

Maternity Care Survey 2019

Development Report

June 2020

BUREAU OF HEALTH INFORMATION

1 Reserve Road

St Leonards NSW 2065

Australia

Telephone: +61 2 9464 4444

bhi.nsw.gov.au

© Copyright Bureau of Health Information 2020

This work is copyrighted. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the Bureau of Health Information.

State Health Publication Number: (BHI) 200123

Suggested citation:

Bureau of Health Information. Development Report – Maternity Care Survey 2019.

Sydney (NSW): BHI; 2020.

Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

Published June 2020

The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Background

In early 2019, the Bureau of Health Information (BHI) reviewed the Maternity Care Survey 2017 questionnaire to inform any content changes required for the 2019 survey.

BHI reviews all recurrent surveys before they are repeated to ensure the questionnaire is still appropriate for the NSW context and all questions remain optimal. This document summarises the changes to the Maternity Care Survey 2017 questionnaire for 2019. Please refer to the 2015 and 2017 Maternity Care Survey development reports, available at bhi.nsw.gov.au, for information about how those questionnaires. These reports include details such as stakeholder consultation and engagement, questionnaire development, sampling methodology, and additional notes.

As part of the NSW Patient Survey Program Strategy (2019-22), BHI is undertaking reform of the survey program. This work aims to improve the timeliness, representativeness and usefulness of survey data for NSW stakeholders.

Method

The review of the questionnaire focused on methodological analysis of the 2017 data, as well as an evaluation of the use of survey data for reporting on the performance of NSW public hospitals for maternity patient experiences. The resulting changes and rationales are presented in this document.

BHI's analysis of Maternity Care Survey 2017 data to test the quality of questions and questionnaire design included an examination of the following:

- response patterns for each question, including rates of item non-response (not answering a question when they should have), invalid responses (selecting more than one answer to a single response question or answering a question they should have skipped) and non-specific responses, such as 'don't know', 'can't remember' or 'not applicable to me'
- ceiling and floor effects of response categories (responses where almost all patients are very positive or very negative, with little variation between hospitals) using the scored mean, standard deviation and skewness of responses
- correlations between questions (using the most positive response option) to understand if any questions appear to be duplicating the same aspect of care (using the Pearson method).

After making initial changes based on this analysis of past survey data, BHI engaged with expert stakeholders on more extensive changes proposed for questions on topics including shared care, midwifery group practice and complications of care. The following stakeholders provided feedback that informed the final questionnaire for 2019:

- Representatives from the Ministry of Health's Maternity, Child, Youth and Paediatrics team
- A/Professor Angela Todd, Women and Babies Research, The Kolling Institute, Royal North Shore Hospital
- Teresa Howarth, Program Manager, Patient and Family Centred Care, Clinical Governance & Information Services, Mid North Coast Local Health District
- Natasha Donnelly, Project Manager, National Perinatal Epidemiology and Statistics Unit, Centre for Big Data Research in Health, University of NSW
- Representative from Maternity Choices Australia.

Following the analysis of the 2017 questionnaire content and data in conjunction with stakeholder feedback, proposed changes were discussed and agreed upon. The final Maternity Care Survey 2019 questionnaire was reviewed and signed off by BHI's Chief Executive.

Overview of changes

A short summary of amended questions and sections is outlined below. Details of changes are explained in the following section.

New questions

- Q1, Q10–11, Q20, Q33, Q38, Q53, Q76–77, Q94.

Deleted questions (in 2017 questionnaire)

- Q1, Q9, Q19, Q26, Q31, Q34, Q39, Q58, Q86, Q97.

Deleted sections (in 2017 questionnaire)

- Complications
- Overall experience.

Modified questionnaire content

- Modified questions and/or response options:
 - Q2–3, Q5, Q15–16, Q26–27, Q46, Q48, Q61, Q80–81, Q84, Q89, Q90, Q96, Q98.
- Modified formatting to questions and/or response options:
 - Q70, Q79, Q85, Q93, Q97.
- Modified sections:
 - Pain during labour and birth
 - Your care during labour and birth
 - Feeding your baby
 - Discharge from hospital
 - Care at home
 - Your comments.

