

COLLEGE OF MIDWIVES OF BRITISH COLUMBIA

CLIENT EVALUATION OF MIDWIFERY CARE

This Client Evaluation Questionnaire is provided by the College of Midwives to assist BC midwives in obtaining feedback about their care from their clients. BC midwives must provide each primary care client with a quality of care evaluation form within six months of the client being discharged from care and request that the client complete and return the evaluation to the member's practice. These evaluations may be returned anonymously. Midwives review these evaluations at intervals throughout the year to consider how they can improve their practice.

SECTION A

Rate the following aspects of your prenatal, labour and birth, and postpartum care. Check one rating choice for each sub-category.

1. PRENATAL CARE

1. Number of my prenatal visits
2. Length of my prenatal visits
3. Scheduling my prenatal visits
4. Usefulness of information provided to me for making decisions
5. Ease of reaching my midwife or midwives
6. My confidence in the midwives' ability
7. My comfort in asking questions

Excellent	Good	Fair	Poor

Comments or suggestions for improvement to prenatal care:

2. LABOUR AND BIRTH CARE

1. Ease of reaching my midwife or midwives during labour
2. The care and support provided by my midwives in labour
3. My confidence in the midwives' skills & abilities during labour
4. Usefulness of information provided to me for making decisions

Excellent	Good	Fair	Poor

Comments or suggestions for improvement to labour and birth care:

3. POSTPARTUM CARE

	Excellent	Good	Fair	Poor
1. Number of postpartum visits				
2. Length of postpartum visits				
3. Scheduling of postpartum visits				
4. Ease of reaching my midwife or midwives				
5. Usefulness of information about caring for myself				
6. Usefulness of information about caring for my baby				
7. Support for breastfeeding and/or choice of infant feeding				
8. My confidence in the midwives' ability				
9. My comfort in calling my midwife or midwives with questions or problems				

Comments or suggestions for improvement to postpartum care:

SECTION B

The questions in this section cover your midwifery care from pregnancy, through labour and birth and after your baby's birth until six weeks postpartum. Please check one answer for each question.

4. CONTINUITY OF CARE

Midwives ensure that clients have no more than four midwives (primary care providers) involved in their care and that there is 24-hour on-call access to one of the team through pregnancy, labour and postpartum.

	Yes	No
1. Did you know which midwife or midwives were primarily responsible for your care?		
2. Were there adequate opportunities for you to meet and get to know the midwives involved in your care?		
3. Did you understand how to reach a midwife 24 hours a day?		
4. Did your midwives provide care and support to you throughout your active labour?		

Comments or suggestions for improvement to continuity of care:

5. INFORMED CHOICE

Midwives must provide clients with information about their education and experience, how midwives practice in British Columbia and what standards and protocols they must follow. Throughout care midwives must provide clients with enough information care options and the evidence that supports those options to make informed decisions regarding their care.

	Yes	No
1. Did you receive enough information to make informed decisions about your care?		
2. In general, were your choices and decisions respected by your midwife or midwives?		
3. Were you given enough information about your options to decide where to have your baby's birth?		

Comments or suggestions for improvement to informed choice:

6. CONSULTATION AND TRANSFER OF CARE

Midwives are required to consult with physicians for certain conditions that may arise during pregnancy, labour and postpartum. Some conditions require that a physician take over care.

	Yes	No
1. Did you understand the reasons why a doctor might become involved in your care?		
2a Did your midwife need to consult with a doctor during your care?		
2b If so, did you understand why and what would happen?		
3a Was your care transferred to a doctor?		
3b If so, did you understand why and what would happen?		
4. Did you experience your midwife as working as part of a team with other health care providers during your care?		

Comments or suggestions for improving consultation and transfer of care:

General comments: