

**Sisters of Charity Foundation of Cleveland  
2010-2011 Final Report**

Organization: Cleveland Department of Public Health – MomsFirst

Reference #: 33-HLTH/LIT-Q2-10

Project: Health Literacy Initiative: Cleveland Baby Basics Initiative

Grant Amount: \$57,710.00

Final Report Due: August 30, 2011

Purpose of Grant: To integrate the Baby Basics resources and curriculum into local prenatal home visiting, prenatal groups and community-based prenatal clinic programs. In order to focus on improving health literacy among high-risk pregnant women and teens, enhancing their ability to make health decisions and ultimately decrease the number of poor birth outcomes experienced by this population.

Population Served: High risk pregnant women and teens that live in Cleveland or Cuyahoga County (including those incarcerated at the Cuyahoga County jail).

Approximate Number Served: 1602 women received the Baby Basics program at the clinical sites; and 2145 women are active MomsFirst participants (Between 7/31/10-6/30/11). In addition, MetroHealth purchased and distributed 980 books and planners to their patients.

<b>Activity</b>	<b>Number Served</b>	<b>Proposed Number Served</b>
Baby Basics Program	1,602	1500
MomsClub	358	300
One-on-one Health Literacy Education Sessions	2,297 participants (4,326 sessions)	1000
<b>Total</b>	<b>4,257</b>	<b>2800</b>

\*1,445 participants received one session, 180 received two sessions, 167 received three sessions, and 505 received four or more sessions. In other words, a total of 2,297 women received one or more sessions and a total of 4,326 one-on one sessions were completed.

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Prepared by: The Prevention Research Center for Healthy Neighborhoods (PRCHN)

Please note: Refer to your Reference Number in all correspondence with the Foundation.

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## 2010-2011 Final Report: Cleveland Department of Public Health – MomsFirst

MomsFirst is a program affiliated with the Cleveland Department of Public Health working to improve the health of prenatal women in the Cleveland area. MomsFirst works to educate pregnant women about prenatal care and family planning. In addition, they offer services such as home visiting, supportive services, and transportation services to medical appointments from time of pregnancy until the child is two years old. Using current funding from the Sisters of Charity Foundation of Cleveland, MomsFirst began integrating the Baby Basics curriculum into their services. The goal of the Baby Basics curriculum is to increase health literacy, self-efficacy, and prenatal health education among high-risk pregnant women and teens.

In implementing the Baby Basics Program into the current MomsFirst efforts, pregnant women at high risk for poor birth outcomes are targeted. During standard MomsFirst home or clinical provider visits, the expecting mothers are given a “Baby Basics Prenatal Guidebook.” The book provides material for prenatal education and support. MomsFirst assists the prenatal mothers by providing information about how to use the book, pregnancy and health decisions, and developing questions to ask their care providers. A planner is also distributed to help clients organize all of their prenatal information, such as appointments and contact information for their doctor or mid-wife. In addition, a support group called “Moms Club” was formed for expecting mothers to meet and talk about pregnancy, with the goal of reducing isolation of parents, helping them develop fundamental literacy skills, and strengthening their respective families. These strategies were implemented to empower teens and women to actively engage in their pregnancy and overall health and well-being.

### 1. Goals and Objectives

*Please re-state the goals and objectives that you identified in your logic model.*

The goal of this project, as stated in the logic model, is to integrate the Baby Basics program which will empower women to become more engaged in prenatal care and ultimately lead to improved birth outcomes. The objectives identified in the logic model were to 1) improve attendance and participation of medical visits and 2) integrate Baby Basics as standard curriculum for medical offices and perinatal home visiting programs.

*Please describe if and how you achieved these objectives.*

The objective to improve attendance and participation of medical visits was measured through client self-reported appointment adherence through the Baby Basics data system. MomsFirst has also provided 2,996 bus tickets to participants during home visits. From July 31, 2010 through June 30, 2011 the adherence rate to appointments attended was 78%. Out of 5,093 prenatal appointments scheduled between July 31, 2010 and June 30, 2011, 4,410 appointments (87%) were reported as attended, and of the 755 (post-partum) six-week check-up appointments

made, 521 appointments (69%) were reported as attended. Of the 1,193 immunization appointments scheduled, 943 appointments were attended (79%).

The objective to integrate Baby Basics as standard curriculum for medical offices and perinatal home visiting programs was targeted. To date 1,602 moms have received the Baby Basics books and planners at one of the thirteen Baby Basics locations in Greater Cleveland; 100% of moms enrolled in MomsFirst between June 1, 2009 and June 30, 2011 have received Baby Basics. In addition, MetroHealth purchased and distributed 980 books and planners to their patients. However, measuring success rates of percentages enrolled in Baby Basics in the clinics has been difficult to report as MomsFirst is collecting data on only those who receive the curriculum. Neighborhood Family Practice continued to excel and support the Baby Basics initiative this grant cycle. Westown (Cleveland Clinic satellite and WIC office) and WomanKind, both new clinical sites, have embraced Baby Basics as well.

*If your objectives changed since the mid-year report, please state the revised objectives and whether and how they were met.*

The objectives have not changed since the mid-year report. However, the outputs have been adjusted slightly. The output to establish Baby Basics as standard prenatal curriculum at five medical provider sites has been reduced to four medical provider sites. MomsFirst identified and began working with five sites, but one of the sites (MetroHealth Brooklyn Medical Group) was not able to make the program work due to staffing and buy-in barriers. Through the remainder of the report, the data given will reflect all the sites excluding MetroHealth Brooklyn since this site did not supply data or implement the program as suggested.

## **2. Activities and Outputs**

*Did you engage in the activities and outputs identified in your logic model?*

The activities identified in the logic model include:

1) **Distribute planner and book to all prenatal participants.** The outputs of this activity include 1,500 prenatal women to receive planners and books. As of June 30, 2011 MomsFirst surpassed this goal with 1,602 moms having received the Baby Basics books and planners at one of the thirteen Baby Basics locations in Greater Cleveland. In addition, MetroHealth purchased and distributed 980 books and planners to their patients.

2) **Support adherence and participation of medical appointments during home visits and other contacts.** The output of this activity as proposed in the logic model includes a 60% attendance rate of prenatal/postpartum appointments among program participants. Appointment adherence was tracked via the MomsFirst data system.

Between July 1, 2010 and June 30, 2011, 87% of prenatal appointments made were identified as attended (4,410 out of 5,093) and 69% of postnatal (six-week check-up) appointments made were identified as attended (521 out of 755 appointments).

3) **Provide outreach and education to community and program participants.** The outputs of this activity include: 1) 1,000 women receive health literacy education; and 2) 30% of

the initial Moms Club attendees will attend two meetings. 4,326 one-on-one health literacy education sessions were provided (1,445 participants received one session, 180 received two sessions, 167 received three sessions, and 505 received four or more sessions). Among the 1,602 women that received the Baby Basics books and planners, 358 (24%) attended at least one Moms Club session. Of these, 112 (7%) attended two or more meetings.

4) **Each provider will host a minimum of three Moms Club meetings.** During the grant year eight MomsFirst sites held MomsClubs meetings (6 MomsFirst sites each hosted 6 MomsClubs and 2 MomsFirst sites each hosted 5 MomsClubs). In addition, Neighborhood Family Practice hosted 11 MomsClubs, Westown and WomanKind each hosted 3 MomsClubs meetings, NEON hosted 2 MomsClubs meetings, MetroHealth Brooklyn hosted 1 MomsClubs meeting, and the Jails hosted 10 MomsClubs meetings.

5) **Support implementation of Baby Basics program among new medical providers and support expansion via technical assistance.** The output of this activity is to establish Baby Basics as standard prenatal curriculum at 5 medical provider sites. New provider locations include: Womankind, Westown Physician Center, and MetroHealth Brooklyn Medical Group. Each of these new providers were offered training regarding the utilization of the Baby Basics program via the What to Expect Foundation (WTEF) website. MetroHealth Brooklyn Medical Group has not yet participated in the training. MomsFirst has provided technical assistance to each of these providers. Womankind has received and distributed 100 books and planners through financial support from MomsFirst. Westown Physician Center and MethroHealth Brooklyn Medical Group received books and planners through financial support from Metro WIC. MomsFirst has supported facilitation through the Greater Cleveland Family Support Consortium of three MomsClubs at Womankind, three MomsClubs at Westown Physcian Center and one MomsClub at MetroHealth Brooklyn Medical Group. MomsFirst also provided incentives for MomsClubs participants at each of these new provider locations.

*Do you continue to believe that this is the best strategy and/or most effective activities? If not, how would you change or improve these strategies based on your experience.*

The current strategy is effective but could be enhanced. Since the program was not embraced by the staff of NEON or Old Brooklyn and not mandated by upper management, they were not as successful in implementing the initiative. To implement the program effectively, staff buy-in and commitment from upper management are required. Another potential enhancement includes training the clinical providers on the MomsClub curriculum so they can facilitate their own workshops.

### **3. Outcomes**

*Are you able to link these strategies/activities to any particular outcome?*

The following outcomes were proposed in the logic model:

- 1) Increase adherence to prenatal visits and use of medical home
- 2) Increase awareness of importance of prenatal and medical care
- 3) Increase health literacy among high-risk pregnant women

- 4) Improved doctor- patient communication
- 5) Increased number of families receiving culturally appropriate materials relevant to prenatal care

Many of these outcomes are being assessed by the pre and post program surveys. The survey include items to assess aspects of **health literacy related self-efficacy, patient provider communication, and awareness of the importance of prenatal and medical care.** The survey is designed to be used as a pre-post program evaluation tool. **Participation with medical appointments and increased number of families receiving culturally appropriate materials relevant to prenatal care** are also being assessed through the Baby Basics Data System. A complete summary of the pre-post client surveys has been provided by the PRCHN and is included in Appendix 3. However, a few highlights of the summary include:

- 1539 prenatal surveys and 767 postpartum surveys were collected.
- Efforts were made to match pre/post participation and a total of 466 surveys were matched by participants.
- Comparison of the matched participant data found:
  - Participants demonstrated a significant improvement on the Health Literacy Self Efficacy Scale (indicating an increase in perceived skills) between the pre and post test (p <.01).
  - Healthcare Utilization (p <.01) and Perceived Overall Health (p <.01) significantly increased between the pre and post test.
  - Participants were significantly more likely at post-test to report that a provider went over written materials with them (p <.01) and more likely to report being satisfied with their medical care (p <.01) compared to pre-test.
  - Participants showed significant increase in understanding of medical/health reasons pregnancy checkups are needed (p <.05) between pre and post test.
  - At pre-test, participants were significantly more likely to report not knowing where to go when they were in labor compared to post-test when asked if they knew where to go when they were actually in labor (p <.01).
  - At post-test participants reported better overall health (p <.01) compared to pre-test.

*If it was difficult to achieve specific outcomes, what were the primary barriers to achieving the outcomes you sought?*

Adherence to medical appointments was also difficult to track because the data collection relies on client self report. Since sites do not share this data amongst medical partners, it is hard to determine how accurate the numbers are. Another barrier to achieving outcomes were the sites that did not meet expectations (Brooklyn and NEON) of delivering the Baby Basics and MomsClub curriculum; however the outcomes identified on the logic model were still met.

*Were outcomes measured appropriately along the way?*

Several outcomes were measured through the prenatal and postpartum surveys given to patients at their prenatal and postnatal appointments.

Self-efficacy regarding health literacy was measured by the following survey items:  
How sure are you that you could...

- Fill out medical forms yourself?
- Ask questions when I don't understand what the doctor tells me?
- Tell the doctor when I get different advice from people I trust?
- Ask for a different appointment when I am offered a time that is bad for me?
- Read the label on prescriptions?
- Ask the pharmacist if I don't understand the instructions?
- Look up information if I want to learn more about a medical problem?

Patient-doctor communication was measured through the following items:

- How comfortable do you feel asking your health care providers (doctor, nurse, midwife, etc.) questions about your pregnancy?
- How often do you ask questions about your pregnancy during your prenatal visits?
- Have you ever called the doctor with questions during your pregnancy?
- How well do you feel your health care providers (doctor/ midwife/ nurse) answer your questions?

Awareness of importance of prenatal and medical care was measured by the following items:

- How well do you understand the medical or health reasons for which you need pregnancy checkups?
- Do you know where to go when you're in labor?
- How sure are you that you will know when you're in labor?

Participation with medical appointments was measured through patient-self reported scheduling and attendance of medical appointments. Patients were asked if they have upcoming appointments scheduled and if they have actually attended appointments that they had reportedly scheduled in the past. This information was tracked through the MomsFirst data system which is updated at regular meetings between the client and a Community Health Worker. MomsFirst is able to track whether a participant attended a reported appointment or not, but does not collect data from the medical provider pertaining to participation in the actual appointment.

The increased number of families receiving culturally appropriate materials relevant to prenatal care was measured through the number of those who receive planners, books, and other materials through the MomsFirst Data System.

*What changes would you have made (if any) to improve the methods used to measure the outcomes?*

MomsFirst noted that formalized data sharing agreements with clinical providers (which would allow confirmation of appointment compliance, etc) would have improved their ability to measure.

#### **4. Evaluation**

*Please summarize the evaluation process used for your program.*

Evaluation of the program is being measured in a variety of ways. MomsFirst is tracking the number of planners and books that are distributed, participant attendance at Moms Clubs and attendance at prenatal/postnatal appointments.

The overall impact of the MomsFirst Baby Basics program is being assessed using a pre/post program implementation survey (Appendix 3).

*What data did you track and how?*

The prenatal and postpartum surveys tracked data regarding individual patient health, health care services use, and how the patient takes care of their health. The tracking of planners and books monitor how many were distributed to pregnant women. Attendance at the Moms Clubs and face-to-face visits helps determine adherence rates and education session attendance, as well as how many women are making appointments and receiving Baby Basics.

