

Women`s satisfaction of care through the continuum of pregnancy, birth and postnatal period

Side 1

Consent and general information

- **I read the information sheet about the study, I registered at a Governmental clinic during pregnancy, my last pregnancy was singleton and I wish to participate ***

- Yes
- No

Dette elementet vises dersom et av følgende alternativer er valgt på spørsmål «I read the information sheet about the study, I registered at a Governmental clinic during pregnancy, my last pregnancy was singleton and I wish to participate»: Yes

- **What type of care were you offered at the local Governmental clinic? ***

- Intervention: Continuity of Midwifery Care Model: care from a midwife also employed at the local hospital.
- Control: Regular care from staff employed at the clinic

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- **If you had regular care, who provided care for you?**

- Staff nurse
- Practical nurse
- Health worker
- Male doctor
- Female doctor
- Midwife
- I don`t know
- Other

Dette elementet vises dersom et av følgende alternativer er valgt på spørsmål «I read the information sheet about the study, I registered at a Governmental clinic during pregnancy, my last pregnancy was singleton and I wish to participate»: Yes

- **Where did you receive care during pregnancy from others than governmental facilities? ***

- UNRWA
- Private doctor
- NGO
- Only Governmental
- Other

Demographic and social information

Dette elementet vises dersom et av følgende alternativer er valgt på spørsmål «I read the information sheet about the study, I registered at a Governmental clinic during pregnancy, my last pregnancy was singleton and I wish to participate»: Yes

- **How old are you? ***

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- **What was your age when you got married? ***

Dette elementet vises dersom et av følgende alternativer er valgt på spørsmål «I read the information sheet about the study, I registered at a Governmental clinic during pregnancy, my last pregnancy was singleton and I wish to participate»: Yes

- **What was your age first time you gave birth? ***

Dette elementet vises dersom et av følgende alternativer er valgt på spørsmål «I read the information sheet about the study, I registered at a Governmental clinic during pregnancy, my last pregnancy was singleton and I wish to participate»: Yes

- **What is the highest level of education you have completed? ***

- Primary school
- High School
- Diploma 2 years after High school
- Bachelor
- Master
- Phd
- Other

- **If other, what kind of education?**

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• **Are you a paid employee? ***

- Yes, full time
- Yes, part time
- No

• **Does your husband have a paid work? ***

- Yes, regularly
- Yes, now and then
- No

• **Does your husband have a job requiring living outside home for longer periods?**

- Yes
- No

• **Where does your parents live? ***

- In the same village/town as me
- In another neighboring village
- In another town in the West Bank
- Outside West Bank

Reproductive information

• How many pregnancies did you have that went beyond 6 months? *

• How many live born children do you have? *

• If you experienced stillbirth, how many times? *

• How many pregnancies did you have without pregnancy care at all? *

Health information about you last pregnancy, birth and postnatal period

• How many weeks is it since your last birth? *

- At which pregnancy week did you register at the Governmental clinic? *

- How many pregnancy-visits did you have at the Governmental clinic last pregnancy? *

- **Do you smoke** *

- No, never
- Yes, cigarettes now and then
- Yes, cigarettes daily
- Yes, Argile (water-pipe) now and then
- Yes, Argile (Water-pipe) daily

- **Mark if you experience any of the following complications during last pregnancy?** *

- Anemia Hb 9 or less
- Pre-eclampsia
- Eclampsia
- Placenta Previa
- Vaginal bleeding
- Reduced fetal growth
- Gestational diabetes
- Previous cesarean section
- Pelvic pain
- Violations in the home
- Violations from occupation soldiers/settlers
- Rhesus negative blood type.
- Vomiting causing hospitalization
- Other
- I had had no complications during pregnancy

- If other, describe short what kind of pregnancy complications?

- How often did a doctor do the pregnancy check-ups in the governmental clinic? *

- How many pregnancy-visits did you have to a private doctor during last pregnancy? *

- If you used private doctor in addition to Governmental clinic, describe short why you choose to use both:

- **Where you referred to high risk care clinic, hospital or specialist doctor during pregnancy? ***

- Yes, once
- Yes, more than once
- Yes, I was referred but I was not able to go
- No, I was not referred

- **Mark if you experience any of the following complications during last birth? ***

- Birth during transportation
- Instrumental delivery: vacuum
- Instrumental delivery: forceps
- Hemorrhage - severe bleeding
- Elective cesarean section
- Eclampsia
- Acute cesarean section
- Premature birth before 37 weeks` pregnancy
- Premature birth before 34 weeks` pregnancy
- Premature birth before 30 weeks` pregnancy
- other
- I had no medical complications during birth

- If other, describe short what, And/or why cesarean section:

- **Did you experience any of the following complications related to YOURSELF after last birth? ***

- I had anemia, 9 g/dl or less
- I had Infection treated with antibiotics
- Eclampsia
- Perineal tears that caused much pain
- Perineal tears causing infection and fever
- Perineal tears that caused incontinence of faeces
- Problems with breasts causing problems with breastfeeding
- I had painful infection or problems with my breasts
- Feeling so unhappy that I for days cried most of the time
- Feeling so sad that harming myself sometimes occurred to me
- other
- No I had no complications after last birth

- If other explain in few words

- **Mark if your CHILD have any of the following complications after last birth? ***

You can choose more than one alternative:

- My child was transferred to intensive care after birth
 - My child had problems breathing that needed treatment
 - My child had problem sucking the breast
 - My child had jaundice that needed treatment
 - My child got infection treated with antibiotics
 - My child re-hospitalized after going home
 - My child had problems gaining weight
 - Other
 - My child had no complications
- If other, explain in few words:

- **Duration of breastfeeding your last child ***

- I never breastfed my last child
 - I still breastfeed my child, without giving additional food/milk
 - I still breastfeed daily and also give additional food/milk
 - I stopped breastfeeding
- If you stopped breastfeeding, how many weeks did you breastfed your last child without giving additional food.

- **How often did you meet the same healthprovider from the Governmental clinic during the whole period of pregnancy, birth and postnatal period? ***

- Two times
- Three times
- Four times
- Five times
- Six times
- Seven times
- Eight times
- Nine times
- More than nine times

I met different people each time

- **If you met the same Governmental health provider more than once, please explain: ***

- I met the health provider from pregnancy during labour
- I met the health provider from pregnancy in postnatal ward at hospital
- I met the health provider from pregnancy postnatal home visit
- The person I met most times was the nurse
- The person I met most times was the Midwife
- The person I met most times was the doctor
- I don't know the profession of the person I met most times

- **If you used the Governmental service less than four times during pregnancy, why?**

- No female doctor
- No midwife
- No regularity
- No ultrasound
- Bad quality
- Complicated to reach the clinic
- I don't know
- Other

- If other, explain shortly:

Your satisfaction of care during pregnancy

Describe at what degree you were satisfied with the care you received from the Governmental clinic during pregnancy by choosing between 1 meaning that you totally disagree and 7 totally agree in the following statements:

1 **Totally disagree** 2 3 4 5 6 7 **Totally agree**

At my pregnancy check-ups I was always asked whether I had any questions

	1 Totally disagree	2	3	4	5	6	7 Totally agree
The midwives/nurses always kept me informed about what was happening related to my pregnancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The doctor always kept me informed about what was happening related to my pregnancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was always given an active say in decisions about my care in pregnancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I always felt my worries, anxieties or concerns about the pregnancy and the baby were taken seriously by the midwives/nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I always felt my worries, anxieties or concerns about the pregnancy and the baby were taken seriously by the doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my check-ups the midwives/nurses often seemed rushed and busy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my check-ups the doctors often seemed rushed and busy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care in pregnancy was provided in a competent way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy with the emotional support I received in in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1	2	3	4	5	6	7
	Totally disagree						Totally agree
pregnancy from midwives/nurses							
	1	2	3	4	5	6	7
	Totally disagree						Totally agree
I was happy with the emotional support I received in pregnancy from doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy with the physical care I received in pregnancy from midwives/nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy with the physical care I received in pregnancy from doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My privacy was very well respected and taken care of from midwives/nurses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was afraid that I would have problems to reach pregnancy care because of occupation soldiers or settlers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe your overall satisfaction with the care you received during last pregnancy at the MOH clinic (1 is very bad and 7 in very good)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your satisfaction of care during birth

- **Where did you give birth? ***

- Governmental hospital

- Private hospital
- UNRWA hospital
- PRCS hospital
- Israeli hospital
- Under transportation (car)
- Ambulance
- Other
- If other, where?

