
Prenatal Home Care Patient Survey Results



Report: Prenatal Home Care Patient Survey
Purpose: Summary & Key Findings
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Prenatal Home Care Patient Survey Results

The Prenatal Home Care survey was designed to assess whether the program was meeting the needs of the patients and whether patients felt their knowledge and confidence in their ability to manage their conditions had increased. The survey consisted of items assessing perceptions of pre- and post-program levels of knowledge in certain areas, participants' level of satisfaction with the program, as well as general feedback on the program. The survey is an ongoing assessment of the program, and has been sent to 137 participants with 66 respondents to date, giving a 48% response rate. However, not all respondents answered every question.

Thirty-seven patients were referred for high blood pressure (56% of respondents), 16 for threatened preterm labour (24%), 14 for preterm prelabour rupture of membranes (21%), and 12 for other conditions, such as preeclampsia or placenta abruption (18%).

Participants were asked about their pre- and post-program levels of knowledge in the following areas. Sixty-four participants responded to the question on pre-existing levels of knowledge and 55 responded to the question on post-program levels of knowledge.

Signs of labour and/or preterm labour						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	12.5% (9)	25% (16)	40.6% (26)	12.5% (8)	3.1% (2)	6.3% (4)
Post-program	36.4% (20)	41.8% (23)	16.4% (9)	0	0	5.5% (3)

When I needed to call the doctor						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	20.3% (13)	29.7% (19)	31.3% (20)	12.5% (8)	1.5% (1)	4.7% (3)
Post-program	47.3% (26)	34.6% (19)	14.5% (8)	0	0	3.6% (2)

When to go to the hospital						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	17.2% (11)	37.5% (24)	34.4% (22)	7.8% (5)	0	3.1% (2)
Post-program	44.4% (24)	40.7% (22)	13% (7)	0	0	1.8% (1)

How to navigate Royal University Hospital & where to park						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	21.9% (14)	21.9% (14)	28.1% (18)	18.7% (12)	4.7% (3)	4.7% (3)
Post-program	40.7% (22)	35.2% (19)	18.5% (10)	3.7% (2)	0	1.8% (1)

How to locate the Maternal Triage area						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	18.7% (12)	31.3% (20)	32.8% (18)	14% (9)	7.8% (3)	3.1% (2)
Post-program	18.2% (26)	37% (20)	13% (7)	0	0	1.8% (1)

How to access Public Health services regarding immunizations (for family or myself)						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	20.3% (13)	18.8% (12)	32.8% (21)	14% (9)	7.8% (5)	6.2% (4)
Post-program	37% (20)	35.2% (19)	18.5% (10)	3.7% (2)	0	5.6% (3)

How to feel my baby's movements						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	28.1% (18)	25% (16)	32.8% (21)	9.4% (6)	1.6% (1)	3.1% (2)
Post-program	42.6% (23)	40.7% (22)	14.8% (8)	0	0	1.8% (1)

How much rest and activity is recommended for the health of myself and my baby						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	18.7% (12)	23.4% (15)	37.5% (24)	15.6% (10)	1.5% (1)	3.1% (2)
Post-program	44.4% (24)	38.9% (21)	14.8% (8)	0	0	1.8% (1)

How to find Maternal Mental Health information and resources						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	15.6% (10)	21.8% (14)	35.9% (23)	18.8% (12)	4.7% (3)	3.1% (2)
Post-program	31.5% (17)	42.6% (23)	18.5% (10)	1.8% (1)	1.8% (1)	3.7% (2)

How to manage my health, related to my specific complication in pregnancy						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	17.2% (11)	26.6% (17)	29.7% (22)	15.6% (12)	1.5% (1)	1.5% (1)
Post-program	53.7% (29)	26% (14)	18.5% (10)	0	0	1.8% (1)

