
APPENDICES

APPENDIX A

Focus Group Outline

1. Introductions (20 minutes)

1. Welcome
2. Facilitator introduction
3. Participants fill out written questionnaire and complete coupon
4. Round table introductions, participants' first names are provided

Begin audio recording of the group discussion.

2. Recent/Actual Maternity Care Experiences (25 minutes)

1. In the questionnaire you filled out earlier, you indicated what type of professional you saw during your pregnancy. Please tell us which professionals provided you with maternity care, and your level of satisfaction with the care you received?
2. Please tell us what you feel were your greatest needs as an expectant mother.
3. Please tell us what you feel were your greatest needs during the first months with your baby.
4. Do you feel the care you received met your needs and why?
5. If you could change anything about the care you received (or are currently receiving), what would it be and why?

3. Maternity Health Care Providers (20 minutes)

We will now take a few minutes to discuss different types of health professionals and your impressions of the services they provide. Please tell us if you believe it is important to be in contact with these categories of professionals when receiving maternity care and why.

1. Family Physician
2. Nurse
3. Nurse Practitioner
4. Midwife
5. OB/GYN

4. Explanations of the Collaborative Maternity Care Model (30 minutes)

A collaborative Maternity Care Model enables a mother to receive care from different health care providers who work as a team. The mother will commonly be in contact with such different types of care providers as doctors, midwives, nurses and OB/GYN.

- a. Have you ever heard of this type of model?
- b. Have you received care from professionals working within this type of model? If so, please describe your experience.
- c. What do you think are (or would be) the advantages of this type of maternity care?
- d. What do you think are (or would be) the disadvantages of this type of maternity care?

5. Women's Feedback Regarding the Proposed Tool (20 minutes)

We have developed this tool to explain the concept of collaborative maternity care to expectant mothers. This is a model that we think will help better explain and promote collaborative maternity care. Your feedback will be useful in developing the tool, which will be used in a cross-Canada campaign.

Please take a few minutes to take a look at this leaflet. (*Facilitator distributes leaflets.*)

- a. Let's first talk about the design – the look of the leaflet
 - i. Do you think it is appealing?
 - ii. What do you like about it? (colors, pictograms, etc.)
 - iii. What do you not like about it? (colors, pictograms, etc.)
- b. Now, let's talk about the content
 - i. Did you learn anything from reading the leaflet?
 - ii. Do you think it would be useful for expecting mothers?
 - iii. Is there any additional information you think should be on this leaflet?

6. Thanks

APPENDIX B

Written Questionnaire

Written Questionnaire

Your participation in this project is very important.

Thank you for your time.

Please take a few minutes to tell us about yourself.

Your age

- 18 or under
- 19-24
- 25-34
- 35-44
- 45 or over

What is your annual household income?

- Less than \$35,000
- \$35,000 to \$54,999
- \$55,000 to \$74,999
- \$75,000 or over

Please state your status in Canada:

- Canadian
- Landed immigrant (year: _____)
- Student or work VISA
- Refugee
- Other: _____

Name of the city or town you live in: _____

Including the most recent, please indicate the number of pregnancies you have had.

- 1
- 2
- 3
- 4
- 5 or more

Please indicate each health professional you were in contact with during and following your most recent pregnancy.

	Pregnancy	Labour/Delivery	Post-labour	Don't know
Nurse				
Nurse Practitioner				
Midwife				
Family physician				
OB/GYN				
Other, please specify: _____				

Written Questionnaire

Indicate your level of satisfaction with each health care provider who provided maternity-related care during your last pregnancy.

	Very Satisfied	Satisfied	Less Satisfied	Dissatisfied	Don't know	Not applicable
Nurse						
Nurse Practitioner						
Midwife						
Family physician						
OB/GYN						
Other, please specify: ____						

During your initial visits as a mother to your health care provider, did you receive information on the potential roles of different health care providers during your pregnancy (i.e., nurses, midwives, general practitioners, etc.)?

- Yes
 No
 Don't remember/Don't know

For future pregnancies, which type of health care provider would you prefer to be in contact with on an ongoing basis?