Successful evaluation of numerous outputs in the program can be captured over a longer period of time. This program intends to increase self-efficacy, participation in medical appointments, and improve health behaviors in regards to prenatal and postnatal care for the clients that it serves. Client adherence to medical appointments is tracked internally within the MomsFirst data system. Health behaviors such as alcohol, tobacco, and drug use are being collected on every client that is served as part of the minimum data set. Client self-efficacy is being measured on the pre-post program surveys using the measures recommended by the PRCHN.

*Did you gather any “stories” or other anecdotal evidence on the effectiveness of your activities as part of this grant?*

MomsFirst gathers letters from MomsFirst participants describing how the program has impacted their pregnancies and lives. MomsFirst often shares participant letters with government officials on Capitol Hill. MomsFirst reported that Ohio Senator Sherrod Brown has read and used these letters on the senate floor. The letters include many positive reports from participants that have attended the MomsClub meetings and used the Baby Basics materials. In the letters, the participants describe how the MomsClubs helped them learn about their pregnancies, encouraged them to discuss unfamiliar topics, and answered their pregnancy questions. Participants also note in the letters that the Baby Basics materials are a valuable resource in helping them understand each stage of pregnancy.

In addition, MomsFirst staff shared an interview with one MomsFirst participant. This participant gave a very positive report of the program and stated that the Baby Basics book was very helpful. She said the book was especially helpful because this was her first baby and she did not know what to expect.

Samples of these positive accounts from participants can be found in Appendix 1.

*Please provide a summary of any data collected.*

Summary of data regarding distribution of planners and books, attendance at Moms Clubs and appointments includes:

- 1,539 pre and 767 post implementation surveys have been completed thus far
- 2,582 received a book and planner
  - 979 through the clinics
  - 980 through Metro
  - 623 through MomsFirst sites
- 76 Moms Clubs occurred
  - 46 at MomsFirst sites
  - 20 at clinics
  - 10 in the jails
- 358 attended a Moms Club
- 87% adherence to prenatal appointments
- 69% adherence to 6 week check-up appointments (postpartum appointment)

The pre-post survey data collected by MomsFirst was summarized by the PRCHN and is included in Appendix 3.

## **5. Needs Assessment**

*What did you learn about the people you serve and their needs over the course of this grant?*

Participants need to be empowered to read and improve their literacy and health literacy skills so they can take charge of their pregnancies and health. Participants also expressed the need for support systems and found camaraderie from other MomsClub participants.

*What additional data has been gathered through research, community engagement, or observations as you conducted your work?*

Additional knowledge learned is the understanding that health literacy is more than a person's ability to read. It includes cultural, linguistic, and numerical competency. Also, that health literacy is a two way street. Professionals and consumers alike need to be aware of health literacy and work in partnership to ensure that both sides know what's going on. MomsFirst has been a part of the Ohio Health Literacy Conference Planning Committee which focuses on information beneficial to providers. MomsFirst will be presenting the Baby Basics project at the conference.

## 6. Collaboration

*Please specify how you (the grantee) defined “partnership”.*

Different entities working together collaboratively to empower underserved populations. *Please re-state any collaboration you identified for your work under this grant, both in the original proposal and at the mid-year review.*

Collaborations identified in the original proposal were: 1) Greater Cleveland Family Support Consortium, 2) What to Expect Foundation, 3) MetroHealth Brooklyn Medical Group, 4) Womankind, 5) NEON Clinic, 6) Neighborhood Family Practice Clinic, 7) Westown Physician Center, and 8) the 9 MomsFirst locations. No additional collaborations were identified in the mid-year review.

*Did you in fact partner with these organizations?*

Yes, MomsFirst partnered with the 13 locations: **May Dugan Center, Friendly Inn Settlement House, Berea Children’s Home and Family Services, NEON Clinic, Neighborhood Family Practice Clinic, MetroHealth WIC, Westown, Metro Brooklyn, St Martin de Porres, Lexington Bell Community Center, Harvard Community Services Center, Goodrich Gannet Neighborhood Center, and Merrick House West.**

**The Greater Cleveland Family Support Consortium** facilitated the Moms Clubs and helped build literacy skills among the high risk mothers during the initial stages of the program.

**The What to Expect Foundation** provided technical assistance to MomsFirst staff and evaluated the effectiveness of Baby Basics.

**WomanKind** distributed 100 books and planners, hosted MomsClubs and participated in the survey process.

MomsFirst coordinated and supported WomanKind, MetroHealth, and the Cleveland Clinic Office.

*Did you identify additional partnerships that helped you with this work?*

There were no additional partnerships identified.

## 7. Other Funding

*Please describe any additional funding you obtained for this project.*

MetroHealth Center for Community Health purchased 1,000 books and planners in 2011 and has a commitment to purchase an additional 500 books and planners for 2012. Without additional funding, MomsFirst will only be able to support the 9 MomsFirst sites with books and planners. At this time, some sites are volunteering their space for MomsClubs. Currently, there is an East side and West side site for the MomsClubs to continue. MomsFirst believes Neighborhood Family Practice will continue the program and be supported internally to purchase the books and planners.

*To what extent is this additional funding sufficient to sustain the program beyond the grant period?*

MomsFirst can sustain distribution at Westtown and MetroHealth main campus, as well as internally at MomsFirst locations.

*Please include evidence (if any) that health literacy concepts and practices have been integrated into the organization.*

Baby Basics is now a standard service at MomsFirst sites. However, the MomsClubs are not integrated into sites since they require external funding. MomsFirst would like to combine the MomsClubs with the Neighborhood Consortium events that are required to take place at the sites (8 per program year per site). This would allow the MomsClubs to still occur at various sites during the course of the year. MomsFirst is aiming to have this required in the next contract but this would not occur for another year.

*What is the likelihood that some of the work that was completed this year will be sustained?*

MomsFirst locations will be sustained at the 9 MomsFirst locations with internal funding. MetroHealth and NFP have committed to purchasing books and planners.

*How will the costs associated with maintaining the newly integrated protocols be covered?*

The costs associated with maintaining the new protocols will be covered internally at MomsFirst, or externally among the site still implementing Baby Basics.

## **8. Capacity and Technical Assistance**

*How has your organizational capacity increased over the life of your project to implement and sustain health literacy efforts? What capacity issues, deficits and/or challenges do you still face?*

MomsFirst has become a leader in this area, serving on the Ohio Health Literacy Conference Planning Committee. Training and utilization of the teach-back method has enhanced the staff skills. MomsFirst staff have presented the Baby Basics program at national conferences in order to share and disseminate the information learned. In addition, MomsFirst is planning a presentation of the Baby Basics program at the October 2011, Ohio Health Literacy Conference.

*What technical assistance provided by the Foundation and or CASE has been of most value to your organization?*

The learning circles have been a great resource in sharing materials across grantees and learning best health literacy practices. The data analysis provided by PRCHN has been of great value to MomsFirst as well.

## 9. Summary of Lessons Learned and Future Vision

*After your experience with this grant, does your organization intend to continue this program? In one or two sentences, please state your vision for the future of this program – i.e. will it stay essentially the same or will it depart in a major way in its goals or general strategy. (This section written by grantee)*

Yes, the program is going to continue but limited by available funding within MomsFirst. This vision includes incorporating Baby Basics as a standard of care for all Medicaid-eligible pregnant women in the clinical setting. MomsFirst has been the catalyst for this growth in the Cleveland Area. MomsFirst would like to turn sustainability planning over to the What to Expect Foundation (WTEF) to build upon the groundwork laid by MomsFirst. WTEF has developed scopes for planning this sustainability plan and is scheduled for a site visit in October 2011. These include working with the Cleveland Department of Public Health and the Baby Basics partners to develop a sustainability plan for the Baby Basics program. Planning includes: interviewing community leaders and stakeholders to identify potential entities who can house, staff, grow and fundraise for the Baby Basics program; Identify potential funders, both for long term and gap funding for the Baby Basics program; Engage new and existing strategic partners to deepen the program's scope and impact; Assisting in the preparation of applications for grants in which funds are being sought for the continuation of the Baby Basics program. During the site visit, WTEF will learn firsthand how the Baby Basics program has been embedded into the community and how the staff at WTEF can assist the sites moving forward and meet the potential entities about the possibility of them housing the Baby Basics Program. With this sustainability plan in place, MomsFirst hopes WTEF will take the lead and help Baby Basics continue to grow and acquire funding.

MomsFirst additionally intends to establish stronger relationships with medical providers to encourage data sharing agreements and collaboratively support participant's needs.

## 10. Financial Report

This section will be submitted directly to Sisters of Charity Foundation by MomsFirst.

**Appendix 1: Anecdotal Data, MomsFirst Participant Letters**

**Appendix 2: Logic Model**

**Appendix 3: Pre and Post Implementation Data Summary**

Date 1/13/11

India Greer McCooney, Darnell McClooney, daughter Eileen who will be 1 on January 17, 2011.

It was in September when I first enrolled so I was like 5 months when I enrolled. I heard about the program at Help Me Grow.. I was going to do Help Me Grow but I didn't meet all of the characteristics they wanted so they sent me to MomsFirst.

How did Momsfirst help with your pregnancy?

Actually, the most helpful thing she gave me was the pregnancy book (Baby Basics). It goes by each month and tells you what to expect and stuff like that. That helped me a lot cause this is my first baby and I really didn't know what to expect. I was freaking out about every little thing so it helped me out a lot.

Did you go to any MomsClubs?

No, I work too much. I was working way too much and we had class at night too so.

Did you breastfeed?

Yes, I still breastfeed. And you know what, its not that bad, its only at night when it gets pretty bad cause she just wants to comfort suck, you know, she wants me there, and it drives me crazy (laughing). Other than that it's not that bad, she bit me one time when she got her teeth and I took it away. She was pretty hungry so when I took it away to let her know its not cool, you can't be biting me. But she was mad cause she couldn't get none for like 20 minutes and she ain't bit me since.

I used to pump and Ms. Wynn helped me get a pump.

How long have you guys been married?

Dad: 1 year and 2 months.

How has MF supported you as a dad?

Ms. Wynn helped me out with a program called the Fatherhood Initiative. It helps fathers get visitation rights and stuff and paperwork going. I have another daughter and I am having trouble seeing her with her mom and she (Ms Wynn) helped me get the information going for that. She gave me another number for mentoring advice for other fathers who have children already which was helpful. It was hard trying to contact them because it was like 11:00-1:00pm window to call them and I am usually sleep. It was all about me waking up and calling them to get things set up but that did help me a lot cause I didn't know where to start and she helped me contact the right people to get started.

How was your family experience with MF and Ms.Wynn.

Dad: She is like the mom, the auntie, and everything that you never had that was there when somebody really needed you to tell you exactly what you needed to do. And advice and support on top of the advice. Like calling you and asking you for anything. She didn't do any of that. She made sure that ya'll ok, just being there, that concern that some people need and a lot of people don't have. It's that person, that extra family member that you need to be there to support you to walk you through everything for your first time doing something. And Ms. Wynn is that for us.

Even when we needed coats and things like that, she found ways for us to get all of that. It's a lot of different resources that we didn't have that she had connections with. That's Mama Wynn.



So when it may concern:

I'm writing this ~~program~~ letter because at really I appreciate the love and support that the phone hot program has provided for me. We cherish our me and supportive. When we have phone hot calls I really learn a lot of new things. They also provide me with things that I don't have or give me information on how to go about getting the things I need. I really appreciate that the phone hot program

Thank You  
Dante Winston

My worker is ms Jackson and she really help me out with different thing if I need. And the moms first club is really fun I like the different topic we talk about and the information she teaches us is very helpful.

Donna Anderson  
worker: ms Jackson

To whom it may concern my Name  
 is Abhille Lewis my Daughters Name  
 is Forever Lewis I have been apart of  
 Moms First for almost over 2 years  
 I have loved this program from the  
 Beginning since I found out I was  
 pregnant they helped me out to find  
 out the steps of pregnancy each month  
 with the Baby Basic Book makes  
 you feel alot more comfortable about  
 pregnancy it has stories of other women's  
 pregnancy my woman's first worker was  
 Oregan she has been the best  
 worker for me helpful & respectful  
 and here for me whenever I needed  
 there has been ~~not~~ ups & downs since  
 I've been in this program & she and  
 this program have been more than enough  
 help for me I would recommend  
 this program for a little young mother  
 who need guidance during these pregnancy  
 or even just a friend that she could  
~~not~~ wanna talk to for guidance  
 Thanks for moms first it has been  
 a good program for me and I think  
 well I know it has helped me  
 and I will think of it as my friend



Constituent Letter  
May Dugan Center Adolescent Component

Name: Jaimeha Gilner

Address: 1573 E. 47

I really like the Moms First program. This program really helped me a lot. I learned about things concerning my pregnancy and my baby that I didn't know before. The information was very beneficial because it told me what to expect and how to deal with certain things during my pregnancy. I really enjoy being in the Moms First program. Also I really found the baby basics book helpful. Moms First is a great program and I would refer it to any expecting or new mom.



Constituent Letter  
May Dugan Center Adolescent Component

Name: Mar'Quisha Wilson

Address: 1348 West 59th street

The moms first program has helped me in many ways. One way is that throughout my pregnancy I recieved information on many different topics. Also I attended helpful mom club meetings on some topics I was unfamiliar with. Plus I recieved a baby ~~basics~~ basics book with many helpful resources. This is how moms first has helped me.

1-12-11

MomsFirst is an excellent program for Mother & Family that are first time parents like myself. I found the Baby Basic book to be helpful. I find the workers to be nice and very concerned about my needs & my child needs and they give good advice.