Details of changes

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q1	n/a	n/a	Deleted How many weeks pregnant were you when you had your first appointment for antenatal care?	This question was removed for the following reasons: <ul style="list-style-type: none"> It was deemed too cognitively demanding for a first question, requiring recall of intervals from early pregnancy and using a filter. This information is available in the administrative systems and could therefore be sourced through data linkage.
n/a	Q1	Did you receive any antenatal care during your recent pregnancy? <ul style="list-style-type: none"> Yes No..... Go to Q25 	New	This question replaced the previous Q1 from the 2017 questionnaire and focused on the filter response option which instructed women who did not have antenatal care to skip this section.
Q2	Q2	Was your antenatal care provided using a Shared Care model (i.e. some care provided by a GP or private midwife and some by hospital staff)?	Modified question Comma removed after 'model' Brackets added either side of 'i.e. some care provided by a GP or private midwife and some by hospital staff' 'or private midwife' added after 'GP'	The question wording was changed to align with the BHI style guide. This was added to cover all health professionals who may have been involved in the Shared Care model.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q3	Q3	<p>Who provided <u>most</u> of your antenatal care?</p> <ul style="list-style-type: none"> Public hospital midwife/midwives including Midwifery Group Practice Public hospital obstetrician GP/family doctor..... Go to Q5 Private midwife/midwives..... Go to Q5 Private obstetrician..... Go to Q5 	<p>Modified response option</p> <p>'including Midwifery Group Practice' added to end of first response option</p> <p>'Other' response option from the 2017 questionnaire was deleted</p>	<p>Some respondents did not provide an answer to this question. Engagement with experts identified that this might be due to confusion for those who had care from a Midwifery Group Practice, so this response option was modified for clarification.</p> <p>Analysis showed that only a very small number of respondents (<0.5%) selected this option.</p>
Q5	Q5	<p>How long did you usually have to travel (one way) for antenatal care check-ups during your pregnancy?</p> <ul style="list-style-type: none"> Under 30 minutes 30 to 59 minutes 1 hour to under 2 hours 2 hours or more Most of my antenatal check-ups were home visits.....Go to Q9 Don't know/can't remember 	<p>Modified response options</p> <p>Response option added: Most of my antenatal check-ups were home visits.....Go to Q9</p>	<p>The new response option was added as this question is not applicable to women who received home visits.</p>
Q9	n/a	n/a	<p>Deleted</p> <p>How well organised was the antenatal care you received at your check-ups?</p>	<p>This question was removed due to its high correlation with the overall care question, suggesting it captured no new information.</p>
n/a	Q10	<p>Did the health professionals discuss with you what was important to you in managing your antenatal care and birth?</p> <p>Yes, completely</p> <p>Yes, to some extent</p> <p>No</p> <p>Don't know/can't remember</p>	<p>New</p>	<p>This new question aims to identify whether the woman's priorities were considered in planning their antenatal care and their baby's birth.</p>

