

Community Systems Improvement: Understanding the Perspectives of Medicaid-insured Women on the Process of Perinatal Care

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Presentation Objectives

- Describe the perspectives of HS clients about the process of perinatal care during pregnancy and the interconceptional period (qualitative study results).
- Recognize how women's perspectives challenge how HS, community, and clinical perinatal services are currently delivered.
- Identify actions that HS and prenatal care providers can initiate to build a community system of care to improve women's care experiences.

Highlights

Topic 1

- Women's perspectives can be summarized in four basic themes: 1) Chasing prenatal care; 2) Engaging in prenatal care; 3) Getting more help; and 4) Missing women's health care. Women's efforts for early prenatal care (PNC) were hindered by procedural barriers; delays in PNC limited early access to community-based HS programs;
- Two global themes were also identified: 1) Talking with PNC providers and 2) Being treated differently. Many women lacked the knowledge needed to understand health concerns, were confused about health and health care, and had difficulty communicating with providers. Many women felt dismissed, diminished, and discriminated in their interactions. Their stories revealed few connections among PNC, interconceptional and HS and other community-based programs.

Topic 2

PNC, HS and other enhanced prenatal care programs could partner to streamline processes, improve the content of care, reduce redundancies, enhance engagement in HS and health services, and support health equity.

Resources

System of Care Models and first trimester PNC:

<http://www.hrsa.gov/quality/toolbox/508pdfs/prenatalmoduleaccess.pdf>