Kamie P. G.  
4206 E. 114 St.  
Cleveland, OH 44105  
216-854-4426

Dear MomsFirst participants,

As your Community Care Coordinator with the MomsFirst program, I would like to extend to you the opportunity to express how the MomsFirst program has benefit you and or your family. Please take a moment to write about your experience with the program below. This letter will be submitted to our funders as a testimony of the importance and impact that continuing to provide services has on you, our participants.

Client's Name: Jovonn Gaskin Phone number: (216) 288-6212

Moms First Program was beneficial to me by providing a lot of information and reading material that I would not been able to receive anywhere else. Since this is my first baby, the information was very helpful and made me feel more confident in becoming a first-time mother.

Signature: Jovonn Gaskin  
Date: 1-13-11

Dear MomsFirst participants,

As your Community Care Coordinator with the MomsFirst program, I would like to extend to you the opportunity to express how the MomsFirst program has benefited you and or your family. Please take a moment to write about your experience with the program below. This letter will be submitted to our funders as a testimony of the importance and impact that continuing to provide services has on you, our participants.

Client's Name: Nickole Rivera Phone number: 212-219-0517

Its a Good program for young mother's  
Even though Im 28, The Program  
has a good source of info  
and Books for a mother to Read  
I Hope momsfirst stays ~~sucess~~  
Successful Helping mom in need!

Signature: Nickole Rivera  
Date: 1/7/11

Dear MomsFirst participants,

As your Community Care Coordinator with the MomsFirst program, I would like to extend to you the opportunity to express how the MomsFirst program has benefit you and or your family. Please take a moment to write about your experience with the program below. This letter will be submitted to our funders as a testimony of the importance and impact that continuing to provide services has on you, our participants.

Client's Name: Michelle Clark Phone number: 1261939-4928

I like the Mom's first program. It has helped me to be a better mom. I used the Baby Basic Book to help me on things that I had ~~forgot~~ forgot about and my worker Ms. Simpson is very nice and she makes all the appointments all she makes sure that I know about things that are going on. I also got a chance to make new friends through the Moms Club

Signature: Michelle Clark  
Date: January 5, 2011

Dear MomsFirst participants,

As your Community Care Coordinator with the MomsFirst program, I would like to extend to you the opportunity to express how the MomsFirst program has benefit you and or your family. Please take a moment to write about your experience with the program below. This letter will be submitted to our funders as a testimony of the importance and impact that continuing to provide services has on you, our participants.

Client's Name: Patrice Taylor Phone number: \_\_\_\_\_

Reading the Baby Basic book prepared me each month to know what to expect in each month. I enjoyed reading it and even pass it on to a family member. Anything the book could not ~~or~~ answer my program Coordinator was very helpful in answering any question that I may have

Signature: Patrice Taylor  
Date: 1/15/2011

Appendix 1: Anecdotal Data: Mothers' and Participants' Letters

Hello my name is Tanasha Levert and my worker name is Tyra Jackson I just want you to know I love been in the mom's first program. I also love attending the mom's club and other great events they have planned for soon to be mom's. I also love the attention that tyra and her co-workers give me without this program I would be miserable and would not know what to do.

Tanasha  
Levert



Date: 1.5.10

To Whom It May Concern:

MomsFirst is a very special program to me. They help as much as they can. My worker is a very nice, respectful, lovin, and dependable person. When ever I need her she's there to help. I also love the way moms first have classes to help us young mothers learn about motherhood. Also they have really good food. Moms first is a very good program and should keep up the good work all workers.

Sincerely,

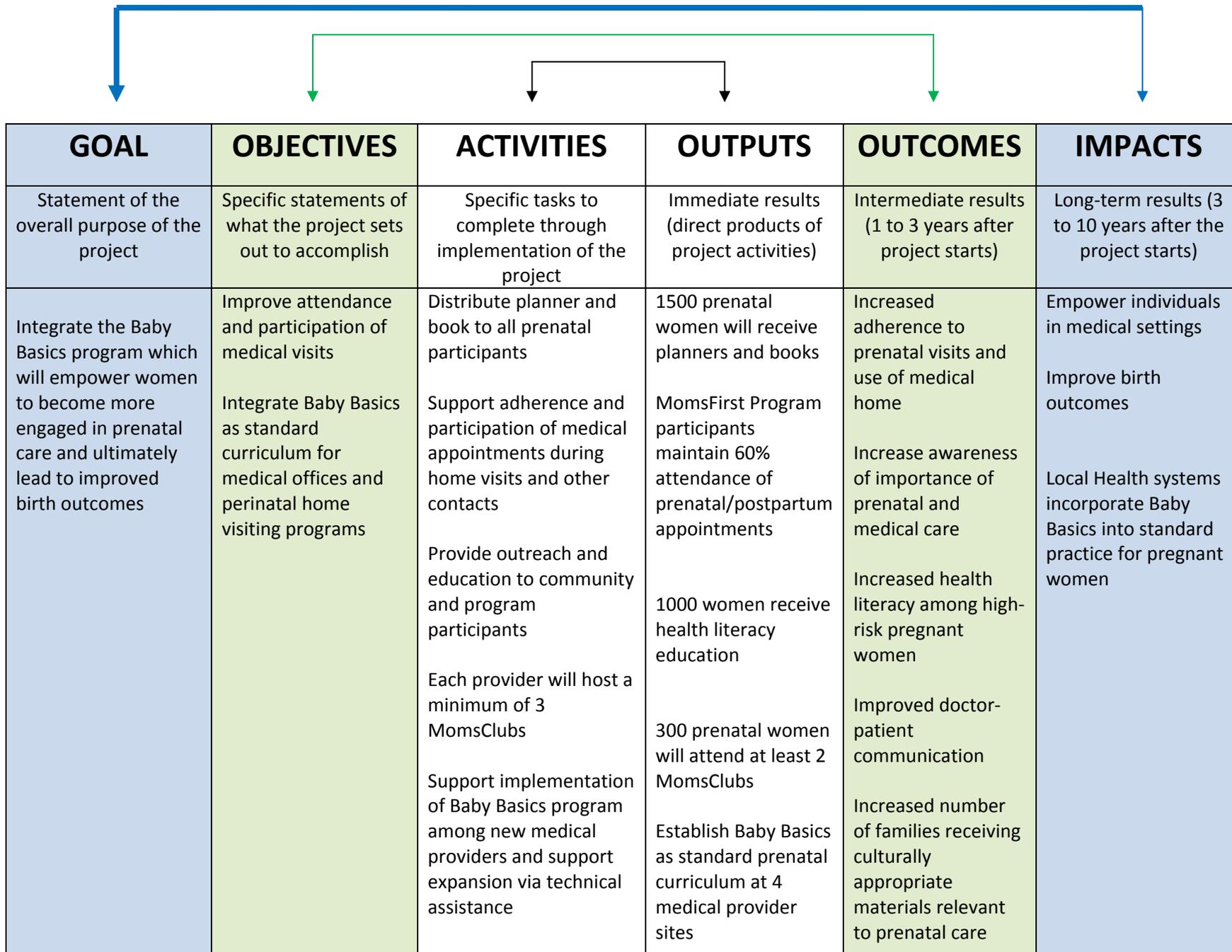
Kierra Harris

I enjoy coming to the  
MOM'S CLUB because they teach  
you a lot of thing that you may or  
may not know. Its also alot of girls  
that you can connect with that may be  
in the same situation, and you can  
support each other. They have girl's be-  
caths to give away and i believe that  
a very ~~good~~<sup>nice</sup> thing, because they dont  
have to give anything. They also  
feed you and the food is great.

I also like the fact that they  
give away BUS tickets. for  
you to get where you have to  
go. I feel that the best thing  
about this program is the Bond  
you form with your MOM'S first  
worker. My worker MRS. Stone  
is a wonderful person she's  
a very important person in my  
life because she gives good  
Advice and she's there when i  
need her.

Thank you  
MOM'S FIRST

## Appendix 2: MomsFirst/Baby Basics 2010-2011 LOGIC MODEL



## 2010-2011 MomsFirst Data Summary

Between January 2010 and May 2011 MomsFirst collected prenatal/postpartum surveys from program participants. The prenatal survey was administered at the time women enrolled in the program and the post-partum survey was administered at the time women returned for their postpartum check up. A total of 1539 prenatal surveys and 767 postpartum surveys were collected. Efforts were made to match pre/post participation and a total of 466 surveys were matched by participants. This report contains an overall summary of prenatal data, an overall summary of postpartum data, a comparison of matched participant data, and an examination of differences among provider sites.

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## Summary of Post-Test Data (Pregnant Women)

Pregnant women were asked to complete the pre-test when they first began receiving services at MomsFirst. At the time of enrollment they were also introduced to the Baby Basics program and received the books and planners. A total of 1539 pre-test surveys were collected. Women completing the pre-test represented all stages of pregnancy; 35% were in the first trimester, 37% were in the second trimester, and 27% were in the third trimester. More than half (56%), indicated that this was not their first pregnancy. Among those that had a previous pregnancy, most (68%) had given birth 1-2 times.

### Pregnancy Information

Number of months pregnant		Number (Percent)
	1-3 months	534 (35%)
	4-6 months	566 (37%)
	7-9 months	410 (27%)
	Not sure	15 (1%)
	Total	1525 (100%)
Is this your first pregnancy?		
	Yes	375 (44%)
	No	849 (56%)
	Total	1524 (100%)
If no, how many times have you given birth?		
	0	68 (9%)
	1	301 (42%)
	2	171 (24%)
	3	97 (13%)
	4	48 (7%)
	5	16 (2%)
	6 or more	23 (2%)
	Total	724 (100%)

## Demographics

The mothers' ages ranged from 13-46 years. The average age was 22.7 years. The majority (93%) of participants indicated that English was their primary language.

Age of mother	
15 or younger	39 (3%)
16-20	599 (40%)
21-25	479 (32%)
26-30	236 (16%)
31-35	108 (7%)
36-40	27 (2%)
41 or older	7 (1%)
Total	1495 (100%)
Primary Language	
English	1422 (93%)
Spanish	84 (6%)
Other	18 (1%)
Total	1524 (100%)

## Knowledge of Pregnancy Care

Most women indicated good understanding of pregnancy care. However, 3% indicated that they really did not understand the need for pregnancy checkups; 8% did not know where they should go when they go into labor; and 28% felt unsure that they would know when they were in labor.

How well did you understand the medical or health reasons for which you need pregnancy checkups?	
Very well	1197 (79%)
Pretty well	298 (20%)
Not so well	23 (2%)
Not at all well	7 (1%)
Total	1525 (100%)
Do you know where to go when you are in labor?	
Yes	1289 (92%)
No	114 (8%)
Total	1403 (100%)

How sure are you that you will know when you're in labor?	
Very sure	659 (44%)
A little sure	440 (29%)
A little unsure	267 (18%)
Very unsure	144 (10%)
Total	1510 (100%)

### Written Materials Received During Pregnancy

While the majority (86%) of women indicated that a health care professional went over written materials with them during at least some of their visits; 15% reported that this never happened. Women most frequently cited doctors (58%) as a provider of written materials during their pregnancy, followed by midwives (23%). One in ten women reported not receiving any written materials at the time of the pre-test.

How often did a nurse, doctor or midwife go over written materials with you?	
Every visit	696 (47%)
Most visits	297 (20%)
Some visits	276 (19%)
Never	224 (15%)
Total	1493 (100%)
Where did you receive written materials during your pregnancy? (Check all)	
Doctor	897 (58%)
Midwife	347 (23%)
Home visitor/ Case manager	317 (21%)
Nurse	290 (19%)
Haven't received written materials	146 (10%)
Other : fill-in*	127 (10%)

\*Write-in responses for the "other" category included: professionals (community health workers, social workers, health educators); providers (MomsFirst, WIC, emergency room and other local clinics); educational resources (the internet, library, hospital/Lamaze and parenting classes) and family and friends.

### Communication with Health Care Providers

Most women (97%) felt comfortable asking questions of their health care providers and many (77%) reported asking questions at most/all visits. However, 3% felt uncomfortable asking questions and 5% reported never asking questions.

How comfortable did you feel asking your health care providers (doctor, nurse, midwife) questions about your pregnancy?	
Very comfortable	1095 (72%)
Comfortable	378 (25%)
Uncomfortable	30 (2%)
Very uncomfortable	14 (1%)
Total	1571 (100%)
How often did you ask questions about your pregnancy during your prenatal visits?	
All visits	710 (48%)
Most visits	428 (29%)
Some visits	281 (19%)
Never	71 (5%)
Total	1490 (100%)

### Satisfaction with Medical Care

The vast majority of women (96%) reported that they were somewhat/very satisfied with the medical care they received during pregnancy.

How satisfied were you with the medical care you received during your pregnancy?	
Very satisfied	1142 (76%)
Somewhat satisfied	294 (20%)
Not very satisfied	30 (2%)
Not at all satisfied	34 (2%)
Total	1500 (100%)

### Questions about Pregnancy

One in three women reported that they had called their doctor with questions during pregnancy and most (94%) indicated that the questions were answered somewhat/very well. Women reported that when they had questions about pregnancy they would often wait until their next doctor/midwife visit (55%), talk with a friend or family member (53%) and/or call the doctor/midwife (40%). Additional information regarding the types of questions women called their providers about was collected and a summary is included in Section 3 of this report.