	Very much	Somewhat	Not at all	Don't know
Nurse				
Nurse Practitioner				
Midwife				
Family physician				
OB/GYN				
Other, please specify: _____				

For future pregnancies, how important is it for you to be followed by a:

	Very important	Important	Less important	Not important	Don't know
Nurse					
Nurse Practitioner					
Midwife					
Family physician					
OB/GYN					

Written Questionnaire

Please indicate the importance of the following different characteristics of maternity care:

	Very important	Important	Less important	Not important
Access to services in close proximity to home				
Home visits				
Choice of professional provider (i.e., doctor or midwife)				
Consistency (see the same person every time)				
Receive immediate care (short response time)				
All related professionals have access to medical history (records)				

Thanks!

APPENDIX C

Brochure

Women now have more 'pregnancy-care' options than ever before.

With midwives, nurse practitioners, obstetricians, family physicians and nurses offering health services, women have more maternal care options than ever before. More changes will come about as women voice their needs and make the choices that feel right for themselves and their baby.

While not all of the professionals mentioned in this leaflet operate in every Canadian city or town, they are becoming more and more available in every province and territory. Talk to your family and friends about their experiences and the professionals that they recommend. And don't hesitate to let your community health centre, health unit, hospital or health care provider know about the services that you would like.

It's your pregnancy and your baby. There are more and more health care choices for you. Find out what is out there and do it your way.



More and more health care choices For mother and baby

Who will care for baby and me?

Expecting a baby is one of the most exciting times in a woman's life. A time of anticipation, of exciting discoveries and a time where quality health care is key.

If you are pregnant or considering starting a family, have you thought about what type of health care is available to you and what type of health professional will best suit your needs along the way?

Mother knows best

Most women know how they want to be cared for during their pregnancy and delivery. Others hesitate because they are not aware of what's available in their community.

What kind of care do you prefer?

The statements below can help you determine how you feel about health care during your pregnancy.

- A home birth would be ideal for my partner and me.
- I want to have as natural a delivery as possible, with minimum interventions.
- I want to be sure emergency and specialty services for my baby are available on-site when I give birth.
- Psychological and emotional support are important to me.
- I want to be cared for by a specialist even if it means seeing him or her less often.
- I prefer to be cared for by the same professional throughout my pregnancy, as well as during the delivery and afterwards.

Who does what?

The nurse

Nurses provide physical care and emotional support throughout the pregnancy. When labour and delivery come around, the nurse actively cares for both mother and baby, in collaboration with the attending doctor or midwife.

Nurses can be found in a variety of settings from the hospital, to the community centre to the outpost clinic.

The nurse practitioner

The nurse practitioner is a registered nurse with advanced training that allows her to offer enhanced nursing care. The nurse practitioner's focus is on health promotion and disease prevention as well as monitoring the pregnancy, ordering tests and medication, if required, and counselling. Many provide maternal care throughout the pregnancy as well as after, including well-baby care.

They usually work in clinics or community centres alongside other health care professionals.

The family physician

Family physicians have always been involved in the baby business. Today, some continue to provide entire pregnancy and childbirth care. Others offer care solely during the first months of the pregnancy and after the baby is born, referring the mother-to-be to an obstetrician for the delivery.

Family physicians usually work in clinics or community centres as well as in hospitals, often in tandem with other health care professionals.

The obstetrician

The obstetrician is a medical doctor that provides specialized care for mothers and their unborn babies. Their specialty is helping women who have complicated pregnancies and potentially difficult deliveries. They also act as consultants to other maternal health care providers.

Obstetricians are generally found in urban areas. A referral from a family doctor or a midwife is usually necessary.

Teaming up to offer better care

Most health professionals welcome the opportunity to work in teams to offer the very best possible care. For example, nurses, nurse practitioners, midwives and family doctors work together in community health centres giving prenatal care during a healthy pregnancy and leaving the midwife or family doctor to attend the delivery. Obstetricians and other specialists become involved if serious problems arise.

After the baby is born, the nurse or family doctor can continue taking care of the mother as well as the infant.

This type of teamwork, known as collaborative care, is the way of the future. It allows for better services because it is more centered on the mother and her family.

The talents and expertise of different professionals are available to help the patient access the best health care possible.

Collaborative care

can lead to more health care options for labour and childbirth -- different professionals, offering varying types of care, in different settings, based on client needs and preferences. It also makes for broader access to some services, increased sharing among professionals, and happier, healthier caregivers. It's a winning option for everyone!