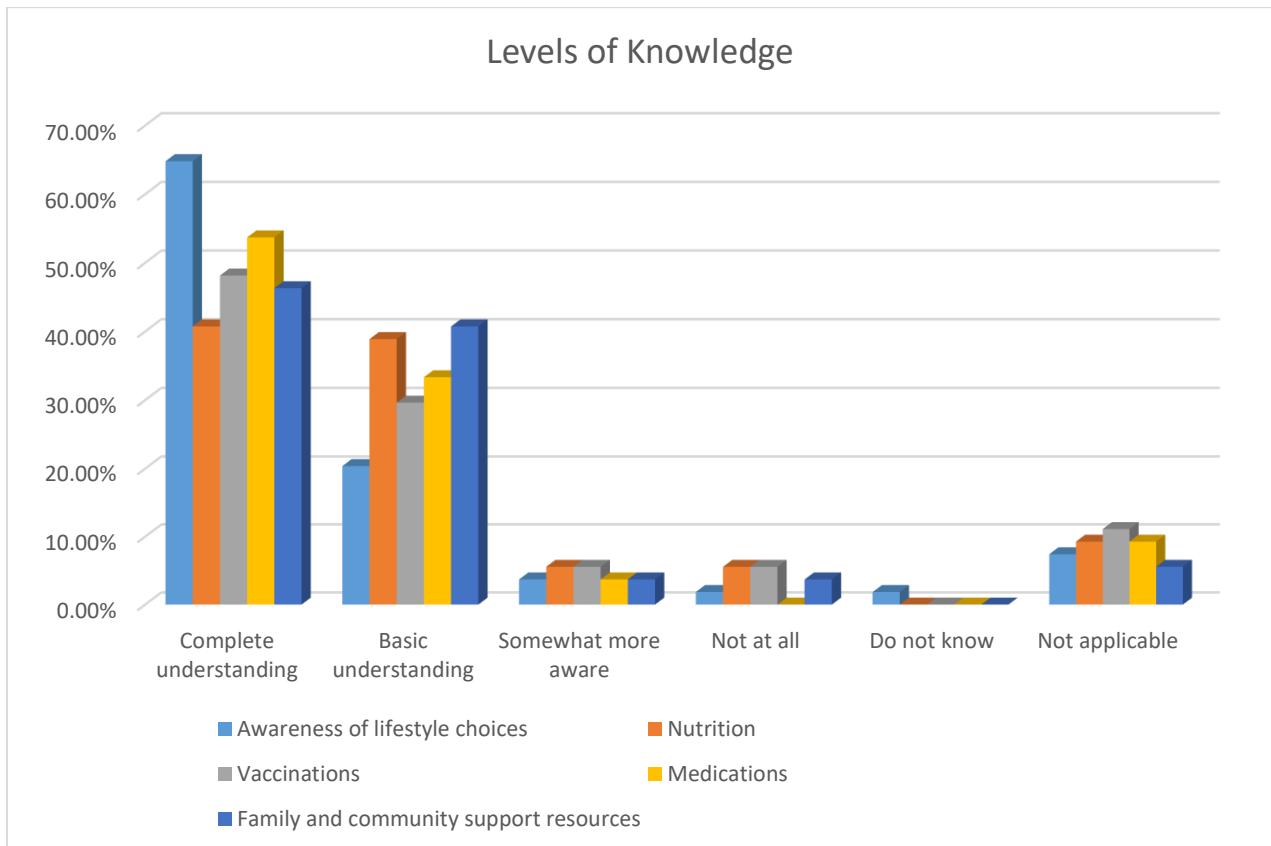
My options for pain management during labour						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	23.4% (15)	26.6% (17)	29.7% (19)	15.6% (10)	1.6% (1)	3.1% (2)
Post-program	36.5% (19)	38.5% (20)	21.5% (11)	0	1.9% (1)	1.9% (1)

Resources I could use to help prepare me for my baby's birth (e.g., Maternal Services website)						
	Excellent	Very Good	Good	Poor	Do not know	Not applicable
Pre-program	15.6% (10)	21.9% (14)	40.6% (26)	12.5% (8)	4.7% (3)	4.7% (3)
Post-program	37% (20)	38.9% (21)	18.5% (10)	0	1.8% (1)	3.7% (2)

The results show a distinct shift away from poor levels of knowledge to very good or excellent levels. This is encouraging as participants appear to have a much improved understanding of the signs of labour, what to do when this occurs, as well as how to manage their health and wellbeing.