Did you ever call the doctor with questions during your pregnancy?	
Yes	496 (33%)
No	999 (67%)
Total	1495 (100%)
How well did you feel your health care providers (doctor/ midwife/ nurse) answered your questions?	
Very well	1148 (77%)
Somewhat well	247 (17%)
Not very well	22 (2%)
Not at all	8 (1%)
Never asked questions	70 (5%)
Total	1495 (100%)
When you had questions about your pregnancy, where did you go to find answers? (Check all)	
Wait for my next visit with my doctor, nurse or midwife and ask	835 (55%)
Talk with a friend or family member and ask them questions	800 (53%)
Call my doctor, nurse or midwife with questions	598 (40%)
Look it up online	535 (35%)
Look it up in a book or handout	422 (28%)
Ask my home visitor/ case manager/ community health worker	273 (18%)
Ask someone else at the clinic	130 (9%)
Other*	54 (4%)
I have not had any questions	53 (4%)
I did not know where to go to get answers to my questions	19 (1%)

\*Write in responses for the “other” category included: MomsFirst Services (Baby Basics, MomsFirst, MomsClubs meetings); books (“What to Expect When You Are Expecting”, “Pregnancy Week by Week”, pregnancy books, baby books); and other resources (pamphlets at clinics, WIC, Nurse Hotline, internet).

## Overall Health

The vast majority (98%) of women indicated that their overall health was good/ excellent.

About one in four women indicated that their physical health (23%) or mental health (26%) was not good on at least 3 days during the past month and 15% felt that poor physical or mental health kept them from doing usual activities on at least 3 days during the past month.

Would you say that your health is:	
Excellent	607 (40%)
Good	885 (58%)
Poor	23 (2%)
Total	1515 (100%)

<b>During the past 30 days:</b>	0 days	1-2 days	3-5 days	6-9 days	10-19 days	20-30 days	Total
How many days would you say that your physical health was not good?	817 (55%)	328 (22%)	182 (12%)	76 (5%)	46 (3%)	47 (3%)	1496 (100%)
How many days would you say that your mental health (stress, depression or problems with emotions) was not good?	829 (55%)	307 (20%)	179 (12%)	88 (6%)	64 (4%)	55 (4%)	1522 (100%)
For about how many days did poor physical or mental health keep you from doing your usual activities such as self-care, work, or recreation?	1048 (69%)	244 (16%)	109 (7%)	48 (3%)	41 (3%)	26 (2%)	1516 (100%)

## Health Literacy Related Self- Efficacy

The following questions assess participant confidence in their ability to utilize skills related to health literacy. While the majority of participants indicated that they were somewhat/ very sure about their skills in each of these categories, it is notable that a fair number are not. For example, 15% were not confident (not sure/ a little sure/ neutral) about filling out medical forms , 14% were not confident telling the doctor when they get different advice from people they trust and 9% were not confident asking questions when they don't understand the doctor.

<b>How sure are you that you could:</b>	Not sure	A little sure	Neutral	Somewhat sure	Very sure	Total
Fill out medical forms yourself?	<b>39 (3%)</b>	<b>94 (6%)</b>	<b>84 (6%)</b>	213 (14%)	1084 (70%)	1514 (100%)
Ask questions when you don't understand what the doctor tells you?	<b>14 (1%)</b>	<b>62 (4%)</b>	<b>55 (4%)</b>	129 (9%)	1263 (82%)	1523 (100%)
Tell the doctor when you get different advice from people you trust?	<b>53 (4%)</b>	<b>57(4%)</b>	<b>96 (6%)</b>	225 (15%)	1083 (72%)	1514 (100%)
Ask for a different appointment when you are offered a time that is bad for you?	24 (2%)	28 (2%)	45 (3%)	124 (8%)	1297 (87%)	1518 (100%)
Read the label on prescriptions?	19 (1%)	25 (2%)	36 (2%)	128 (8%)	1309 (85%)	748 (100%)
Ask the pharmacist if you don't understand the instructions?	25 (2%)	21 (1%)	44 (3%)	118 (8%)	1306 (87%)	1514 (100%)
Look up information if you want to learn more about a medical problem?	34 (2%)	30 (2%)	55 (4%)	158 (10%)	1237 (80%)	1514 (100%)

### Health Care Utilization

The following questions regarding health care utilization were included because health literacy is often targeted as a means to improve appropriate healthcare utilization, such as identification of a medical home and decreased use of the emergency room for non-emergency care.

One in five women participating in the survey indicated that they did not have a regular doctor. During the past 3 months, 12% of participants indicated that they had not visited a doctor; 17% were hospitalized overnight at least once and 45% had visited an emergency room at least once in the past 3 months.

	Yes	No	Total
Do you have a regular doctor?	1157 (78%)	330 (22%)	1487 (100%)

During the past 3 months	5 or more times	4-5 times	2-3 times	Once	Never	Total
How many times have you called a doctor?	64 (4%)	61 (4%)	298 (20%)	352 (23%)	742 (49%)	1517 (100%)
How often did you visit a doctor?	297 (20%)	211 (14%)	553 (37%)	278 (18%)	175 (12%)	1514 (100%)
How many times were you hospitalized at least overnight?	9 (1%)	10 (1%)	58 (4%)	164 (11%)	1280 (84%)	5421 (100%)
How often did you go to the emergency room?	31 (2%)	47 (3%)	232 (15%)	384 (25%)	827 (54%)	5421 (100%)

### Health Care Utilization by Stage of Pregnancy

In order to better understand health care utilization among the pregnant women participating in this survey the following three charts illustrate selected health care utilization measures by stage of pregnancy. In the previous section it was noted that during the past 3 months, 12% of participants indicated that they had not visited a doctor. The following chart indicates that among the 174 women that did not visit a doctor in the 3 months prior to the survey, 59% were in the first trimester, 24% were in the second trimester and 15% were in the third trimester.

During that past 3 months: How often did you visit a doctor?					
		2 or more times	Once	Never	Total
Number of months pregnant	1-3 Months	258	165	<b>103</b>	526
		24.5%	60.2%	<b>59.2%</b>	35.1%
	4-6 Months	438	76	<b>42</b>	556
		41.6%	27.7%	<b>24.1%</b>	37.1%
	7-9 Months	348	29	<b>26</b>	403
		33.1%	10.6%	<b>14.9%</b>	26.9%
Not sure	8	4	3	15	
	0.8%	1.5%	1.7%	1.0%	
Total	1052	274	174	1500	
	100.0%	100.0%	<b>100.0%</b>	100.0%	

Among the 76 women that were hospitalized 2 or more times during the past 3 months; 26% were in the first trimester, 37% were in the second trimester and 37% were in the third trimester. Among the 159 women that had one hospital stay during the past 3 months; 33% were in the first trimester, 38% were in the second trimester and 26% were in the third trimester.

During that past 3 months: How many times were you hospitalized at least overnight?					
		2 or more times	Once	Never	Total
Number of months pregnant	1-3 Months	<b>20</b>	<b>53</b>	454	527
		<b>26.3%</b>	<b>33.3%</b>	35.7%	35.0%
	4-6 Months	<b>28</b>	<b>61</b>	471	560
		<b>36.8%</b>	<b>38.4%</b>	37.0%	37.2%
	7-9 Months	<b>28</b>	<b>42</b>	335	405
		<b>36.8%</b>	<b>26.4%</b>	26.3%	26.9%
Not sure	0	<b>3</b>	12	15	
	0.0%	<b>1.9%</b>	0.9%	1.0%	
Total	<b>76</b>	<b>159</b>	1272	1507	
	<b>100.0%</b>	<b>100.0%</b>	100.0%	100.0%	

Among the 307 women that visited an emergency room more two or more times during the past 3 months; 32% were in the first trimester, 38% were in the second trimester and 29% were in the third trimester.

<b>During that past 3 months: How often did you go to the emergency room?</b>					
		2 or more times	Once	Never	Total
Number of months pregnant	1-3 Months	98	140	290	528
		31.9%	36.6%	35.5%	35.0%
	4-6 Months	118	140	301	559
		38.4%	36.6%	36.8%	37.1%
	7-9 Months	88	100	217	405
		28.7%	26.1%	26.6%	26.9%
Not sure	3	3	9	15	
	1.0%	0.8%	1.1%	1.0%	
Total	307	383	817	1507	
	100.0%	100.0%	100.0%	100.0%	

## Section 2: Summary of Post-Test Data (Post-Partum Women)

Women were asked to complete the post- test when they attended their post-partum check-up. A total of 767 post-partum surveys were collected. Most (84%) women completing the post-test had babies that were between 1-3 months old. Similar to the pre-test, more than half (55%), indicated that this was not their first pregnancy. Among those that had a previous pregnancy, about half (53%) had given birth 1-2 times.

### Pregnancy Information

How old is your baby?		Number (Percent)
1-3 months		625 (84%)
4-6 months		94 (13%)
7-9 months		25 (3%)
Total		744 (100%)
Is this your first pregnancy?		
Yes		341 (45%)
No		414 (55%)
Total		755 (100%)
If no, how many times have you given birth?		
0		8 (2%)
1		97 (23%)
2		125 (30%)
3		87 (21%)
4		53 (13%)
5		27 (6%)
6 or more		22 (5%)
Total		419 (100%)

## Demographics

The mothers' ages ranged from 13-41 years. The average age was 22.8 years. The majority (94%) of participants indicated that English was their primary language.

Age of mother	
15 or younger	16 (2%)
16-20	293 (40%)
21-25	229 (31%)
26-30	123 (17%)
31-35	54 (7%)
36-40	16 (2%)
41 or older	2 (<1%)
Total	767 (100%)
Primary Language	
English	721 (94%)
Spanish	23 (3%)
Other	3 (<1%)
Missing Response	20 (3%)
Total	767 (100%)

### Knowledge of Pregnancy Care

Most women indicated good understanding of pregnancy care. However, 3% indicated that they did not know where they should go when they were in labor. (At pre-test 8% indicated that they were not sure if they would know where to go when they were in labor). In addition, 11% of women reported that they were a little/ very unsure that they knew when they were in labor. (At pre-test 28% reported that they felt unsure that they would know when they were in labor).

How well did you understand the medical or health reasons for which you need pregnancy checkups?	
Very well	615 (81%)
Pretty well	140 (18%)
Not so well	8 (1%)
Not at all well	1 (<1%)
Total	764 (100%)
Do you know where to go when you are in labor?	
Yes	739 (97%)
No	20 (3%)
Total	760 (100%)
How sure were you that you knew when you were in labor?	
Very sure	514 (69%)
A little sure	150 (20%)
A little unsure	51 (7%)
Very unsure	30 (4%)
Total	745 (100%)

### Written Materials Received During Pregnancy

While the majority (91%) of women indicated that a health care professional went over written materials with them during at least some of their visits; 9% reported that this never happened. Women most frequently cited doctors (67%) as a provider of written materials during pregnancy, followed by Home visitors/Case managers (53%). At the time of the pre-test, 1 in 10 women reported that they had not yet received any written materials; but at post-test only 2% indicated that they never received any written materials.

How often did a nurse, doctor or midwife go over written materials with you?	
Every visit	364 (48%)
Most visits	199 (26%)
Some visits	130 (17%)
Never	69 (9%)
Total	762 (100%)
Where did you receive written materials during your pregnancy? (Check all)	
Yes	
Doctor	513 (67%)
Home visitor/ Case manager	402 (53%)
Midwife	221 (29%)
Nurse	170 (22%)
Other : fill-in*	31 (6%)
Haven't received written materials	12 (2%)

\*Write in responses for the "other" category included: professionals (community health workers, social workers, health educators); providers (MomsFirst, WIC, emergency room and other local clinics); educational resources (the internet, library, hospital/Lamaze and parenting classes) and family and friends.

### Communication with Health Care Providers

Most women (96%) felt comfortable asking questions of their health care providers and many (81%) reported asking questions at most/all visits. However, 4% felt uncomfortable asking questions and 3% reported never asking questions.

How comfortable did you feel asking your health care providers (doctor, nurse, midwife)	
Very comfortable	548 (72%)
Comfortable	182 (24%)
Uncomfortable	18 (2%)
Very uncomfortable	13 (2%)
Total	761 (100%)
How often did you ask questions about your pregnancy during your prenatal visits?	
All visits	356 (47%)
Most visits	262 (34%)
Some visits	126 (17%)
Never	19 (3%)
Total	763 (100%)

### Satisfaction with Medical Care

The vast majority of women (97%) reported that they were somewhat/very satisfied with the medical care they received during pregnancy.

How satisfied were you with the medical care you received during your pregnancy?	
Very satisfied	593 (78%)
Somewhat satisfied	147 (19%)
Not very satisfied	14 (2%)
Not at all satisfied	10 (1%)
Total	764 (100%)

### Questions about Pregnancy

Nearly half (48%) of the women reported that they had called their doctor with questions during pregnancy and most (95%) indicated that the questions were answered somewhat/very well.

Women reported that when they had questions about pregnancy they would often wait until their next doctor/midwife visit (63%), talk with a friend or family member (56%), ask a home visitor/case manager (48%), and/or call the doctor/midwife (47%). Additional information regarding the types of questions women called their providers about was collected and a summary is included in Section 3 of this report.

Did you ever call the doctor with questions during your pregnancy?	
Yes	366 (48%)
No	394 (52%)
Total	760 (100%)
How well did you feel your health care providers (doctor/ midwife/ nurse) answered your questions?	
Very well	567 (75%)
Somewhat well	151 (20%)
Not very well	11 (2%)
Not at all	5 (1%)
Never asked questions	24 (3%)
Total	758 (100%)
When you had questions about your pregnancy, where did you go to find answers? Check all	
Wait for my next visit with my doctor, nurse or midwife and ask	476 (63%)
Talk with a friend or family member and ask them questions	424 (56%)
Ask my home visitor/ case manager/ community health worker	366 (48%)
Call my doctor, nurse or midwife with questions	359 (47%)
Look it up in a book or handout	334 (44%)
Look it up online	216 (28%)
Ask someone else at the clinic	91 (12%)
Other*	43 (9%)
I have not had any questions	5 (1%)
I did not know where to go to get answers to my questions	7 (1%)

\*Write in responses for the “other” category included: MomsFirst Services (Baby Basics, MomsFirst, MomsClubs meetings); books (“What to Expect When You Are Expecting”, “Pregnancy Week by Week”, pregnancy books, baby books); and other resources (pamphlets at clinics, WIC, Nurse Hotline, internet).

