goals Report 2023: Special Edition - July 2023*. New York, USA: UN DESA. © UN DESA. <https://unstats.un.org/sdgs/report/2023/>

- Wali, R., Alhakami, A., & Alsafari, N. (2022). Evaluating the level of *patient satisfaction* with telehealth antenatal care during the COVID-19 pandemic at King Abdul-Aziz Medical City, Primary Health Care Center, Specialized Polyclinic. *Women's Health*, 18. <https://doi.org/10.1177/17455057221104659>
- Wang, Y., Wu, Q., Wang, Y., & Wang, P. (2022). The Effects of Physicians' Communication and Empathy Ability on Physician – Patient Relationship from Physicians' and Patients' Perspectives. *Journal of Clinical Psychology in Medical Settings*, 29(4), 849–860. <https://doi.org/10.1007/s10880-022-09844-1>
- Wang F. (2018). The roles of preventive and curative health care in economic development. *PloS one*, 13(11), e0206808. <https://doi.org/10.1371/journal.pone.0206808>
- Ware, J. E., Jr, Snyder, M. K., Wright, W. R., & Davies, A. R. (1983). Defining and measuring patient satisfaction with medical care. *Evaluation and program planning*, 6(3-4), 247–263. [https://doi.org/10.1016/0149-7189\(83\)90005-8](https://doi.org/10.1016/0149-7189(83)90005-8)
- Wensing, M., Vedsted, P., Kersnik, J., Peersman, W., Klingenberg, A., Hearnshaw, H., Hjortdahl, P., Paulus, D., Künzi, B., Mendive, J., & Grol, R. (2002). *Patient satisfaction* with availability of general practice: An international comparison. *International Journal for Quality in Health Care*, 14(2), 111–118. <https://doi.org/10.1093/oxfordjournals.intqhc.a002597>
- World Health Organization. (2023). *Maternal Mortality*. Who.int; World Health Organization: WHO. <https://www.who.int/news-room/factsheets/detail/maternal-mortality>
- Zakeri, M. A., Khoram, S., Bazmandegan, G., Ramezani, N., Talebi, B., & Dehghan, M. (2022). *Validating the Quality of Prenatal Care Questionnaire (QPCQ-P) in an Iranian Sample of Pregnant Mothers: A Methodological Study*. <https://doi.org/10.21203/rs.3.rs-1312563/v1>
- Zhang, J., Chen, W., Petrovsky, N., & Walker, R. M. (2020). The Expectancy-Disconfirmation Model and Citizen Satisfaction with Public Services: A Meta-analysis and an Agenda for Best Practice. *Public Administration Review*, 147–159. <https://doi.org/10.1111/puar.13368>