

To you who have given birth recently:

Questionnaire about experiences with care during birth and post-natal period

PasOppFB 2017

The purpose of this questionnaire is to learn about how women experience the health care services offered in Norway during the childbirth and post-natal period. The ultimate goal is to improve the quality of the services.

Your experiences are important and we hope you take the time to answer the questions



If you have given birth earlier, we ask that you consider the care you received in connection with your most recent birth and post-natal period.

Pregnancy care

[K041] **All in all, were the services you used during pregnancy satisfactory?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

THE STAY AT THE DELIVERY WARD

The first part concerns your stay at the delivery ward for the birth. Please also answer if you gave birth at a birth centre (fødestue)

[K050] **Were you taken seriously by the health personnel at the delivery ward when you called to say the labour/birth had started?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K051] **Were you received well when you arrived at the delivery ward?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

Health personnel at the delivery ward

[K052] **Were you treated politely and with respect by the health personnel at the delivery ward?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K053] **Did the health personnel have time for you when you needed it?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K054] **Did you find that the health personnel were open to your questions?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K055] **Did you find that the health personnel cared about you?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K056] **Did you have confidence in the health personnel's professional competence?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

Information at the delivery ward

[K057] **Did you receive sufficient information during your stay at the delivery ward?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K058] **Did you experience that health personnel gave you conflicting information?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

Organization and involvement at the delivery ward

[K059] **Did you find that the services you received during your stay at the delivery ward were well-organized?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

[K060] **Did you find that the health personnel cooperated well during the birth?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

[K061] **Did you receive information about who had the main responsibility for you?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K062] **Did you wish to be involved in the decisions concerning your birth?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

[K063] **Were you involved in decisions concerning your birth?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

[K064] **Did you receive sufficient pain relief during labour?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

Partner

[K065] **Was your partner received well by the health personnel at the delivery ward?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K066] **Were things arranged so that your partner could be present if you both so wished?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

Other considerations

[K067] **All in all, were you satisfied with the services you received during your stay at the delivery ward?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K069] **Are you of the opinion that your child was in any way given incorrect treatment (according to your own judgement)?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K070] **Are you of the opinion that you were in any way given incorrect treatment (according to your own judgement)?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

If you wish to comment on the answers in your own words, there is room for it at the end of the survey

POST-NATAL STAY

This part concerns your stay at the maternity ward, patient hotel (barselhotell) or birth centre (fødestue) after the birth. If you have experiences from more than one place, we ask you to give an overall impression.

[K074] **Where did you spend most of the post-natal period?**

- ☐ Single patient room in maternity ward
- ☐ Multiple-bed room in maternity ward
- ☐ Family room in maternity ward
- ☐ Patient hotel (barselhotell)
- ☐ Birth centre (fødestue)
- ☐ Other

Health personnel during the post-natal stay

[K075] **Were you treated politely and with respect by the health personnel during the post-natal stay?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K076] **Did the health care personnel have time for you when you needed it?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K077] **Did you find that the health personnel were open to your questions?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K078] **Did you find that the health personnel cared about you and your child?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K079] **Did you have confidence in the health personnel's professional competence?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

Information during the post-natal stay

[K080] **Did you receive sufficient information about: Your physical health after giving birth?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K081] **Did you receive sufficient information about: Any possible mood changes after birth?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K082] **Did you receive sufficient information about: Breast feeding or other ways of feeding the child?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K083] **Did you receive sufficient information about: Child care?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K084] **Did you experience that health personnel gave you conflicting information?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

Guidance and support during the post-natal stay

[K085] **Did you receive sufficient guidance on breast feeding or other ways of feeding the child during the post-natal stay?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K086] **Did you receive sufficient guidance on child care during the post-natal stay?**

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

Organization during the post-natal stay

[K087] Did you find that the services you received during your post-natal stay were well organized?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

[K088] Did you find that the health personnel cooperated well during your post-natal stay?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not sure / Not applicable

[K089] Did you receive information about who had the main responsibility for you?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K090] Were things arranged so that you could get enough peace and rest?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

Partner

[K091] Was your partner received well by the health personnel during the post-natal stay?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

[K092] Were things arranged so that your partner could be present if you both so wished?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Not applicable

Going home

[K901] Were you informed about the follow-up available after coming home (this could for example be offered at health clinics, maternity outpatient clinics, or as home visits by community nurse or midwife)?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K095] Were you informed about where you could inquire in case of any questions after you got home?