### Baby Basics Books and Planners

At the time of enrollment (pre-test) women were introduced to the Baby Basics program and should have received the Baby Basics books and planners from their provider. The vast majority of women reported that they received the book (96%) and planner (96%). Most women (97%) reported that they looked at the Baby Basics book at home and 82% reported that they read at least half of the book

	yes	no
Did you get a Baby Basics Book?	729 (96%)	31 (4%)
Did you look at or read the Baby Basics book at home?	713 (97%)	21 (3%)
Were you given a Baby Basics Planner?	705 (96%)	27 (4%)

How much of the Baby Basics book did you read?	
All of it	339 (46%)
More than half	268 (36%)
Less than half	117 (15%)
None of it	12 (2%)
Total	736 (100%)
How often did you look in the Baby Basics book to find the answer to a question you had about pregnancy?	
All the time	323 (44%)
Three or more times	269 (37%)
Once or twice	113 (15%)
Never	29 (4%)
Total	734 (100%)

Nearly all (99%) of the participants found the Baby Basics book helpful and most (93%) learned new information from the Baby Basics book.

How helpful was the information in the Baby Basics book?	
Very helpful	531 (73%)
Somewhat helpful	186 (26%)
Not very helpful	5 (1%)
Not at all	7 (1%)
Total	729 (100%)
How much NEW information did the book teach you about your body and your pregnancy?	
Very much	387 (53%)
Some	292 (40%)
Not very much	43 (6%)
Nothing	14 (2%)
Total	736 (100%)

More than half (59%) of the women brought the Baby Basics Planner to and 68% reported writing in the planner before at least some of their prenatal visits.

How often did you bring the Baby Basics Planner to a prenatal visit?	
Every visit	91 (12%)
Most visit	129 (18%)
Some visits	212 (29%)
Never	299 (41%)
Total	731 (100%)
How often did you write something in the Baby Basics Planner?	
Before every visits	85 (12%)
Before most visits	158 (21%)
Before some visits	256 (35%)
Never	231 (32%)
Total	730 (95%)

Most (96%) of women reported that a MomsFirst Worker went over the Baby Basics materials with them during at least some visits.

How often did your MOMSFIRST WORKER go over the Baby Basics Material with you?	
Every visit	360 (49%)
Most visits	226 (31%)
Some visits	120 (16%)
Never	26 (4%)
Total	732 (100%)

### Overall Health

The vast majority (99%) of women indicated that their overall health was good/ excellent.

About one in five women indicated that their physical health (20%) or mental health (22%) was not good on at least 3 days during the past month and 11% felt that poor physical or mental health kept them from doing usual activities on at least 3 days during the past month.

Would you say that your health is:	
Excellent	369 (49%)
Good	373 (50%)
Poor	8 (1%)
Total	750 (100%)

<b>During the past 30 days:</b>	0 days	1-2 days	3-5 days	6-9 days	10-19 days	20-30 days	Total
How many days would you say that your physical health was not good?	436 (59%)	162 (22%)	69 (9%)	34 (5%)	18 (2%)	26 (4%)	745 (100%)
How many days would you say that your mental health (stress, depression or problems with emotions) was not good?	424 (57%)	162 (22%)	74 (10%)	40 (5%)	28 (4%)	19 (3%)	747 (100%)
For about how many days did poor physical or mental health keep you from doing your usual activities such as self-care, work, or recreation?	567 (76%)	98 (13%)	36 (5%)	23 (3%)	13 (2%)	6 (1%)	743 (100%)

### Self- Efficacy

The following questions assess participant confidence in their ability to utilize skills related to health literacy. While the majority of participants indicated that they were somewhat/ very sure about their skills in each of these categories, it is notable that a fair number are not. For example, 11% were not confident (not sure/ a little sure/ neutral) about filling out medical forms and 13% were not confident telling the doctor when they get different advice from people they trust.

<b>How sure are you that you could:</b>	Not sure	A little sure	Neutral	Somewhat sure	Very sure	Total
Fill out medical forms yourself?	<b>12 (2%)</b>	<b>36 (5%)</b>	<b>27 (4%)</b>	94 (13%)	577 (77%)	746 (100%)
Ask questions when you don't understand what the doctor tells you?	7 (1%)	19 (3%)	23 (3%)	65 (9%)	632 (85%)	746 (100%)
Tell the doctor when you get different advice from people you trust?	<b>19 (3%)</b>	<b>16 (2%)</b>	<b>56 (8%)</b>	95 (13%)	559 (75%)	745 (100%)
Ask for a different appointment when you are offered a time that is bad for you?	6 (1%)	5 (1%)	33 (4%)	57 (8%)	647 (87%)	748 (100%)
Read the label on prescriptions?	9 (1%)	13 (2%)	16 (2%)	72 (10%)	638 (85%)	748 (100%)
Ask the pharmacist if you don't understand the instructions?	10 (1%)	8 (1%)	29 (4%)	62 (8%)	637 (85%)	746 (100%)
Look up information if you want to learn more about a medical problem?	14 (2%)	13 (2%)	27 (4%)	75 (10%)	616 (83%)	745 (100%)

## Health Care Utilization

The following questions regarding health care utilization were included because health literacy is often targeted as a means to improve appropriate healthcare utilization, such as identification of a medical home and decreased use of the emergency room for non-emergency care.

During the past 3 months, 6% of participants indicated that they had not visited a doctor and 17% indicated that they did not have a regular doctor. More than half of the participants indicated that they were hospitalized at least overnight during the last 3 months; 45% were hospitalized once and 15% were hospitalized overnight two or more times. More than half of the participants reported that they had visited an emergency room during the past three months; 29% visited an emergency room once and 26% visited an emergency two or more times. It is notable that we do not know the reasons participants stayed in the hospital or visited the emergency room. Based on the population (post-partum) we could reasonable conclude that one visit to the emergency room and one hospital stay would likely be related to labor and delivery.

	Yes	No
Do you have a regular doctor?	613 (83%)	126 (17%)

During the past 3 months	5 or more times	4-5 times	2-3 times	Once	Never	Total
How many times have you called a doctor?	80 (11%)	54 (7%)	191 (26%)	161 (22%)	260 (35%)	746 (100%)
How often did you visit a doctor?	377 (51%)	99 (13%)	144 (19%)	80 (11%)	46 (6%)	746 (100%)
How many times were you hospitalized at least overnight?	11 (2%)	12 (2%)	81 (11%)	339 (45%)	305 (41%)	748 (100%)
How often did you go to the emergency room?	22 (3%)	23 (3%)	141 (19%)	217 (29%)	345 (46%)	748 (100%)

### Section 3: Question/ Topic that women called their doctor

On both surveys (pre and post) women were asked if they ever called their doctor with questions during pregnancy; 33% of pre-test and 48% of post- test participants indicated that they had called their doctors with questions. Women were then asked to describe what their questions were about. An exhaustive list of questions that women provided will not be included in this report but can be made available upon request. The questions were reviewed and categorized into topic areas. The topic areas of questions are presented in the charts in this section. The following page also includes examples from each category to illustrate common questions listed by the women participating in the surveys.

Did you ever call the doctor with questions during your pregnancy?	Yes	No	Total
Pre-test	496 (33%)	999 (67%)	1495 (100%)
Post-test	366 (48%)	394 (52%)	760 (100%)

Aches, pains and general discomfort were the most frequently cited topic at pre test (23%) and post test (18%). Understandably, at post test labor and delivery accounted for 17% but at pre-test it was only 4%.

Topic Areas of Women's Questions at Pre-test		
	Frequency	Valid Percent
Aches, pains, cramps, pressure, discomfort	101	22.9%
Bleeding, spotting, discharge, mucus plug	72	16.3%
Medication	52	11.8%
Other health conditions (i.e. cold/flu, heartburn, constipation)	40	9.1%
Common Pregnancy ailments (morning sickness, swollen feet, etc)	30	6.8%
Nausea, vomiting, morning sickness	29	6.6%
Baby growth and development	27	6.1%
Not sure, does not remember, vague response	22	5.0%
Lifestyle (nutrition, exercise, environmental concerns, regular activities).	22	5.0%
Labor and Delivery	16	3.6%
Contractions/ Braxton Hicks	15	3.4%
Appointments and services	15	3.4%
<b>Total</b>	<b>441</b>	<b>100.0%</b>

<b>Topic Areas of Women's Questions at Post-test</b>		
	<b>Frequency</b>	<b>Valid Percent</b>
Aches, pains, cramps, pressure, discomfort	57	17.5%
Labor and Delivery	56	17.2%
Bleeding, spotting, discharge, mucus plug	56	17.2%
Not sure, does not remember, vague response	31	9.5%
Contractions/ Braxton Hicks	31	9.5%
Baby growth, development, and movement	21	6.4%
Common Pregnancy ailments (morning sickness, swollen feet, etc)	21	6.4%
Medication	18	5.5%
Other health conditions (i.e. cold/flu, heartburn, constipation)	13	4.0%
Appointments and services	12	3.7%
Nausea, vomiting, morning sickness	5	1.5%
Lifestyle (nutrition, exercise, environmental concerns, regular activities).	5	1.5%
<b>Total</b>	<b>326</b>	<b>100.0%</b>

The following list includes examples from each category to illustrate common questions listed by the women participating in the surveys. This list is included to describe each topic area.

**Aches, Pains, Cramps, Pressure,  
Discomfort**

- *If I could come in because I was having major stomach cramps*
- *About my back hurting*
- *Sharp pains in my belly*
- *Why was I cramping?*
- *Stomach pains/bleeding*
- *Was having back pain and UTI*
- *Cramping, pains*
- *Pain*
- *I am having lower pain in my stomach, why is that?*
- *Cramps in abdomen*

**Bleeding, Spotting, Discharge, Mucus Plug**

- *Why was I spotting or bleeding so much?*
- *Why is there discharge? Could it be a UTI?*
- *What does it mean when the mucus plug is coming out?*
- *Am I going to know when my mucus plug comes out?*
- *Why I was spotting?*
- *Began spotting at seven months*
- *Vaginal bleeding/discharge*
- *Slight bleeding after sex*

**Labor and Delivery**

- *How did I know when I was going into labor?*
- *How long it takes to push a baby. How it feels to deliver a natural birth.*
- *I just called when I thought I was in labor to see if I could come in.*
- *How do I know when I am in labor and what to do when I am in labor?*
- *What are signs of labor? What do I do when my water breaks?*
- *I'm getting pain, is it labor?*
- *Did my water break?*

**Contractions/ Braxton Hicks**

- *About my times for contractions, when to come in to the hospital to give birth.*
- *Should I be feeling pain? Is it contractions or Braxton Hicks?*
- *What are Braxton Hicks contractions?*
- *What pain should I feel to know I am having a contraction?*

**Lifestyle (nutrition, exercise, environmental concerns, regular activities).**

- *Will getting a tattoo harm by baby?*
- *What will hurt my body?*
- *What I can and cannot eat*
- *What activities to avoid*
- *Wanted to know if I was able to get in a hot tub.*
- *I asked if chewable pills/vitamins were ok to take instead of prenatal pills.*
- *How am I supposed to lift when working?*
- *Do I need HINI vaccination?*
- *Can I have green tea?*
- *Can I be around paint?*
- *About prenatal vitamins*
- *How often is walking necessary? What are the side effects of too much walking?*
- *I wanted to know if I could still eat seafood*
- *What can I eat?*

**Nausea, Vomiting, Morning Sickness**

- *Why was I getting so sick?*
- *Why do I vomit in the morning?*
- *My question was about how sick I was all through my pregnancy*
- *The only question was about morning sickness*

### **Baby growth, development and movement**

- *When will the baby start moving?*
- *My baby's health & development*
- *Asked about baby movement*
- *If I don't feel the baby move is he ok, she said yes he is just sleeping*
- *I fell down the stairs and wanted to know if the baby was ok.*

### **Medication**

- *When I was sick, what medicine I could take*
- *What pain relievers can I take?*

### **Appointments and Services**

- *Appointments*
- *Screenings*
- *Test results*

### **Does Not Remember or Vague Response**

- *Basic pregnancy symptom questions*
- *Everything that came to mind*
- *I had a lot*
- *I don't remember*

### **Other Health Conditions**

- *Constipation*
- *I had hemorrhoids and didn't know/some cramps*
- *Yeast infections*
- *UTI questions and results*
- *About my fibroids*
- *Is it normal to have a 3 day fever while being pregnant?*
- *Diabetes, high blood pressure*
- *Asthma*
- *Questions about gallstones and pregnancy*
- *What type of cold medication can I take?*
- *What kind of medicine can I take for a sore throat?*

### **Common Pregnancy Ailments**

- *About swollen ankles, feet, or legs*
- *Sleeping problems*
- *Crazy cravings*
- *Was it normal to have fatigue? Why was I feeling discomfort?*
- *Veins*
- *Do most pregnant women lactate early?*

## Section 4: Comparison of Matched Participant Data

A total of 1539 prenatal surveys and 767 postpartum surveys were collected. Efforts were made to match pre/post participation and a total of 466 surveys were matched by participants. This section includes an examination of inter-item reliability and paired sample t-tests on the matched participant data.

### Inter-Item Reliability

Inter-item reliability or internal consistency is used to determine how closely related a set of items are as a group. In other words, it measures whether several items that supposedly measure the same general construct produce similar scores. For example: if a respondent expressed agreement with the statements "I feel useful" and "I have felt useful in the past", and disagreement with the statement "I do not feel useful", this would be indicative of good internal consistency or good inter-item reliability.