Describe at what degree you were satisfied with the care you received at hospital during labour and birth by choosing between 1 meaning that you totally disagree and 7 totally agree in the following statements:

	1 I totally disagree	2	3	4	5	6	7 I totally agree
The midwives always kept me informed about what was happening during birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The doctors always kept me informed about what was happening during birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was always given an active say in decisions about my care during labour and birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The midwives were encouraging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The doctors were encouraging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The midwives provided reassurance if I needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The doctors provided reassurance if I needed it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	1 I totally disagree	2	3	4	5	6	7 I totally agree
I felt nobody really cared for me during labour and birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy with the emotional support I received from the midwives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy with the emotional support I received from the doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	1 I totally disagree	2	3	4	5	6	7 I totally agree
Care during labour and birth was provided in a professional way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wish someone from my family could accompany me during labour and birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My privacy was well respected during labour and birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt badly treated by the midwives during labour and birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt badly treated by the doctors during labour and birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When labour started I was afraid that I would not reach hospital because of the military checkpoints and occupation soldiers or settlers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1 | totally disagree 2 3 4 5 6 7 | totally agree

Overall, how would you describe the care you received in labour and birth (1 very poor, 7 very good)

Your satisfaction with the care you received after birth

- How many hours did you spend in hospital after your last birth? *

- What was the birth-weight of your last child? *

Describe at what degree you were satisfied with the care you received after birth in the hospital choosing between 1 meaning you totally disagree and 7 totally agree in the following statements:

1 | Totally disagree 2 3 4 5 6 7 | Totally agree

I was given the advice I needed with breastfeeding at hospital

I was given the advice I needed about how to handle, settle or look after my baby in the hospital

I was given the advice I needed about any problems with the baby's health and progress in the hospital

I was given the advice I needed in hospital about my

	1 Totally disagree	2	3	4	5	6	7 Totally agree
own health and recovery in after birth							
Care after birth in hospital was provided in a competent way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Midwives in hospital were supportive after birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors in hospital were supportive after birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy by the emotional support from midwives after birth in hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My privacy was taken good care of at the hospital after birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you describe the care you received in hospital after birth (1 is very poor and 7 is very good)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

• **From where did you receive care for yourself and your baby after leaving hospital? ***

You can choose more than one alternative:

- Governmental clinic
- Governmental home-visit
- UNRWA clinic
- Private doctor
- NGO clinic
- Only family cared for me, the baby got vaccination
- No one cared for me, they only cared for the baby
- Home-visit from UNRWA/NGO

Other

- If other, from whom did you receive care?

- **Who did the home-visit after birth? ***

- My midwife from pregnancy care
- The nurse from the clinic
- The doctor
- My midwife from pregnancy and the nurse from the clinic
- Other
- I had no home visit

- If other, who did the home visit?

- How many home visits did you receive?

- How many days after birth did you receive home visit?

If you received home visit after birth:

Describe at what degree you were satisfied with the care you received after birth in your home choose between 1 meaning you totally disagree and 7 totally agree in the following statements:

Dette elementet vises dersom et av følgende alternativer er valgt på spørsmål «From where did you receive care for yourself and your baby after leaving hospital?»: Governmental homevisit

1 Totally disagree 2 3 4 5 6 7 Totally agree

During the home visit the midwife/nurse gave me the advice I needed with breastfeeding

During home visit I was given the advice I needed to handle and look after my baby

	1 Totally disagree	2	3	4	5	6	7 Totally agree
During the home visit I was given the advice I needed to look after my own health and recovery after birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got enough time to ask all the questions I had during home visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive helpful information about family planning during the home visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy for the emotional support I received from the midwife/nurse during home visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you describe the care you received for yourself at home visit (1 means very bad and 7 means very good)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you describe the care your baby received at home visit (1 means very bad and 7 means very good)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					yes	no	I don't know
If you did not receive home visit after birth, would you like to have had the possibility					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Describe at what degree you were satisfied with the care you received after birth in the Governmental clinic, choose between 1 meaning you totally disagree and 7 totally agree in the following statements:

	1 Totally disagree	2	3	4	5	6	7 Totally agree
I was given the advice I needed at the clinic about how to handle, settle or look after my baby	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the clinic I was given the advice I needed about any problems with the baby`s health and progress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the clinic I was given the advice I needed about my own health and recovery after the birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At the clinic, the nurse only had time to vaccinate the baby, no time for individual information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My privacy was taken good care of at the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was happy for emotional support I received at the clinic after birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received good advice regarding family planning and contraceptives at the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, how would you describe the care your baby received at the clinic after birth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1 **Totally disagree** 2 3 4 5 6 7 **Totally agree**

(1 is very bad and 7 is very good)

Overall, how would you describe the care you received for yourself at the clinic after birth (1 is very bad and 7 is very good)

1 **Very bad** 2 3 4 5 6 7 **Very good**

Overall how satisfied were you with all care after birth that you received from Government services on a scale from 1 (Very bad) to 7 (very good)?

1 **Very bad** 2 3 4 5 6 7 **Very good**

Overall how satisfied were you with the total Governmental services on a scale from 1 (very bad) to 7 (very good)

- Do you have any recommendations to improve the Governmental service?

Thank you very much for your participation, your answers will guide us to develop the future services.

Nettskjema v81.1