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
n/a	Q11	<p>Did you feel your emotional health was supported by the health professionals during your pregnancy?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable to my situation 	New	Stakeholders identified emotional health support during pregnancy as a key issue.
Q14	Q15	Were you provided with a personal antenatal document (e.g. a Yellow Card), where information about your antenatal check-ups was recorded?	<p>Modified question</p> <p>'Card' changed to 'document'</p>	This change was made because the 'Yellow Card' is no longer issued to all pregnant women. For example, this information can now be provided electronically.
Q15	Q16	Did the health professionals update your personal antenatal document at every check-up?	<p>Modified question</p> <p>'Card' changed to 'document'</p>	This change was made because the 'Yellow Card' is no longer issued to all pregnant women. For example this information can now be provided electronically.
Q19	n/a	n/a	<p>Deleted</p> <p>Did the health professionals ask you how you were feeling emotionally during your pregnancy?</p>	This question was deleted in preference of the new Q11, which asks whether healthcare professionals provided emotional support.
n/a	Q20	<p>Did the health professionals give you advice about your sleeping position during late pregnancy?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	This question was added following consultation with experts, who identified sleeping position as a health concern for pregnant women.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q25	Q26	How many weeks pregnant were you when your baby was born? <ul style="list-style-type: none"> • Less than 32 weeks • 32 – 36 weeks • 37 – 38 weeks • 39 – 41 weeks • 42 or more weeks 	Modified response options Response option three in the 2017 questionnaire (37 – 41 weeks) was split into two new response options: <ul style="list-style-type: none"> • 37 – 38 weeks • 39 – 41 weeks 	The '37 – 41 weeks' response option was expanded into two separate response options to collect more detailed information.
Q26	n/a	n/a	Deleted How much did your baby weigh at birth?	This question was removed because the information is accessible through linked data, and the responses were not used for reporting.
Q27	Q27	In the two weeks following the birth, did your baby spend any time being cared for in a special care unit or nursery?	Modified question 'Being cared for in a neonatal intensive care unit (NICU) or similar unit' changed to 'being cared for in a special care unit or nursery?'	This question wording was modified following expert advice on the naming of these units.
Q31	n/a	n/a	Deleted Were you offered the option of being in a bath during labour?	This question was removed to make space for new questions and to better support the flow of the questionnaire. It was considered to be of low value due to the fact that not all hospitals offer the option of a bath during labour.
n/a	Q33	Had any of the midwives or doctors who cared for you during your labour and birth been involved in your antenatal care? <ul style="list-style-type: none"> • Yes • No, but I wanted this • No, but I did not want or need this • I did not receive antenatal care 	New	This new question replaced the previous question 34 following advice from expert stakeholders that it is more appropriate to ask about the involvement of staff who had cared for them, rather than staff they had met.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q34	n/a	n/a	Deleted Had you previously met any of the midwives or doctors who cared for you during your labour and birth?	This question was deleted as it was replaced by the new Q34.
n/a	Q38	I was involved as much as I wanted in making decisions during labour and birth... <ul style="list-style-type: none"> • Always • Mostly • Sometimes • Rarely • Never 	New	This question was added to ensure all eight of the statewide Patient-Reported Measures (PRMs) questions were included. These will initially be implemented for assessment of the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.
Q39	n/a	n/a	Deleted Were you involved, as much as you wanted to be, in decisions during your labour and birth?	This question was deleted as it was replaced with the new Q38.
Q47	Q46	Did you have skin to skin contact with your baby (i.e. your baby was naked, and placed directly on your chest or stomach) shortly after the birth?	Modified question 'that means that your baby was naked, and placed directly on your chest or tummy' changed to 'i.e. your baby was naked, and placed directly on your chest or stomach'	The question wording was changed for clarity.
Q49	Q48	Shortly after the birth, did a health professional talk to you about your birth experience?	Modified question 'how the birth had gone' changed to 'your birth experience'	The question wording was changed for clarity.
n/a	Q53	Were your cultural or religious beliefs respected by all hospital staff? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, my beliefs were not respected • My beliefs were not an issue 	New	This question was added for consistency with other BHI patient survey questionnaires. It is of high relevance for this survey due to the diversity of the sample group.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q58	n/a	n/a	Deleted Were the visiting times convenient for your friends and family?	This question was removed to make space for new questions and to better support the flow of the questionnaire.
Q62	Q61	During your stay in hospital, were you ever bothered by any of the following? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • Noise from other people's babies • Noise from patients • Noise from hospital staff • Noise from visitors • Lack of privacy • Lack of security for your belongings • Lighting • <u>None</u> of the above 	Modified response option 'Noise from other people's visitors' changed to 'Noise from visitors'	This change was made to include noise from all visitors.
Q71	Q70	How long did you breastfeed your baby for? <ul style="list-style-type: none"> • Less than 2 weeks • 2 – 4 weeks • Between 1 – 3 months • For longer than 3 months or still breastfeeding 	Modified response options Hyphens replaced with en dashes for response options two and three.	These changes were made to align with the BHI style guide.
n/a	Q76	Were you given information about possible changes to your emotional health after the birth of your baby? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	New	Questions 76 and 77 were added to understand whether the emotional health of new mothers was addressed by hospital staff at discharge.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
n/a	Q77	Did hospital staff tell you who to contact if you needed support for any emotional changes you might experience after you left hospital? <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	Questions 76 and 77 were added to understand how the emotional health of new mothers was addressed by hospital staff at discharge.
Q87	Q79	If friends and family asked about your maternity experience at the hospital where you gave birth, how would you respond?	Question moved Moved from 'Overall experience' to 'Discharge from hospital' section.	This question was moved to make space for new questions and to better support the flow of the questionnaire.
Q81	Q80	In the first two weeks after arriving home, did you have a postnatal visit with a midwife or nurse? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • Yes, at home • Yes, at a hospital • Yes, somewhere else • No..... Go to Q84 	Modified question and response options 'follow-up appointment' changed to 'postnatal visit' Response options in 2017 questionnaire: <ul style="list-style-type: none"> • Yes, with a midwife at home • Yes, with a nurse at home • Yes, with a midwife or nurse at a clinic 	This question was changed significantly following stakeholder engagement. It was identified that the place in which the care was delivered should be the focus of the question, rather than the type of professional seen. Therefore, the question no longer asks about a 'follow-up appointment' but rather a 'postnatal visit'. The response options were changed to reflect this new focus and so now ask about 'home', 'hospital' or 'elsewhere' as the locations for the postnatal visit.
Q82	Q81	During a postnatal visit, did a midwife or nurse ask you how you were feeling emotionally?	Modified question 'Follow-up appointment' changed to 'postnatal visit'	This change was made for consistency with other questions in the questionnaire.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q85	Q84	<p>At any point during your pregnancy or after the birth, were you shown, or given information, about safe sleeping for your baby?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Yes, the midwives or doctors showed me safe sleeping techniques for my baby • Yes, I was given this information • No, I was not shown, or given information, about safe sleeping • No applicable to my situation 	<p>Modified question and response options</p> <p>Comma added after 'shown' and 'information'</p> <p>Response options in 2017 questionnaire:</p> <ul style="list-style-type: none"> • Yes, written information • Yes, verbal information • Yes, the midwives or doctors showed me how to put my baby to sleep • No, I was not given this information • Not applicable to my situation 	<p>This change was made to align with the BHI style guide.</p> <p>The response options were simplified from five to four. The wording of the response options was changed to make the provision of any information about safe sleeping techniques the focus, rather than whether that information was verbal or written.</p>
Q88	Q85	<p>What year were you born?</p> <p>Write in (YYYY)</p>	<p>Reformatted response option</p> <p>Changed 'WRITE IN' to lowercase</p>	<p>This change was made to align with the BHI style guide.</p>
Q86	n/a	n/a	<p>Deleted</p> <p>Overall, how would you rate the care you received in the first two weeks after arriving home from the hospital?</p>	<p>This question was removed due to its high correlation with the overall care question, suggesting it captured no new information.</p>