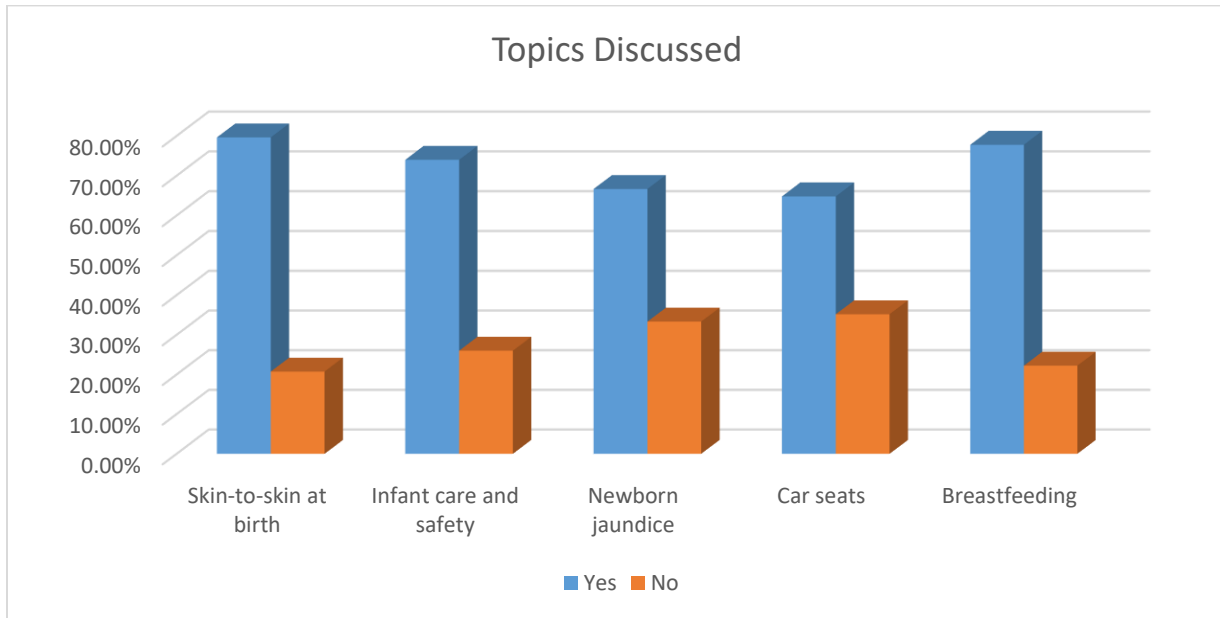
Participants were also asked for their current levels of knowledge of the following areas after the home visits by the nurse:

1. Knowledge about prenatal care
2. Knowledge about healthy nutrition
3. Knowledge about vaccinations
4. Knowledge about medications
5. Knowledge about family and community support resources



Fifty-four participants responded to this section, with most participants feeling they have achieved an understanding of these topics after the home visits. However, participants may have found this question difficult to answer as the answer options were not on the same continuum. Two answers focused on a dichotomous level of understanding, with the options being either complete or basic understanding. It may have been more informative to have all answer options worded towards the same concept.

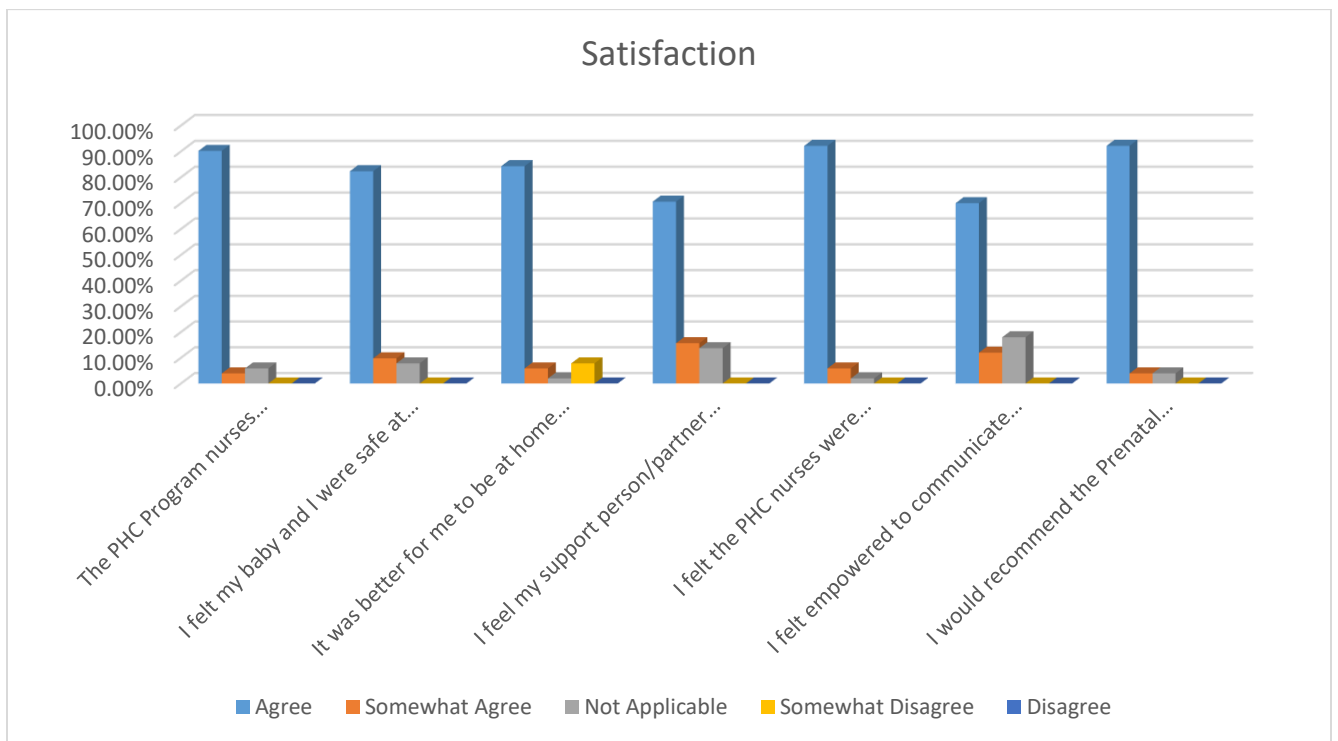
Participants were asked whether the nurse had discussed certain topics with them. Fifty-four participants responded to these questions.



