

POST-BIRTH CONSUMER SURVEY 2006

QUALITY OF CONSUMER EXPERIENCE POST BIRTH CARE

WHY POST BIRTH CARE?

- Priority area in REBIRTHING
- Poor levels of satisfaction in Victorian 'Survey of Recent Mothers'

AIMS AND OBJECTIVES

- 1. TO GAUGE QUALITY OF CONSUMER EXPERIENCE OVERALL AND FROM DIFFERENT CARE MODELS**
- 2. TO UNDERSTAND CONSUMER PERCEPTIONS OF NATURE OF CARE PROVIDED.**
- 3. TO UNDERSTAND THE VARIABILITY IN DISCHARGE TIMES AND ASSESS THE IMPACT**
- 4. TO BETTER UNDERSTAND PROCESSES INFLUENCING WOMEN'S CHOICES REGARDING BREAST FEEDING**
- 5. TO GAIN INFORMATION ABOUT USEFULNESS, TIMELINESS, ACCESSABILITY OF POST-BIRTH MATERNAL AND NEWBORN BABY CARE**

SURVEY PROCESS – inclusions and exclusions

- Using hospital system based frame
- Mother to have birthed in Queensland in public system
- Consent obtained during birthing episode
- Mothers to complete questionnaire between >3 and <6 months post birth ie the baby must be 3 months of age minimum and 5 months maximum
- Fieldwork to be undertaken between 3months +1 day and 6 months – 1 day after the birth of the baby

Mothers experiencing the following are to be excluded from the survey:

- 1. stillbirths**
- 2. neonatal deaths**
- 3. Sudden Infant Death Syndrome (SIDS)**
- 4. maternal deaths**

PART 1 - Maternity Post-Birth Care Survey Questionnaire 2006

Question name	<p style="text-align: center;">2006 MATERNITY POST-BIRTH CARE SURVEY</p> <p style="text-align: center;"><i>Target population: Mothers of infants aged > 3 and < 6 months</i></p>
	<p style="text-align: center;">Introduction</p>
Intro 1	<p>Hello may I please speak with (<i>Mothers name - first and surname</i>)?</p> <p style="margin-left: 40px;">1 Agreed to interview - continue survey</p> <p style="margin-left: 40px;">2 Agreed to interview but suggested a call-back - exit to call-back Screen</p> <p style="margin-left: 40px;">3 No, refused to interview - exit</p> <p>Hi (<i>Mothers name</i>) my name isI am calling on behalf of Queensland Health. We are speaking with mothers who had a baby in a Queensland hospital 3 to 5 months ago about the care you received after the birth of your baby</p>
Intro 2	<p>The interview is completely confidential and only takes about 10 minutes. The information we collect will help Queensland Health in planning and improving maternity services for Queensland women.</p>
Intro R	<p>(<i>Mothers name</i>) could you spare a little time to answer some questions for me?</p> <p>(<i>INTERVIEWER: If respondent says no, ask "Is that because the time is inconvenient? I would be happy to call you back at a suitable time"</i>)</p> <p style="margin-left: 40px;">1 Agreed to interview - continue survey</p> <p style="margin-left: 40px;">2 Agreed to interview but suggested a call-back - exit to call-back screen</p> <p style="margin-left: 40px;">3 No, refused to interview - exit</p>
	<p style="text-align: center;">Questionnaire Proper</p>
Name	<p>(<i>Mothers name</i>) can you tell me your baby's first name so that I can refer to him/her directly?</p> <p>(<i>INTERVIEWER: If R refuses to give her name type "this baby"</i>)</p>
Q1	<p>I'd like to ask some questions about while you were in hospital after the birth of ____.</p> <p>During your hospital stay did the hospital staff provide you with advice face to face about the following things?</p> <p>Feeding your baby (for eg. Breastfeeding, formula feeding)</p> <p>(<i>INTERVIEWER: Read out options 1 to 2</i>)</p> <p style="margin-left: 40px;">1 Yes</p> <p style="margin-left: 40px;">2 No</p> <p style="margin-left: 40px;">3 Not sure</p> <p style="margin-left: 40px;">4 Refused to answer</p> <p><i>If (ans = 1) skip to Q2</i></p> <p><i>If (ans ≥ 2) skip to Q3</i></p>
Q2	<p>Overall, how satisfied were you with the advice given to you at the hospital on feeding your baby? Were you</p> <p>(<i>INTERVIEWER: Read out options 1 to 4</i>)</p> <p style="margin-left: 40px;">1 Very satisfied</p> <p style="margin-left: 40px;">2 Satisfied</p> <p style="margin-left: 40px;">3 Dissatisfied or</p> <p style="margin-left: 40px;">4 Very dissatisfied</p> <p style="margin-left: 40px;">5 Neither satisfied or dissatisfied</p> <p style="margin-left: 40px;">6 No advice given</p> <p style="margin-left: 40px;">7 Can't remember</p> <p style="margin-left: 40px;">8 Refused to answer</p>