APPENDIX D

Participant Quotes

Following is a list of key ideas, accompanied by direct quotes from mothers, taken during the focus groups.

Mothers want to feel that they are receiving all of the necessary attention and the required information enabling them to have a fulfilling and healthy experience.

“When I go to see my doctor, I know that he has seen several customers before me. I would like to have the impression that I’m the first of the day. I don’t know what he told the other mothers. I want him to repeat it to me!”

Mother from Quebec

“You go in; he pokes you, measures you, doesn’t explain much, asks if you have any questions, then that’s it, goodbye, see you in three weeks. There was no complicity in our relationship!”

Mother from Quebec

Mothers want to be informed by the persons who care for them and their baby. They want that information to enable them to make decisions about their care.

“I trust that my doctor will tell me everything I need to know.”

Mother from Quebec

“My doctor... gives me choices. I like that.”

Mother from Quebec

“I would like them to stop treating us like our opinions don’t count. Just because I don’t know medical terms doesn’t mean I can’t understand what’s involved. With the proper information, I can make the proper decision.”

Mother from Quebec

“My nurse offered me reassurance and answered all of my silly questions.”

Mother from British Columbia

“I wanted the choice between natural birth and caesarean. I didn’t want to be pressured.”

Mother from Quebec

“My OB/GYN is more knowledgeable, and that makes me feel comfortable – especially because I don’t know everything that’s going to happen to me during my pregnancy.”

Mother from British Columbia

“You don’t know much as a new mother. You don’t even know what questions to ask.... They assume that women know everything when some of us don’t even know how to carry a child.”

Mother from Quebec

“I had no idea that I actually had options. I found that out during a chat at the grocery store.”

Mother from Quebec

Many mothers are open to the idea of collaboration amongst health care professionals for their maternity care, as long as a few key elements are taken into consideration.

“If it means that my baby and I have access to more care, I think it’s a great idea. Our community really needs more options.”

Mother from Ontario

“Could it help to bring more health care professionals in our community?”

Mother from Ontario

“They shouldn’t try to re-invent the wheel either. Each profession has its specialty and strengths. What seems good with this idea of collaboration, is that this can address some of the shortcomings of the care provided.”

Mother from Quebec

“There is no disadvantage to teamwork in my opinion. When trust is established and there is a good marriage of the different approaches, ultimately there can only be winners.”

Mother from Quebec

“It would reassure me to know that if I was to have problems, I do not rely on a single individual, but on a team.”

Mother from Western/Northern Region

“Midwives and doctors must work as a team – get over their egos and off their high horses...”

Mother from Western/Northern Region

“My midwife was on vacation during my delivery. However, since they work in teams of two, this doubles the sound advice and doubles my chances of having the person I really want at my side during my delivery.”

Mother from Quebec

“I am afraid that if I chose to have a midwife to look after me during my pregnancy, that my family doctor won’t take me back.”

Mother from Atlantic Region

“I’m not sure that with this type of care, I could establish a relationship with a care giver, like I currently have with my family doctor. That’s very important to me.”

Mother from Atlantic Region

“The only way this can work is if all the people involved truly work as a team.”

Mother from Atlantic Region

“This could probably better distribute the workload. In the end, that’s good for everyone, including mothers and babies.”

Mother from Atlantic Region

“If each care provider has to take a history, this will waste a lot of time.”

Mother from Ontario

Mothers want a positive experience.

“Giving birth is much more than a medical situation – it involves family members and emotional situations.”

Mother from Western/Northern Region

“Treat pregnancy as a whole body and life experience, not a disease.”

Mother from Western/Northern Region

“I found my OB/GYN focuses on what could go wrong. I would like to focus on the positive.... I want reassurance that the tests are done, but the focus should be on the positive.”

Mother from Ontario

“My family doctor delivered me and also delivered my baby. What could be better?”

Mother from Ontario

Mothers have high expectations of the care provided to them.

“If things go wrong, I need to know that the most qualified person is there to perform and read the results.”

Mother from Ontario

“It’s so business-like. So rushed. You want things to be easier... to talk to somebody, if you want to discuss something.”

Mother from Atlantic Region

“After the birth of my baby, my family physician came to my house to do a follow up. I thought that was extraordinary – I felt I was being taken care of. I know that’s probably not possible everywhere, but it was a wonderful experience, and I am very thankful.”

Mother from Western/Northern Region