

Caregiver Postpartum Interview and Conversation Tool--NAPPSS-INN In-Hospital Process Measures 1 and 5 and Balancing Measure 2: Interview of Caregivers

INSTRUCTIONS:

This interview tool is intended to be administered by staff during the postpartum period and at or near discharge to inquire about a woman's experience during the hospital stay and to inform the following NAPPSS-IIN measures:

- Process Measure 1 (IHP1): Hospital Safe Sleep and SUID Risk Reduction Conversation Bundle Elements
- Process Measure 5 (IHP5): Appointment with a Pediatrician or Other Trained, Licensed Healthcare Professional Scheduled w/in 2 Days of Discharge
- Balancing Measure 2 (IHB2): Patient Experience

Collecting data directly from caregivers and comparing that with what you have documented in the chart can reveal important gaps between what you think is happening (documented) and the caregiver's experience (interview).

For these interviews, please select your sample from all postpartum mothers as close to discharge from the hospital as possible, who gave birth to healthy newborns (**≥ 35 weeks gestation, not admitted to NICU and discharged alive from the hospital**) regardless of their feeding method. The sample should be a **diverse sample**, preferably with at least half of the interviewees representing our populations of focus (African American, American Indian/Alaskan Native), from different days of the week, and representing various shifts. When selecting your sample, **please exclude** mothers and caregivers with emotional or clinical situations where interviewing may be inappropriate. This interview is for purposes of learning and improving and we strongly encourage it, though do be sure to balance it with sensitivity to the mom and other caregivers. The recommended sample size is 20 interviews per month or 25% of your delivery base if you perform fewer than 80 births per month.

When selecting who will be conducting the interview, we recommend you select persons who are as non-biased as possible to elicit honest responses. Therefore, we **do not** recommend a care provider interview a mother or family for whom they are assigned to care. We **do** recommend the interviewer be a postpartum nurse and someone who is comfortable asking questions of mothers and caregivers. Also, that those interviewing have been trained about safe sleep and breastfeeding practices so that they can engage in a conversation and education throughout the interview as appropriate.

Note that all caregivers will be asked the safe sleep questions while only those breastfeeding will be interviewed about their breastfeeding experience. For purposes of our data collection, exclusive breastfeeding is defined as an infant receiving **breast milk from mother's own milk only** (expressed or at breast and no supplements).

Before conducting the interviews, it will be helpful for staff to develop an opening script to introduce the interview. Here is an example: *"We want to make sure that you are as informed as possible about safe sleep and safe feeding practices between now and when you leave the hospital. We would like to find out about what you learned while in the hospital about safe sleep and breastfeeding. Would that be okay with you and is now a good time to talk?"*

Reinforce that this is NOT A TEST of their knowledge. There are no right or wrong answers and that the information will be used to help the hospital improve care.

When you have completed your interviews, use the interview tally tool to tally the results of the interviews and enter your results into the NICHQ CoLab. [**NOTE:** we are not requiring that you enter the tallies of answers to every question into CoLab as some are specifically to support your learning about your practices and processes but may ask you to share what you are learning on calls and during Learning Sessions].

If you have any questions about the interview process at all, please contact:

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