Q3	<p>Baby care (for eg. Nappy changing, bathing)? <i>(INTERVIEWER: Read out options 1 to 2)</i></p> <p>1 Yes 2 No 3 Not sure 4 Refused to answer</p>
Q4	<p>Settling your baby? <i>(INTERVIEWER: Read out options 1 to 2)</i></p> <p>1 Yes 2 No 3 Not sure 4 Refused to answer</p>
Q5	<p>Your baby's health? <i>(INTERVIEWER: Read out options 1 to 2)</i></p> <p>1 Yes 2 No 3 Not sure 4 Refused to answer</p> <p><i>If (ans = 1) skip to Q6</i> <i>If (ans ≥ 2) skip to Q7</i></p>
Q6	<p>Overall, how satisfied were you with the advice given to you at the hospital on your baby's health? Were you</p> <p><i>(INTERVIEWER: Read out options 1 to 4)</i></p> <p>1 Very satisfied 2 Satisfied 3 Dissatisfied or 4 Very dissatisfied 5 Neither satisfied or dissatisfied 6 No advice given 7 Can't remember 8 Refused to answer</p>
Q7	<p>Your own health after the birth of the baby? <i>(INTERVIEWER: Read out options 1 to 2)</i></p> <p>1 Yes 2 No 3 Not sure 4 Refused to answer</p> <p><i>If (ans = 1) skip to Q8</i> <i>If (ans ≥ 2) skip to Q9</i></p>

Q8	<p>Overall, how satisfied were you with the advice given to you at the hospital on your own health after the birth of the baby? Were you</p> <p><i>(INTERVIEWER: Read out options 1 to 4)</i></p> <ol style="list-style-type: none"> 1 Very satisfied 2 Satisfied 3 Dissatisfied or 4 Very dissatisfied 5 Neither satisfied or dissatisfied 6 No advice given 7 Can't remember 8 Refused to answer
Q9	<p>Going home?</p> <p><i>(INTERVIEWER: Read out options 1 to 2)</i></p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Not sure 4 Refused to answer
Q10	<p>How to contact your nearest baby or child health care centre?</p> <p><i>(INTERVIEWER: Read out options 1 to 2)</i></p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Not sure 4 Refused to answer
Q10z	<p>Did you have a planned Caesarean?</p> <p><i>(INTERVIEWER: Read out options 1 to 2)</i></p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Refused to answer <p><i>If (ans = 1) skip to Q13</i></p>
Q11	<p>Did the midwife who cared for you DURING LABOUR also care for you during pregnancy?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Not sure 4 Refused to answer <p><i>If (ans <> 1) skip to Q12</i></p>
Q11a	<p>How often did you see her during pregnancy?</p> <p><i>(INTERVIEWER: Read out options 1 to 2)</i></p> <ol style="list-style-type: none"> 1 1 - 2 times 2 more often (3+ times) 3 Not sure 4 Refused to answer
Q12	<p>Did the midwife who cared for you during labour also care for you, IN HOSPITAL, after the birth?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Not sure 4 Refused to answer

Q13	<p>Overall, what do you feel about the length of time you stayed in hospital after the birth of _____?</p> <p><i>(INTERVIEWER: Read out options 1 to 3)</i></p> <ol style="list-style-type: none"> 1 Too short 2 About right 3 Too long 4 Can't remember 5 Refused to answer
Q14	<p>Overall, how would you describe the care you and your baby received in hospital after the birth?</p> <p><i>(INTERVIEWER: Read out options 1 to 4)</i></p> <ol style="list-style-type: none"> 1 Very good 2 Good 3 Poor or 4 Very poor 5 Neither good or poor 6 Can't remember 7 Refused to answer
Q15	<p>Did you leave hospital, with _____, within five days or less of giving birth?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Not sure 4 Refused to answer <p><i>If (ans = 1) skip to Q16</i></p> <p><i>If (ans >=2) skip to Q17</i></p>
Q16	<p>Now I would like to ask some questions about when you were home with your baby. Were you visited by a midwife from the hospital or a community or child health nurse <i>within your first week</i> at home with _____?</p> <ol style="list-style-type: none"> 1 Midwife from the hospital 2 Community child health nurse 3 No neither 4 Not sure 5 Refused to answer
Q17	<p>Looking back to your first month at home with your new baby, how confident did you feel about looking after _____?</p> <ol style="list-style-type: none"> 1 Very confident 2 Fairly confident 3 Mixed 4 Fairly anxious 5 Extremely anxious 6 Can't remember 7 Refused to answer

Q18	<p>In your first month at home, would you have liked more help or advice?</p> <ol style="list-style-type: none"> 1 Yes, definitely 2 Yes, possibly 3 No, not at all 4 Can't remember 5 Refused to answer <p><i>If (ans ≤ 2) skip to Q19</i> <i>If (ans ≥ 3) skip to Q20</i></p>
Q19	<p>What sort of help or advice would have you liked?</p> <ol style="list-style-type: none"> 1 Specify _____ 2 Can't remember 3 Refused to answer
Q20	<p>Has _____ ever been fed any breastmilk? <i>(INTERVIEWER: This means <u>ever</u> put to the breast <u>at all</u>, or even one mouthful of breastmilk)</i></p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Don't know 4 Refused to answer <p><i>If (ans = 1) skip to Q21</i> <i>If (ans ≥ 2) skip to Q25</i></p>
Q21	<p>Is _____ still being fed any breastmilk?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Refused to answer <p><i>If (ans = 1) skip to Q23</i> <i>If (ans ≥ 2) skip to Q22</i></p>
Q22	<p>How old was _____ when he/she was last fed breastmilk?</p> <ol style="list-style-type: none"> 1 Answer in days 2 Answer in weeks 3 Answer in months 4 Can't remember 5 Refused to answer
Q23	<p>Can you tell me the MAIN reason you chose to feed _____ breastmilk?</p> <ol style="list-style-type: none"> 1 Breast milk better for baby 2 Breastfeeding better for Mum 3 Breastfeeding cheaper 4 More convenient 5 It is the 'right'/normal/natural thing to do 6 Family and friends advised breastfeeding 7 Hospital staff pressured me into it 8 Bonding with baby 9 Other (specify) 10 Can't remember 11 Refused to answer

Q24	<p>Were there any other reasons why _____ was breastfed? <i>(INTERVIEWER: Prompt with 'Anything else' and probe – maximum 2 responses)</i></p> <ol style="list-style-type: none"> 1 Breast milk better for baby 2 Breastfeeding better for Mum 3 Breastfeeding cheaper 4 More convenient 5 It is the 'right'/normal/natural thing to do 6 Family and friends advised breastfeeding 7 Hospital staff pressured me into it 8 Bonding with baby 9 Other (specify) 10 No other reasons 11 Can't remember 12 Refused to answer <p>Skip to Q27</p>
Q25	<p>Can you tell me the MAIN reason why _____ was formula fed?</p> <ol style="list-style-type: none"> 1 Too busy to breastfeed 2 Formula just as good for baby 3 Bottle feeding easier 4 Don't like breastfeeding 5 Baby's father prefers bottle feeding 6 Needed to return to work 7 Previous problems with breastfeeding 8 Medical advice 9 Other (specify) 10 Can't remember 11 Refused to answer
Q26	<p>Were there any other reasons why _____ was formula fed? <i>(INTERVIEWER: Prompt with 'Anything else' and probe – maximum 2 responses)</i></p> <ol style="list-style-type: none"> 1 Too busy to breastfeed 2 Formula just as good for baby 3 Bottle feeding easier 4 Don't like breastfeeding 5 Baby's father prefers bottle feeding 6 Needed to return to work 7 Previous problems with breastfeeding 8 Medical advice 9 Other (specify) 10 No other reasons 11 Can't remember 12 Refused to answer
Q27	<p>Had you decided whether you wanted to breastfeed or formula feed _____ before he/she was born?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Can't remember 4 Refused to answer