Cronbach's Alpha is used to measure this reliability. Ideally, Cronbach's alpha should fall between 0.7 and 0.9. This would indicate that the items form a good scale. Anything higher than 0.9 could mean that the items measure the same construct and add nothing together that one item could not measure on its own. Alphas below 0.7 generally indicate that the items do not measure similar constructs and should be looked at as individual items rather than a scale.

Three scales were used in this survey: 1) Health Literacy Related Self Efficacy, 2) Perceived Overall Health and 3) Health Care Utilization. The items in the Health Literacy Related Self Efficacy Scale assess participant confidence in their ability to utilize skills related to health literacy. The items in the Perceived Overall Health scale measure overall physical and mental health during the past 30 days. The items in the Health Care Utilization scale assess frequency of utilizing health care services; the questions regarding health care utilization were included because health literacy is often targeted as a means to improve appropriate healthcare utilization, such as identification of a medical home and decreased use of the emergency room for non-emergency care. As illustrated below each of these scales are reliable.

Scale	Items Included	Mean - Pre	Mean- Post	Description	Cronbach's Alpha
<b>Health Literacy Self Efficacy</b>		<b>4.6</b>	<b>4.7</b>	Perceived self efficacy to complete health literacy related tasks.  1=Not sure, 2= A little sure, 3= Neutral, 4= Somewhat sure, 5= Very sure.	<b>.864-pre</b> <b>.812-post</b>
	<i>How sure are you that you could...</i>				This Cronbach's Alpha indicates that this a cohesive/ reliable scale
	Fill out medical forms yourself?	4.44	4.62		
	Ask questions when you don't understand what the doctor tells you?	4.67	4.78		
	Tell the doctor when you get different advice from people you trust?	4.44	4.58		
	Ask for a different appointment when you are offered a time that is bad for you?	4.76	4.86		
	Read the label on prescriptions?	4.72	4.80		
	Ask the pharmacist if you don't understand the instructions?	4.72	4.78		
	Look up information if you want to learn more about a medical problem?	4.62	4.77		

Scale	Items Included	Mean-Pre	Mean-Post	Description	Cronbach's Alpha
<b>Perceived Overall Health</b>		<b>1.8</b>	<b>1.7</b>	Overall physical and mental health.	<b>.701-pre</b> <b>.663-post</b>
	<i>During the past 30 days:</i>			1=0 days, 2= 1-2 days, 3= 3-5 days, 4= 6-9 days, 5= 10-19 days, 6= 20-30 days	This Cronbach's Alpha indicates that this a cohesive/ reliable scale
	How many days would you say that your physical health was not good?	1.89	1.83		
	How many days would you say that your mental health (stress, depression or problems with emotions) was not good?	2.03	1.83		
	How many days did poor physical or mental health keep you from doing your usual activities such as self-care, work, or recreation?	1.6	1.45		
<b>Health Care Utilization</b>		<b>3.9</b>	<b>3.3</b>	Frequency of utilizing health care services.	<b>.632-pre</b> <b>.524-post</b>
	<i>During the past 3 months:</i>			1=5 or more, 2= 4-5 times, 3= 2-3 times, 4= Once, 5= Never,	This Cronbach's Alpha indicates that this a cohesive/ reliable scale
	How many times did you call a doctor?	3.98	3.56		
	How many times did you visit a doctor?	2.55	1.69		
	How many times were you hospitalized at least overnight?	4.72	4.07		
	How many times did you go to the emergency room?	4.25	4.01		

## Part 2: Pre/ Post Comparisons (t-tests)

A total of 1539 prenatal surveys and 767 postpartum surveys were collected. Efforts were made to match pre/post participation and a total of 466 surveys were matched by participants.

The following charts show the results of the paired samples t-tests that were conducted on the pre/post data. This test measures change between time 1 (pre-test) and time 2 (post-test) and is matched at the participant level.

- The t-statistic (t) is the ratio of the mean difference to its standard error. It is used to determine how probable it is that the mean difference is equal to zero.
- The p-value (p) is what is used to determine statistical significance. In this case, if the p-value is less than 0.05 then we can conclude that the mean difference is not equal to zero, or that there is a statistically significant difference between responses in the pre test and responses in the post test.

The following charts display the results of the t-test analysis comparing pre-test data and post-test data. This data is matched at the participant level. Items that have a p value <.05 are statistically significant are highlighted in yellow. Participants demonstrated a significant improvement on the Health Literacy Self Efficacy Scale (indicating an increase in perceived skills) between the pre and post test (p<.01). Healthcare Utilization (p<.01) and Perceived Overall Health (p<.01) increased between the pre and post test. Participants were more likely at post-test to report that a provider went over written materials with them (p<.01) and more likely to report being satisfied with their medical care (p<.01) compared to pre-test. Participants showed significant increase in understanding of medical/health reasons pregnancy checkups are needed (p<.05) between pre and post test.

Item/Scale	Item Response	Pre-Test Mean	Post-test Mean	Mean difference	T statistic	P value
Health Literacy Self Efficacy*	1=Not sure, 2= A little sure, 3= Neutral, 4= Somewhat sure, 5= Very sure.	4.6187	4.7346	-.11591	-3.980	.000
Healthcare Utilization*	1=5 or more, 2= 4-5 times, 3= 2-3 times, 4= Once, 5= Never,	3.8854	3.3352	.55022	14.619	.000
Perceived Overall Health*	1=0 days, 2= 1-2 days, 3= 3-5 days, 4= 6-9 days, 5= 10-19 days, 6= 20-30 days	1.8484	1.7042	.14422	2.673	.008
How often did a nurse, doctor or midwife go over written materials with you?	1= Every visit, 2=Most visits, 3=Some visits, 4=Never,	2.09	1.81	.275	4.542	.000
How satisfied were you with the medical care you received during your pregnancy?	1= Very satisfied, 2= Somewhat satisfied, 3= Not very satisfied, 4= Not at all satisfied	1.33	1.24	.094	2.851	.005
How well did you understand the medical or health reasons for which you needed pregnancy checkups?	1= Very well, 2= Pretty well, 3=Not so well, 4= Not at all well	1.26	1.21	.054	1.976	.049

\*The survey items that make up each scale can be found in *Section 4: Inter-Item Reliability*.

At pre-test participants were significantly more likely to report not knowing where to go when they were in labor compared to post-test when asked if they knew where to go when they were actually in labor ( $p < .01$ ). Pre-test participants were also significantly more likely to report not being sure if they would know they were in labor compared to post-test when asked if they knew when they were actually in labor ( $p < .01$ ). Participants were significantly less likely to report that they had called their doctor with questions at post-test compared to pre-test ( $p < .01$ ). At post-test participants reported higher overall health ( $p < .01$ ) compared to pre-test.

Item/Scale	Item Response	Pre-Test Mean	Post-test Mean	Mean difference	T statistic	P value
Do you know where to go when you're in labor (pre)? / Did you know where to go when you went in labor (post)?	1=Yes, 2=No	1.09	1.03	.058	3.761	.000
How sure are you that you will know when you're in labor (pre)?/ How sure were you that you knew when you were in labor (post)?	1= Very sure, 2=Pretty sure, 3= A little sure, 4= Not at all sure	1.93	1.47	.462	8.822	.000
How comfortable did you feel asking your health care providers (doctor, nurse, midwife)	1=Very comfortable, 2=Comfortable, 3= Uncomfortable, 4= Very uncomfortable	1.33	1.32	.011	.326	.745
How often did you ask questions about your pregnancy during your prenatal visits?	1= All visits, 2=Most visits, 3= Some visits, 4= Never	1.89	1.82	.066	1.432	.153
Did you ever call the doctor with questions during your pregnancy?	1=Yes, 2=No	1.51	1.64	-.131	-4.791	.000
Would you say that your health is:	1=Excellent, 2=Good, 3=Poor	1.63	1.55	.080	2.765	.006
Do you have a regular doctor?	1=Yes, 2=No	1.16	1.16	-.002	-.107	.915

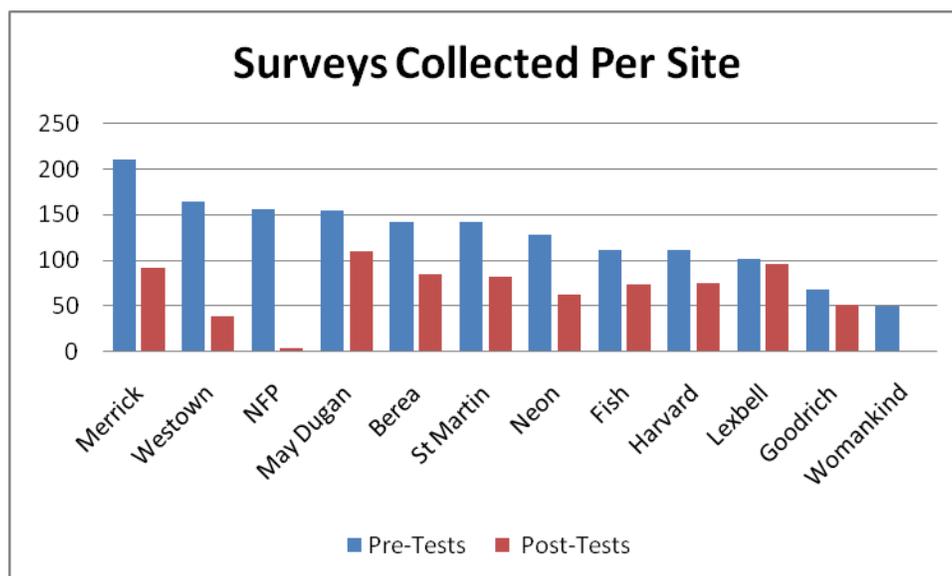
## Section 5: Pre-test Data --Crosstabs by Site

### Surveys Collected by Site

The following charts indicate the number of surveys collected per site. A total of 12 sites participated in the data collection. Merrick collected the most surveys (210 pre-tests and 91 post-tests). Womankind collected pretests but no post-tests.

	Frequency	Valid Percent
Valid Berea	142	9.2%
Fish	111	7.2%
Goodrich	68	4.4%
Harvard	111	7.2%
Lexbell	102	6.6%
May Dugan	154	10.0%
Merrick	210	13.6%
Neon	128	8.3%
NFP	156	10.1%
St Martin	142	9.2%
Westtown	165	10.7%
Womankind	50	3.2%
Total	1539	100.0%

	Frequency	Valid Percent
Valid Berea	84	11.0%
Fish	74	9.6%
Goodrich	51	6.6%
Harvard	75	9.8%
Lexbell	96	12.5%
May Dugan	110	14.3%
Merrick	91	11.9%
Neon	62	8.1%
NFP	3	.4%
St Martin	82	10.7%
Westtown	39	5.1%
Total	767	100.0%



**Pre-test Data --Crosstabs by Site**

The following charts indicate a break-out of participant data based on provider site. These charts display the results of the crosstabs analysis conducted on the pre-test data and show how participants reported specific survey items based on provider site.

For this section only items that may vary among sites are included. These include: 1) participant satisfaction with medical care, 2) providers explaining written materials to participants, 3) participant comfort with asking questions of providers, 4) participant understanding of medical reasons for pregnancy checkups and 5) how well participants felt providers answered their questions.

	How satisfied were you with the medical care you received during your pregnancy?												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Woman kind	Total
Very satisfied	108	83	48	73	71	115	144	80	145	104	134	37	1142
	77.1%	75.5%	70.6%	65.8%	69.6%	76.7%	69.6%	65.0%	94.8%	74.3%	87.0%	88.1%	76.1%
Somewhat satisfied	25	22	15	35	28	25	48	34	8	30	19	5	294
	17.9%	20.0%	22.1%	31.5%	27.5%	16.7%	23.2%	27.6%	5.2%	21.4%	12.3%	11.9%	19.6%
Not very satisfied	3	4	3	2	0	5	4	4	0	4	1	0	30
	2.1%	3.6%	4.4%	1.8%	0.0%	3.3%	1.9%	3.3%	0.0%	2.9%	0.6%	0.0%	2.0%
Not at all satisfied	4	1	2	1	3	5	11	5	0	2	0	0	34
	2.9%	0.9%	2.9%	0.9%	2.9%	3.3%	5.3%	4.1%	0.0%	1.4%	0.0%	0.0%	2.3%
<b>Total</b>	140	110	68	111	102	150	207	123	153	140	154	42	1500
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