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q92	Q89	<p>Which, if any, of the following longstanding conditions do you have (including age-related conditions)?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease) • A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis) • An intellectual disability • A mental health condition (e.g. depression) • A neurological condition (e.g. Alzheimer's, Parkinson's) • <u>None</u> of these 	<p>Modified and reformatted question</p> <p>'Long-standing' changed to 'longstanding' Hyphen added between 'age' and 'related'</p> <p>Modified response options</p> <p>'Partially sighted' changed to 'severe vision impairment'</p> <p>'Long-standing' changed to 'longstanding'</p> <p>Added examples of 'A longstanding physical condition'</p> <p>'A learning disability' changed to 'An intellectual disability'</p>	<p>These changes were made to align with the BHI style guide.</p> <p>This change was made for consistency with other BHI patient surveys.</p> <p>This change was made to align with the BHI style guide.</p> <p>Specific examples were provided for 'A longstanding physical condition' to explain what might constitute such a condition.</p> <p>Intellectual disability is the preferred term to use in Australia.</p>
Q93	Q90	<p>Which language do you mainly speak at home?</p> <ul style="list-style-type: none"> • EnglishGo to Q93 • A language other than English <p>What is that language? Please write below.</p>	<p>Modified response option</p> <p>'Please write in the language' changed to 'What is that language? Please write below'</p>	<p>This change was introduced to clarify the instruction.</p>