Most participants said that these topics were discussed with them. Some participants said that certain topics were not discussed; however, it is difficult to know whether nurses chose to focus on some topics over others, or whether participants do not remember this being discussed. With limited time at their disposal, nurses generally choose to discuss more relevant topics with participants. This survey is anonymous so it is not possible to compare participants' recollections with nurses' records.

Participants were asked for their level of satisfaction with the program as a whole by indicating their level of agreement with the following statements:

1. The PHC Program nurses supported me while caring for my pregnancy.
2. I felt my baby and I were safe at home while on the program.
3. It was better for me to be at home under the care of this program rather than be admitted to the hospital.
4. I feel my support person/partner was/were included and valued during my home visits.
5. I felt the PHC nurses were knowledgeable and able to address my questions and concerns.
6. I felt empowered to communicate my wishes and concerns during my baby's birth.
7. I would recommend the Prenatal Home Care Program to other women who may be in a similar circumstance.



Fifty-one participants responded to this. Participants overwhelmingly agreed that the program was helpful and beneficial. They thought the nurses were a good source information and felt safe and supported and happy to be at home rather than in a hospital during this period. None of the participants disagreed with these statements; however, four people felt it might have been better for them to be in a hospital.

Finally, participants were asked for general feedback on the program. Thirty participants responded and all felt that the program was valuable and beneficial to them. Many mentioned their feelings of fear and vulnerability during this time and how grateful they were for the support and care from the nurses. This made them feel they were in safe hands and gave them confidence in a positive outcome.

“Very valuable to have knowledgeable nurses come to my home. Gave me peace of mind knowing that they would be in contact with me daily and I could ask them questions rather than turning only to my (very busy) doctors. I knew they would communicate with my doctor if there was a need - but very reassuring to have the nursing program number during the day. Thank you for all of the wonderful care and resources. This is a very valuable program.”

“I felt so much more comfortable being at home than at the hospital. The nurses really took the time to answer my questions and make sure I fully understood everything that I needed to know about PPRM. The nurse was feeling baby's position and thought he was transverse so she sent me to the hospital for an ultrasound right away! I thought she was being overdramatic and I was upset at first because I didn't want to go back to the hospital. After having an ultrasound it was confirmed that the baby was transverse and it was too dangerous for me to go back home so I got admitted. The next day I had a placental abruption and went for an emergency c section at 32 weeks 3 days. I was SO incredibly thankful that the nurse sent me back to the hospital because it was exactly where I needed to be and ultimately saved me and my baby! I would 100% recommend the program to anyone who needed extra care during their pregnancy, the nurses were so knowledgeable, kind, and informative! Thank you prenatal homecare!!”

In cases of negative pregnancy outcomes, people felt the support provided by the program was helpful to them and were grateful for continued communications.

“It's an invaluable service. Even though we experienced a loss at 25 weeks, we are so grateful to the nurses who came to our home prior and who followed up with us after.”

Two people had suggestions for future improvement. One person would have preferred to remain in hospital but did not know that that was an option. She felt that this should be made clear to others. The other person would have preferred to have consistent visiting times that were made in advance. She would also have liked a follow-up visit after returning home, even though it was out of the program timeframe.

“This program was excellent. The nurses were fantastic. My only suggestion, and I know it's hard with so many patients, if the schedule could be decided more than a day in advance. It would be nice to know the times of your visits for a few days and consistent times would be nice. But again I understand this may be difficult with so many patients and new patients coming into the program all the time. It would also be nice to have a follow up after baby. My baby spent 8 days in the NICU so after I was discharged we didn't get a visit from a health nurse as it was beyond the 8 days or whatever their timeframe is. Would be nice to have someone come and check my blood pressure etc.”

In summary, this program is seen as valuable and helpful in increasing levels of knowledge, confidence, and general peace of mind in a time when people often felt vulnerable and fearful.