How often did a nurse, doctor or midwife go over written materials with you?													
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Woman kind	Total
Every visit	55	44	31	50	40	69	99	42	85	69	82	30	696
	39.3%	39.6%	45.6%	45.0%	40.4%	45.4%	47.4%	33.1%	58.6%	48.9%	57.3%	63.8%	46.6%
Most visits	23	7	14	32	27	30	37	33	39	25	23	7	297
	16.4%	6.3%	20.6%	28.8%	27.3%	19.7%	17.7%	26.0%	26.9%	17.7%	16.1%	14.9%	19.9%
Some visits	26	30	13	20	19	28	42	31	15	28	19	5	276
	18.6%	27.0%	19.1%	18.0%	19.2%	18.4%	20.1%	24.4%	10.3%	19.9%	13.3%	10.6%	18.5%
Never	36	30	10	9	13	25	31	21	6	19	19	5	224
	25.7%	27.0%	14.7%	8.1%	13.1%	16.4%	14.8%	16.5%	4.1%	13.5%	13.3%	10.6%	15.0%
<b>Total</b>	140	111	68	111	99	152	209	127	145	141	143	47	1493
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	<b>How well did you understand the medical or health reasons for which you needed pregnancy checkups?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Woman kind	Total
Very well	122	102	54	75	76	111	164	90	134	111	125	33	1197
	85.9%	92.7%	79.4%	67.6%	74.5%	72.5%	78.8%	70.3%	87.0%	78.7%	78.6%	67.3%	78.5%
Pretty well	18	8	13	36	25	34	34	37	20	26	32	15	298
	12.7%	7.3%	19.1%	32.4%	24.5%	22.2%	16.3%	28.9%	13.0%	18.4%	20.1%	30.6%	19.5%
Not so well	1	0	1	0	1	8	4	1	0	4	2	1	23
	0.7%	0.0%	1.5%	0.0%	1.0%	5.2%	1.9%	0.8%	0.0%	2.8%	1.3%	2.0%	1.5%
Not at all well	1	0	0	0	0	0	6	0	0	0	0	0	7
	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
Total	142	110	68	111	102	153	208	128	154	141	159	49	1525
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	How comfortable did you feel asking your health care providers (doctor, nurse, midwife) questions about your pregnancy?												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Woman kind	Total
Very comfortable	106	86	50	64	74	92	157	94	110	103	126	33	1095
	77.4%	77.5%	73.5%	59.3%	72.5%	59.7%	75.8%	74.0%	71.9%	73.0%	78.3%	68.8%	72.2%
Comfortable	25	22	17	39	24	56	39	30	42	35	35	14	378
	18.2%	19.8%	25.0%	36.1%	23.5%	36.4%	18.8%	23.6%	27.5%	24.8%	21.7%	29.2%	24.9%
Uncomfortable	4	1	0	5	2	6	7	2	1	2	0	0	30
	2.9%	0.9%	0.0%	4.6%	2.0%	3.9%	3.4%	1.6%	0.7%	1.4%	0.0%	0.0%	2.0%
Very uncomfortable	2	2	1	0	2	0	4	1	0	1	0	1	14
	1.5%	1.8%	1.5%	0.0%	2.0%	0.0%	1.9%	0.8%	0.0%	0.7%	0.0%	2.1%	0.9%
<b>Total</b>	137	111	68	108	102	154	207	127	153	141	161	48	1517
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

How well did you feel your health care providers (doctor/ midwife/ nurse) answered your questions?													
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Woman kind	Total
Very well	106	81	52	69	70	116	146	92	148	100	132	36	1148
	77.4%	73.0%	76.5%	63.9%	70.0%	77.3%	71.2%	73.0%	97.4%	70.9%	86.3%	81.8%	76.8%
Somewhat well	20	20	12	32	23	24	39	22	2	31	16	6	247
	14.6%	18.0%	17.6%	29.6%	23.0%	16.0%	19.0%	17.5%	1.3%	22.0%	10.5%	13.6%	16.5%
Not very well	5	2	1	0	2	2	3	3	1	3	0	0	22
	3.6%	1.8%	1.5%	0.0%	2.0%	1.3%	1.5%	2.4%	0.7%	2.1%	0.0%	0.0%	1.5%
Not at all	1	0	1	1	0	1	3	1	0	0	0	0	8
	0.7%	0.0%	1.5%	0.9%	0.0%	0.7%	1.5%	0.8%	0.0%	0.0%	0.0%	0.0%	0.5%
Never asked questions	5	8	2	6	5	7	14	8	1	7	5	2	70
	3.6%	7.2%	2.9%	5.6%	5.0%	4.7%	6.8%	6.3%	0.7%	5.0%	3.3%	4.5%	4.7%
<b>Total</b>	137	111	68	108	100	150	205	126	152	141	153	44	1495
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

### Post-test Cross Tabs by site

The following charts indicate a break-out of participant data based on provider site. These charts display the results of the crosstabs analysis conducted on the post-test data and show how participants reported specific survey items based on provider site.

For this section only items that may vary among sites are included. These include: 1) participant satisfaction with medical care, 2) providers explaining written materials to participants, 3) participant comfort with asking questions of providers, 4) participant understanding of medical reasons for pregnancy checkups and 5) how well participants felt providers answered their questions. In addition, items related to receipt, utilization, and perception of the Baby Basics Books and Planners are also included.

	How satisfied were you with the medical care you received during your pregnancy?											
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Total
Very satisfied	65	61	39	60	76	81	69	46	3	64	29	593
	79.3%	82.4%	76.5%	80.0%	79.2%	73.6%	75.8%	74.2%	100.0%	79.0%	74.4%	77.6%
Somewhat satisfied	14	11	9	15	19	26	19	14	0	12	8	147
	17.1%	14.9%	17.6%	20.0%	19.8%	23.6%	20.9%	22.6%	0.0%	14.8%	20.5%	19.2%
Not very satisfied	0	1	1	0	1	3	1	2	0	3	2	14
	0.0%	1.4%	2.0%	0.0%	1.0%	2.7%	1.1%	3.2%	0.0%	3.7%	5.1%	1.8%
Not at all satisfied	3	1	2	0	0	0	2	0	0	2	0	10
	3.7%	1.4%	3.9%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	2.5%	0.0%	1.3%
Total	82	74	51	75	96	110	91	62	3	81	39	764
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>How often did a nurse, doctor or midwife go over written materials with you?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Every visit	31	33	26	42	43	56	52	27	2	39	13	364
	37.3%	44.6%	51.0%	56.0%	46.2%	50.9%	57.1%	44.3%	66.7%	47.6%	33.3%	47.8%
Most visits	14	14	6	20	35	25	24	22	1	25	13	199
	16.9%	18.9%	11.8%	26.7%	37.6%	22.7%	26.4%	36.1%	33.3%	30.5%	33.3%	26.1%
Some visits	13	19	9	10	10	24	10	11	0	11	13	130
	15.7%	25.7%	17.6%	13.3%	10.8%	21.8%	11.0%	18.0%	0.0%	13.4%	33.3%	17.1%
Never	25	8	10	3	5	5	5	1	0	7	0	69
	30.1%	10.8%	19.6%	4.0%	5.4%	4.5%	5.5%	1.6%	0.0%	8.5%	0.0%	9.1%
Total	83	74	51	75	93	110	91	61	3	82	39	762
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>How well did you understand the medical or health reasons for which you needed pregnancy checkups?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Very well	74	65	40	55	73	84	77	50	3	65	29	615
	89.2%	87.8%	78.4%	73.3%	76.8%	77.1%	84.6%	80.6%	100.0%	79.3%	74.4%	80.5%
Pretty well	9	9	10	19	20	24	12	12	0	16	9	140
	10.8%	12.2%	19.6%	25.3%	21.1%	22.0%	13.2%	19.4%	0.0%	19.5%	23.1%	18.3%
Not so well	0	0	1	1	2	1	2	0	0	0	1	8
	0.0%	0.0%	2.0%	1.3%	2.1%	0.9%	2.2%	0.0%	0.0%	0.0%	2.6%	1.0%
Not at all well	0	0	0	0	0	0	0	0	0	1	0	1
	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.1%
Total	83	74	51	75	95	109	91	62	3	82	39	764
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	How comfortable did you feel asking your health care providers (doctor, nurse, midwife)											
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Very comfortable	63	51	29	45	70	80	68	53	3	62	24	548
	77.8%	68.9%	56.9%	60.8%	73.7%	72.7%	74.7%	85.5%	100.0%	76.5%	61.5%	72.0%
Comfortable	11	22	20	25	19	28	19	8	0	16	14	182
	13.6%	29.7%	39.2%	33.8%	20.0%	25.5%	20.9%	12.9%	0.0%	19.8%	35.9%	23.9%
Uncomfortable	2	0	1	4	3	2	3	1	0	1	1	18
	2.5%	0.0%	2.0%	5.4%	3.2%	1.8%	3.3%	1.6%	0.0%	1.2%	2.6%	2.4%
Very uncomfortable	5	1	1	0	3	0	1	0	0	2	0	13
	6.2%	1.4%	2.0%	0.0%	3.2%	0.0%	1.1%	0.0%	0.0%	2.5%	0.0%	1.7%
Total	81	74	51	74	95	110	91	62	3	81	39	761
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	How well did you feel your health care providers (doctor/ midwife/ nurse) answered your questions?											
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Very well	68	53	36	49	73	78	69	52	3	59	27	567
	81.9%	71.6%	70.6%	66.2%	77.7%	72.9%	76.7%	83.9%	100.0%	72.8%	69.2%	74.8%
Somewhat well	8	18	12	20	15	27	15	9	0	17	10	151
	9.6%	24.3%	23.5%	27.0%	16.0%	25.2%	16.7%	14.5%	0.0%	21.0%	25.6%	19.9%
Not very well	3	1	1	0	0	2	3	0	0	0	1	11
	3.6%	1.4%	2.0%	0.0%	0.0%	1.9%	3.3%	0.0%	0.0%	0.0%	2.6%	1.5%
Not at all	0	0	1	0	1	0	2	0	0	1	0	5
	0.0%	0.0%	2.0%	0.0%	1.1%	0.0%	2.2%	0.0%	0.0%	1.2%	0.0%	0.7%
Never asked questions	4	2	1	5	5	0	1	1	0	4	1	24
	4.8%	2.7%	2.0%	6.8%	5.3%	0.0%	1.1%	1.6%	0.0%	4.9%	2.6%	3.2%
Total	83	74	51	74	94	107	90	62	3	81	39	758
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Did you look at or read the Baby basics book at home?												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Yes	81	71	50	67	92	101	72	58	3	81	37	713
	100.0%	97.3%	98.0%	95.7%	100.0%	94.4%	94.7%	96.7%	100.0%	98.8%	94.9%	97.1%
No	0	2	1	3	0	6	4	2	0	1	2	21
	0.0%	2.7%	2.0%	4.3%	0.0%	5.6%	5.3%	3.3%	0.0%	1.2%	5.1%	2.9%
Total	81	73	51	70	92	107	76	60	3	82	39	734
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

How much of the Baby basics book did you read?												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
All of it	34	34	27	25	33	56	40	31	3	49	7	339
	41.5%	46.6%	52.9%	35.7%	35.5%	51.4%	54.1%	51.7%	100.0%	59.8%	17.9%	46.1%
More than half	32	26	18	30	31	43	20	22	0	23	23	268
	39.0%	35.6%	35.3%	42.9%	33.3%	39.4%	27.0%	36.7%	0.0%	28.0%	59.0%	36.4%
Less than half	16	10	5	14	29	7	13	6	0	10	7	117
	19.5%	13.7%	9.8%	20.0%	31.2%	6.4%	17.6%	10.0%	0.0%	12.2%	17.9%	15.9%
None of it	0	3	1	1	0	3	1	1	0	0	2	12
	0.0%	4.1%	2.0%	1.4%	0.0%	2.8%	1.4%	1.7%	0.0%	0.0%	5.1%	1.6%
Total	82	73	51	70	93	109	74	60	3	82	39	736
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>How often did you look in the Baby Basics book to find the answer to a question you had about pregnancy?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
All the time	28	36	25	29	25	57	35	35	2	46	5	323
	34.1%	49.3%	49.0%	41.4%	27.2%	52.3%	47.9%	58.3%	66.7%	56.1%	12.8%	44.0%
Three or more times	28	24	21	25	44	37	23	15	1	31	20	269
	34.1%	32.9%	41.2%	35.7%	47.8%	33.9%	31.5%	25.0%	33.3%	37.8%	51.3%	36.6%
Once or twice	21	7	3	14	22	11	12	9	0	4	10	113
	25.6%	9.6%	5.9%	20.0%	23.9%	10.1%	16.4%	15.0%	0.0%	4.9%	25.6%	15.4%
Never	5	6	2	2	1	4	3	1	0	1	4	29
	6.1%	8.2%	3.9%	2.9%	1.1%	3.7%	4.1%	1.7%	0.0%	1.2%	10.3%	4.0%
Total	82	73	51	70	92	109	73	60	3	82	39	734
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>How helpful was the information in the Baby Basics book?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Very helpful	59	53	44	47	49	88	51	47	3	69	21	531
	72.8%	73.6%	86.3%	67.1%	53.3%	81.5%	69.9%	81.0%	100.0%	84.1%	53.8%	72.8%
Somewhat helpful	22	19	6	22	43	17	19	11	0	13	14	186
	27.2%	26.4%	11.8%	31.4%	46.7%	15.7%	26.0%	19.0%	0.0%	15.9%	35.9%	25.5%
Not very helpful	0	0	0	0	0	1	2	0	0	0	2	5
	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	2.7%	0.0%	0.0%	0.0%	5.1%	0.7%
Not at all	0	0	1	1	0	2	1	0	0	0	2	7
	0.0%	0.0%	2.0%	1.4%	0.0%	1.9%	1.4%	0.0%	0.0%	0.0%	5.1%	1.0%
Total	81	72	51	70	92	108	73	58	3	82	39	729
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	How much NEW information did you book teach you about your body and your pregnancy?											
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Total
Very much	34	28	35	38	42	72	35	38	2	49	14	387
	41.5%	38.4%	68.6%	54.3%	45.2%	65.5%	47.3%	64.4%	66.7%	59.8%	35.9%	52.6%
Some	36	41	14	28	48	34	29	20	1	23	18	292
	43.9%	56.2%	27.5%	40.0%	51.6%	30.9%	39.2%	33.9%	33.3%	28.0%	46.2%	39.7%
Not very much	9	1	1	3	3	2	8	1	0	10	5	43
	11.0%	1.4%	2.0%	4.3%	3.2%	1.8%	10.8%	1.7%	0.0%	12.2%	12.8%	5.8%
Nothing	3	3	1	1	0	2	2	0	0	0	2	14
	3.7%	4.1%	2.0%	1.4%	0.0%	1.8%	2.7%	0.0%	0.0%	0.0%	5.1%	1.9%
Total	82	73	51	70	93	110	74	59	3	82	39	736
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	Were you given a Baby Basics Planner?											
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Total
yes	80	72	50	67	92	99	69	56	3	80	37	705
	98.8%	98.6%	98.0%	97.1%	100.0%	92.5%	92.0%	93.3%	100.0%	97.6%	94.9%	96.3%
No	1	1	1	2	0	8	6	4	0	2	2	27
	1.2%	1.4%	2.0%	2.9%	0.0%	7.5%	8.0%	6.7%	0.0%	2.4%	5.1%	3.7%
Total	81	73	51	69	92	107	75	60	3	82	39	732
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>How often did you bring the Baby Basics Planner to a prenatal visit?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Every visit	9	11	7	3	16	13	10	8	0	13	1	91
	11.1%	15.1%	14.0%	4.3%	17.2%	11.8%	13.7%	13.6%	0.0%	15.9%	2.6%	12.4%
Most visits	6	7	9	17	29	18	13	9	0	9	12	129
	7.4%	9.6%	18.0%	24.6%	31.2%	16.4%	17.8%	15.3%	0.0%	11.0%	31.6%	17.6%
Some visits	21	12	14	27	38	30	17	20	0	21	12	212
	25.9%	16.4%	28.0%	39.1%	40.9%	27.3%	23.3%	33.9%	0.0%	25.6%	31.6%	29.0%
Never	45	43	20	22	10	49	33	22	3	39	13	299
	55.6%	58.9%	40.0%	31.9%	10.8%	44.5%	45.2%	37.3%	100.0%	47.6%	34.2%	40.9%
Total	81	73	50	69	93	110	73	59	3	82	38	731
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

<b>How often did you write something in the Baby Basics Planner?</b>												
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westtown	Total
Before every visit	14	5	7	4	8	15	11	4	1	16	0	85
	17.3%	6.9%	14.3%	5.7%	8.6%	13.6%	15.1%	6.8%	33.3%	19.5%	0.0%	11.6%
Before most visits	11	10	14	11	40	22	16	13	0	11	10	158
	13.6%	13.9%	28.6%	15.7%	43.0%	20.0%	21.9%	22.0%	0.0%	13.4%	26.3%	21.6%
Before some visits	28	18	11	35	37	34	23	23	1	29	17	256
	34.6%	25.0%	22.4%	50.0%	39.8%	30.9%	31.5%	39.0%	33.3%	35.4%	44.7%	35.1%
Never	28	39	17	20	8	39	23	19	1	26	11	231
	34.6%	54.2%	34.7%	28.6%	8.6%	35.5%	31.5%	32.2%	33.3%	31.7%	28.9%	31.6%
Total	81	72	49	70	93	110	73	59	3	82	38	730
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	How often did your MomsFirst Worker go over the baby Basics Material with you?											
	Berea	Fish	Goodrich	Harvard	Lexbell	May Dugan	Merrick	Neon	NFP	St Martin	Westown	Total
Every visit	45	32	27	31	59	39	35	27	1	64	0	360
	55.6%	43.8%	52.9%	44.3%	63.4%	35.8%	47.3%	46.6%	50.0%	78.0%	0.0%	49.2%
Most visits	15	25	17	25	29	44	25	15	0	13	18	226
	18.5%	34.2%	33.3%	35.7%	31.2%	40.4%	33.8%	25.9%	0.0%	15.9%	46.2%	30.9%
Some visits	19	14	7	11	5	22	10	14	1	4	13	120
	23.5%	19.2%	13.7%	15.7%	5.4%	20.2%	13.5%	24.1%	50.0%	4.9%	33.3%	16.4%
Never	2	2	0	3	0	4	4	2	0	1	8	26
	2.5%	2.7%	0.0%	4.3%	0.0%	3.7%	5.4%	3.4%	0.0%	1.2%	20.5%	3.6%
Total	81	73	51	70	93	109	74	58	2	82	39	732
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

## Survey Instrument- Pre – Test

### BABY BASICS PRE-IMPLEMENTATION CLIENT SURVEY

Date:

Site Name: \_\_\_\_\_

Name and Role of person administering survey \_\_\_\_\_

Dear Baby Basics Practitioner,

Thank you for administering this survey to your client. Please read the questions to the client as they appear on the page. Say to the client, “Thank you for participating in this survey. Please tell us a little bit about your pregnancy. Your answers will help us make the Baby Basics materials and program better. You do not need to give us your name. You don’t need to answer these questions if you don’t want to. Answering or not answering will not affect the services you receive. Is today your first visit here?” (If first visit, do not administer survey). Good luck!

**(If you, the Baby Basics Practitioner who is administering the survey, knows this first set of answers, s/he can fill them in. Otherwise, ask client and check off her answers)**

1. How far along is your pregnancy?

1 – 3 months

7 – 9 months

4 – 6 months

I am not sure

2. Is this your first pregnancy?  Yes  No

2a. If no, how many times have you given birth?

3. What is your age?

4. What is the primary language you speak at home?

Please note: The next set of questions will be about the client's clinical care, not about home visitor/ case manager/ health educator.

5. Where have you received written materials about your pregnancy? (check all that apply)

- My doctor
- My nurse
- My midwife
- My home visitor/ case manager
- Other (please indicate)\_\_\_\_\_
- Haven't received written materials

6. How often does a nurse, doctor or midwife go over written materials with you?

- Every Visit
- Most Visits
- Some Visits
- Never

7. How satisfied are you with the medical care you are receiving for your pregnancy?

- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

8. How well do you understand the medical or health reasons for which you need pregnancy checkups?

- Very well
- Pretty Well
- Not so well
- Not at all well

9. Do you know where to go when you're in labor?  Yes  No

10. How sure are you that you will know when you're in labor?

Very sure  Pretty sure  A little sure  Not at all sure

11. How comfortable do you feel asking your health care providers (doctor, nurse, midwife) questions about your pregnancy?

Very comfortable  Comfortable  Uncomfortable  Very Uncomfortable

12. How often do you ask questions about your pregnancy during your prenatal visits?

All visits  Most visits  Some visits  Never

13. Have you ever called the doctor with questions during your pregnancy?

Yes  No

13a. If yes, what were your questions?

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14. How well do you feel your health care providers (doctor/ midwife/ nurse) answer your questions?

- Very well       Somewhat well       Not very well       Not at all
- Never asked any questions

15. When you have had questions about your pregnancy, where did you go to find answers?

(please check all that apply)

- Wait for my next visit with my doctor, nurse or midwife and ask
- Call my doctor, nurse or midwife with questions
- Ask someone else at the clinic
- Ask my home visitor/ case manager/ community health worker
- Talk with a friend or family member and ask them questions
- Look it up online
- Look it up in a book or handout (which book or handout?)
- Other (please

explain) \_\_\_\_\_

- I have not had any questions
- I did not know where to go to get answers to my questions

16. Would you say that your health is:

- Excellent
- Good
- Poor

During the pasts 30 days.....

17. How many days would you say that your physical health was not good?

0 days  1-2 days  3-5 days  6-9 days  10-19 days  20-30 days

18. How many days would you say that your mental health (stress, depression or problems with emotions) was not good?

0 days  1-2 days  3-5 days  6-9 days  10-19 days  20-30 days

19. For about how many days did poor physical or mental health keep you from doing your usual activities such as self-care, work, or recreation?

0 days  1-2 days  3-5 days  6-9 days  10-19 days  20-30 days

How sure are you that you could.....

20. Fill out medical forms yourself?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

21. Ask questions when I don't understand what the doctor tells me?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

22. Tell the doctor when I get different advice from people I trust?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

23. Ask for a different appointment when I am offered a time that is bad for me?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

24. Read the label on prescriptions?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

25. Ask the pharmacist if I don't understand the instructions?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

26. Look up information if I want to learn more about a medical problem?

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

27. Do you have a regular doctor?  Yes  No

During that past 3 months.....

28. How many times have you call a doctor?

5 or more times  4-5 times  2-3 times  Once  Never

29. How often did you visit a doctor?

5 or more times  4-5 times  2-3 times  Once  Never

30. How many times were you hospitalized at least overnight?

5 or more times  4-5 times  2-3 times  Once  Never

31. How often did you go to the emergency room?

5 or more times  4-5 times  2-3 times  Once  Never

## Survey Instrument- Post – Test

### BABY BASICS POST-IMPLEMENTATION CLIENT SURVEY (Post Partum)

Date: \_\_\_\_\_:

Client ID \_\_\_\_\_

Site Name: \_\_\_\_\_

Name and Role of person administering survey \_\_\_\_\_

Thank you for participating in this survey. Please tell us a little bit about your pregnancy. Your answers will help us make the Baby Basics materials and program better. You do not need to give us your name. You don't need to answer these questions if you don't want to. Answering or not answering will not affect the services you receive.

***(If the Baby Basics Practitioner is administering the survey and knows this first set of answers, s/he can fill them in. Otherwise, ask client and check off her answers)***

1. How old is your baby?

0 – 3 months

7 – 9 months

4 – 6 months

2. Was this your first pregnancy?  Yes  No

2a. If no, how many times have you given birth? \_\_\_\_\_

3. What is your age?

4. What is the primary language you speak at home?

Please note: The next set of questions will be about the your clinical care, not about home visitor/ case manager/ health educator.

5. Where did you receive written materials during your pregnancy? (check all that apply)

- My doctor
- My nurse
- My midwife
- My home visitor/ case manager
- Other (please indicate) \_\_\_\_\_
- Haven't received written materials

6. How often did a nurse, doctor or midwife go over written materials with you?

- Every Visit
- Most Visits
- Some Visits
- Never

7. How satisfied were you with the medical care you received during your pregnancy?

- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Not at all satisfied

8. How well did you understand the medical or health reasons for which you needed pregnancy checkups?

- Very well
- Pretty Well
- Not so well
- Not at all well

9. Did you know where to go when you went in labor?  Yes  No

10. How sure were you that you knew when you were in labor?

- Very sure       A little sure       A little unsure       Very unsure

11. How comfortable did you feel asking your health care providers (doctor, nurse, midwife) questions about your pregnancy?

- Very comfortable       Comfortable       Uncomfortable       Very Uncomfortable

12. How often did you ask questions about your pregnancy during your prenatal visits?

- All visits       Most visits       Some visits       Never

13. Did you ever call the doctor with questions during your pregnancy?

- Yes       No

13a. If yes, what were your questions?

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14. How well did you feel your health care providers (doctor/ midwife/ nurse) answered your questions?

- Very well       Somewhat well       Not very well       Not at all  
 Never asked any questions

**15. When you had questions about your pregnancy, where did you go to find answers?**

**(please check all that apply)**

**Wait for my next visit with my doctor, nurse or midwife and ask**

**Call my doctor, nurse or midwife with questions**

**Ask someone else at the clinic**

**Ask my home visitor/ case manager/ community health worker**

**Talk with a friend or family member and ask them questions**

**Look it up online**

**Look it up in a book or handout (which book or handout?)**

**Other (please explain) \_\_\_\_\_**

**I have not had any questions**

**I did not know where to go to get answers to my questions**

16. Did you get a *Baby Basics* Book? Yes No  
Don't know

*(If yes, continue. If no, thank client for completing survey)*

17. Did you look at or read the *Baby Basics* book at home? Yes No

18. How much of the *Baby Basics* book did you read?  
 All of it  More than half  Less than half  None of it

19. How often did look in the *Baby Basics* book to find the answer to a question you had about pregnancy?  
 All the time  Three or More Times  Once or Twice  Never

20. How helpful was the information in the *Baby Basics* book?  
 Very helpful  Somewhat helpful  Not very helpful  Not at all helpful

22. How much NEW information did the book teach you about your body and your pregnancy?  
 Very much  Some  Not very much  Nothing

23. Were you given a *Baby Basics* Planner? Yes No

**24. How often did you bring the Baby Basics Planner to a prenatal visit?**

- Every visit       Most visits       Some visits       Never

**25. How often did you write something in the Baby Basics Planner?**

- Before every visit       Before most visits       Before some visits       Never

**26. How often did your MOMSFIRST WORKER go over the Baby Basics Material with you?**

- Every visit       Most visits       Some visits       Never

The following questions are related to your health and medical care:

**27. Would you say that your health is:**

- Excellent  
 Good  
 Poor

**During the past 30 days.....**

**28. How many days would you say that your physical health was not good?**

- 0 days     1-2 days     3-5 days     6-9 days     10-19 days     20-30 days

**29. How many days would you say that your mental health (stress, depression or problems with emotions) was not good?**

0 days  1-2 days  3-5 days  6-9 days  10-19 days  20-30 days

**30. For about how many days did poor physical or mental health keep you from doing your usual activities such as self-care, work, or recreation?**

0 days  1-2 days  3-5 days  6-9 days  10-19 days  20-30 days

**How sure are you that you could.....**

**31. Fill out medical forms yourself?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**32. Ask questions when you don't understand what the doctor tells you?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**33. Tell the doctor when you get different advice from people you trust?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**34. Ask for a different appointment when you are offered a time that is bad for you?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**35. Read the label on prescriptions?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**36. Ask the pharmacist if you don't understand the instructions?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**37. Look up information if you want to learn more about a medical problem?**

Not Sure  A Little Sure  Neutral  Somewhat Sure  Very Sure

**38. Do you have a regular doctor?**  Yes  No

**During that past 3 months.....**

**39. How many times have you called a doctor?**

5 or more times  4-5 times  2-3 times  Once  Never

**40. How often did you visit a doctor?**

5 or more times  4-5 times  2-3 times  Once  Never

**41. How many times were you hospitalized at least overnight?**

5 or more times  4-5 times  2-3 times  Once  Never

**42. How often did you go to the emergency room?**

5 or more times  4-5 times  2-3 times  Once  Never