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q96	Q93	Are you of Aboriginal origin, Torres Strait Islander origin, or both? <ul style="list-style-type: none"> • Yes, Aboriginal • Yes, Torres Strait Islander • Yes, both Aboriginal and Torres Strait Islander • No..... Go to Q95 	Instructions added to response options Directional arrow added to response options one to three 'Go to Q95' instruction added to response option 'No'	Directional arrow and 'Go to Q95' instruction were introduced as the new question (Q94) added in 2019 is only applicable to the cohort of patients who identified themselves as Aboriginal/Torres Strait Islander or both.
n/a	Q94	Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in hospital? <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	This question was added for consistency with other BHI patient surveys.
Q97	n/a	n/a	Deleted How often do you need to have someone help you when you read instructions, pamphlets, or other written material from your doctor or pharmacy?	This question was used in the 2017 survey to assess health literacy. This information did not need to be collected again in the 2019 survey.

Question # 2017	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q99	Q96	<p>The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your healthcare information will allow us to better understand how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p>	<p>Modified question</p> <p>Amended 'health care' to be one word in the first paragraph</p> <p>Removed 'for the two years before and after your visit' from between 'information' and 'will' in the first paragraph</p> <p>Added 'of' after 'health' and 'by' after 'health services' in the first paragraph</p> <p>Selected text bolded</p> <p>'(The patient)' added to the end of the question</p>	<p>This change was made to align with the BHI style guide.</p> <p>This wording was updated for clarity, and for consistency with other BHI patient surveys.</p> <p>This wording was updated for clarity, and for consistency with other BHI patient surveys.</p> <p>This change was made to reinforce key content.</p> <p>This change was made for clarity.</p>
Q100	Q97	What was the <u>best part</u> of the care you received from the hospital where you gave birth?	<p>Modified question</p> <p>Underlined 'best part'</p>	This change was made to highlight the most important component of the question.
Q101	Q98	What <u>most needs improving</u> about the care you received from the hospital where you gave birth?	<p>Modified question</p> <p>Question in the 2017 questionnaire: What part of your care provided by the hospital where you gave birth most needs improving?</p>	The question was reworded for increased clarity, and selected text was underlined to highlight the important component of the question.

Section 2017	Section 2019	Updated section (as it appears in 2019 questionnaire)	Change from 2017	Rationale
Q78–80	n/a	n/a	Deleted section 'Complications'	The 2019 review of this section highlighted the need to engage with a wider range of stakeholders including patients to define the complications section more clearly to allow for robust analyses and fair comparisons across hospitals. BHI decided to remove this section for 2019 but is committed to review in partnership with stakeholders and re-introduce in future surveys.
Q81–86	Q80–84	CARE AT HOME	Modified section heading 'FOLLOW UP AT HOME' changed to 'CARE AT HOME'	The section heading was modified to reflect the fact that this section now focuses on more than just follow-up appointments.
Q87	n/a	n/a	Deleted section 'OVERALL EXPERIENCE'	Since Q87 from the 2017 questionnaire was moved to the 'Discharge from Hospital' section in the 2019 questionnaire (Q79), this section heading was no longer required.
Q100–101	Q97–98	YOUR COMMENTS	Modified heading 'YOUR FINAL COMMENTS' changed to 'YOUR COMMENTS'	Asking respondents to provide comments was considered more appropriate than asking for 'final' comments.