- ☐ Yes
- ☐ No
- ☐ Don't know

[K096] If "Yes" on number K095: Were the contact people easy to get in touch with?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Did not initiate contact

[K097] If "Yes" on number K095: Did you get sufficient help or answers if you contacted someone?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent
- ☐ Did not initiate contact

[K093] Did you have a consultation with a midwife before going home (check-out consultation/ utreisesamtale)?

- ☐ Yes, an individual consultation
- ☐ Yes, a group consultation
- ☐ No

[K094] If “Yes” on number K093: What benefit did you have from this consultation?

- ☐ No benefit
- ☐ Small benefit
- ☐ Some benefit
- ☐ Large benefit
- ☐ Very large benefit
- ☐ Did not have such a consultation

[K072] How long did you stay after birth?

- ☐ Less than 24 hours
- ☐ 24–48 hours
- ☐ 3–4 days
- ☐ 5–6 days
- ☐ 7 days or more

[K902] If 48 hours or less on number K072: Did you have a home visit by a midwife?

- ☐ Yes, during the 1.–2. day at home
- ☐ Yes, during the 3.–6. day at home
- ☐ Yes, during the 7.–10. day at home
- ☐ Yes, after more than 10 days at home
- ☐ No, had no visit by a midwife

[K073] Do you think the length of stay was appropriate?

- ☐ Yes
- ☐ No, too short
- ☐ No, too long

If you wish to comment on the answers in your own words, there is room for it at the end of the survey

Other considerations

[K098] All in all, were you satisfied with the services you received during your post-natal stay?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K100] Are you of the opinion that your child was in any way given incorrect treatment during the post-natal stay (according to your own judgement)?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

[K101] Are you of the opinion that you were in any way given incorrect treatment during the post-natal stay (according to your own judgement)?

- ☐ Not at all
- ☐ To a small extent
- ☐ To some extent
- ☐ To a large extent
- ☐ To a very large extent

At home

[K903] Did you have a home visit by a community nurse (helsesøster)?

- ☐ No
- ☐ Yes, during the 1.–6. day at home
- ☐ Yes, during the 7.–10. day at home
- ☐ Yes, after more than 10 days at home

[K904] If “No” on number K903: Was your first meeting with the community nurse at the public health clinic (helsestasjonen)?

- ☐ No
- ☐ Yes, during the 1.–6. day at home
- ☐ Yes, during the 7.–10. day at home
- ☐ Yes, after more than 10 days at home

[K135] Have you had any contact with a post-natal /breast feeding outpatient clinic since the birth?

- ☐ Yes
- ☐ No

Background information

[K136] **What is your age?**

□ years

[K141] How many times have you given birth in the past?

- ☐ Never
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4 or more

[K139] **What is your everyday activity when you are not on maternity leave?** Select only one answer

- ☐ Employed
- ☐ On sick leave, on disability or work assessment allowance
- ☐ Student
- ☐ Housekeeping (in your home)
- ☐ Unemployed
- ☐ Other

[K140] Overall, would you say your health is...

- ☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

[K138] What is your highest completed level of education?

- ☐ Primary/lower secondary school
- ☐ Upper secondary school
- ☐ College/university (1–4 years)
- ☐ College/university (more than 4 years)

[K906] **Where are you born?**

- ☐ In Norway
- ☐ In Asia (including Turkey), Africa or South America
- ☐ In Eastern Europe (all countries, regardless of EU membership)
- ☐ In Western Europe, North America or Oceania

Do you want to write in you own words about your experiences?

- ☐
- Yes,
- ☐
- No

Please note that if your answer is Yes, you agree that your comments will be sent to the hospital, where they will be used in quality improvement work. Do not write a name, personal identity number or other personally identifiable information. Your comments will be treated as strictly confidential.

Thank you very much for taking the time to answer!

