

Quality of Care Evaluation Form

Please take some time to provide us with your evaluation of the midwifery care that you received during your recent pregnancy, birth and postpartum period. You do not need to identify yourself unless you would prefer to do so. Your comments will be reviewed by the midwifery practice and can help us improve the quality of care we provide to our clients.

SECTION A				
Rate the following aspects of your prenatal, labour and birth, and postpartum care. Check one rating choice for each sub-category.				
PRENATAL CARE				
	Excellent	Good	Fair	Poor
1				
2				
3				
4				
5				
6				
7				
Comments or suggestions for improvement to prenatal care:				
LABOUR AND BIRTH CARE				
	Excellent	Good	Fair	Poor
1.				
2				
3				
Comments or suggestions for improvement to labour and birth care:				
POSTPARTUM CARE				
	Excellent	Good	Fair	Poor
1				
2				
3				
4				
5				
6				
7				
8				
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.

CONTINUITY OF CARE

Midwives must ensure that clients know who is responsible for their care at all times and that there is 24-hour on-call access 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 the midwives involved in your care?

3 Did you understand how to reach a midwife 24 hours a day?

Comments and suggestions for improvement to continuity of care.

INFORMED CHOICE

Midwives must provide clients with information about their education and experience, how midwives practice in Ontario and what standards and protocols they must follow. Throughout care midwives must provide clients with enough information to make informed decisions regarding their care.

YES

NO

1 In general, were your choices and decisions respected by your midwife or midwives?

2 Did you receive enough information to make informed decisions about your care?

3 Were you given enough information to decide where to have your baby's birth?

Comments and suggestions for improvement to informed choice.

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?

2.a Did your midwife need to consult with a doctor during your care?

b If so, did you understand why and what would happen?

3.a Was your care transferred to a doctor?

b If so, did you understand why and what would happen?

Comments and suggestions for improving consultation and transfer of care.