Q28	<p>Did you, alone, make the choice to breast feed or formula feed _____?</p> <ol style="list-style-type: none"> 1 Yes 2 No, influenced by other person(s) 3 Can't remember 4 Refused to answer <p><i>If (ans = 1, 3 or 4) skip to Q30</i> <i>If (ans = 2) skip to Q29</i></p>
Q29	<p>Who else influenced your decision?</p> <p><i>(INTERVIEWER: Prompt – maximum 3 responses)</i></p> <ol style="list-style-type: none"> 1 Partner 2 Mother 3 Other relative 4 Friend 5 GP 6 Obstetrician 7 Midwife 8 Nursing Mothers Association or Australian Breastfeeding Association 9 Lactation consultant 10 Other (specify) 11 Don't know/can't remember 12 Refused
Q30	<p>Thank you. Now I would like to ask you some questions about your baby's health after you left hospital.</p> <p>After you left hospital with _____, did you seek help for his/her health from any of the following?</p> <ol style="list-style-type: none"> 1 Hospital where baby was born 2 Local Community or Child Health Centre 3 GP or specialist eg obstetrician, paediatrician 4 Midwife (or nurse) during home visit 5 Nursing Mothers Association or Australian Breastfeeding Association 6 Private lactation consultant 7 Pharmacy/pharmacist 8 Partner 9 Family or friends 10 Internet 11 24 hour phone line eg QH or other 12 Anywhere else (specify) 13 None of the above 14 Don't know/can't remember 15 Refused

Q31	<p>It is very common for new mothers to need help about the health of their baby within their first month at home.</p> <p>At any time in the first month at home with _____, was there a time when it was necessary to obtain immediate help about the health of your baby? (for eg. Your baby would not stop crying or may have had a rash or a fever)</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Can't remember 4 Refused to answer <p><i>If (ans = 1) skip to Q32</i> <i>If (ans ≥ 2) skip to Q34</i></p>
Q32	<p>Was the help available at the TIME OF DAY when you needed it?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Can't remember 4 Refused to answer
Q33	<p>Was the help available at a place you could easily get to?</p> <ol style="list-style-type: none"> 1 Yes (specify) 2 No 3 Can't remember 4 Refused to answer
Q34	<p>Thank you. Now I would like to speak with you about your health.</p> <p>It is very common for mothers with new babies to have times when they feel anxious or worried.</p> <p>At any time since the birth of _____, has there been a period of time when you felt overly anxious or worried for no apparent reason?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Can't remember 4 Refused to answer <p><i>If (ans = 1) skip to Q35</i> <i>If (ans ≥ 2) skip to thanks</i></p>
Q35	<p>For how long did you feel or have you felt like that?</p> <ol style="list-style-type: none"> 1 Answer in days 2 Answer in weeks 3 Answer in months 4 All the time 5 Can't remember 6 Refused to answer
Q36	<p>Were you able to talk with someone or receive help about how you had been feeling?</p> <ol style="list-style-type: none"> 1 Yes 2 No 3 Can't remember 4 Refused to answer

thanks	<p>Well, that's the end of the questionnaire. (<i>Mothers name</i>) thank you very much for all your help. If you have any questions about you or your baby we have a 24 hour Child Health telephone line in Queensland. This phone number is in your baby's health record or I can give it to you now. Would you like the 24 hour child health phone number?</p> <ol style="list-style-type: none">1 Yes2 No3 Refused to answer <p><i>If (ans = 1) Brisbane (Riverton) 07 3862 2333 Outside Brisbane 1800 177 279</i></p> <p>Once again my name is calling from Queensland Health. The information you have provided me with will help the department in planning and improving maternity services for Queensland women.</p> <p>GOOD-BYE</p>
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PART 2 - FROM THE Perinatal Data Collection

ABOUT THE MOTHER– from Perinatal Data Collection

- Where birthed and facility type (categories as per collection) eg
 - Hospital birthing suite
 - Birthing centre
 - Other (list)
- Age at baby's date of birth
- Indigenous/ non-indigenous status
- No. of live births prior to this birth
- Socio–economic status from post code of residence

Would be valuable to have this information but seems not to be available.
English native speaker / English as second language

ABOUT THE BIRTH – from Perinatal Data Collection

- Gestational age of infant
- Vaginal or caesarean birth
If caesarean - Was caesarean done after labour commenced or before?
- Cephalic or breech
- Birthweight
- ? Apgar at 10 minutes
- Admission to either Special Care Nursery or Neonatal Intensive Care Unit
If yes how many days was the baby there?
- Date of discharge - length of stay (days including < 1)
- Readmission for any reason within 1 month post birth
- Who provided pregnancy care - private obstetrician, GP, hospital clinic, midwife clinic, home birth midwife, other
- Accoucheur by professional group