

Person-centeredness of the Pregnancy Pop-Up Village: patient perceptions of a community based perinatal service delivery model

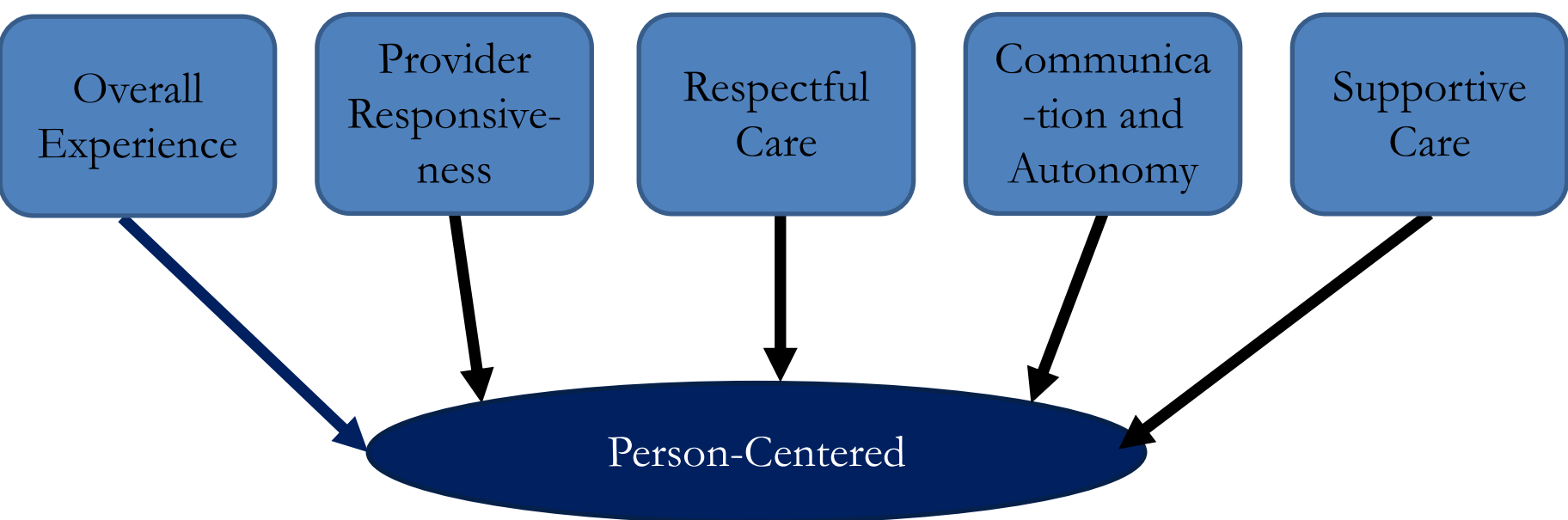
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BACKGROUND

The U.S. has the highest perinatal maternal morbidity and mortality of any high-income country. Black birthing people are disproportionately affected due in part to racism embedded within US healthcare systems. Community based perinatal services have been suggested as possible remedies to disparities in care access and delivery.

METHODS

- 1. Semi-Structured interviews with 18 pregnant/postpartum people and their families
- 2. Purposive recruitment from July 2021 and June 2022
- 3. Thematic analysis with reiterative process



RESULTS

“I felt supported. I felt like they genuinely cared about the welfare and the wellbeing of my family and I. And they wanted to make sure that I was well-informed and, with her being so young, that I can well inform her about this whole process. So I have only excellent and great things to say about Pop-Up Village” -B5165, Family member

DISCUSSION

The Pregnancy Pop-up Village (PV), is a novel community based perinatal service delivery model that is felt by pregnant/postpartum people and their families to be patient centered.

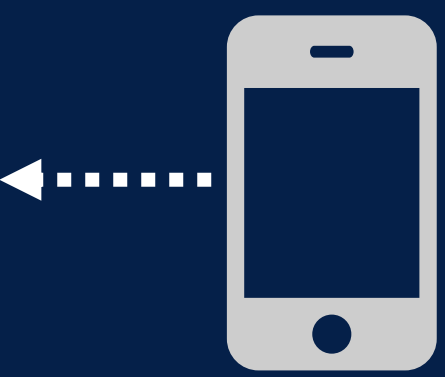
ACKNOWLEDGEMENTS

Thank you to the PV Team!

The Pregnancy Pop-Up Village is a model for community driven perinatal care services for people of colour that centers the pregnant person in care delivery.

Evaluation shows it is a highly person-centered model of care.

“Yes, I [felt supported] because they listened first. They asked me what was my needs, what was going on in my life, you know how was my health doing, before they gave me any information. They asked me questions, you know, about my health and things like that” (M7503, PGPP).



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Results expanded:
Overall Provider experience
“Overall, I enjoyed my experience just because, like I said, it didn't take too long to get the information ... I've been to events where they could talk for hours and hours, and you get tired. And, at the same time, you can't grasp all the information because there's so much to get, but I think that's what I liked about the Pop-Up Village. Their information was a good amount to not, in a way, uninterest you or for you to just to turn their back.” – E0059, PGPP

Responsiveness of providers
“ They would sit and talk. When I had a question I asked, they answered if they could. If they didn't, they'd try to find out. So, that was helpful. If they didn't know it, they went somewhere to find out. So, that was good. “If I don't know it, I'll find somebody who does know it. That's what we needed. “If we don't know, we can go somewhere or call somebody that probably knows more than we do and ask them.” That's what I enjoyed about it – talking. I like to talk to people and see where they're coming from.” – P5408 Family member

Respectful Care
“The providers – that's what makes me to go next time even more. You know? [One provider] was so – I don't know how to say – she was so special and amazing. She really helped me. She was going everywhere with me. She was trying her best to show me this is like this, this is – you're going to love this, you have to come with your kids, and you have to have every second Saturday we're going to be here, there is this much benefits, there is like this. And then, she really was, you know, she was really smart...They were – everybody – they were amazing, really.” – H9619, PGPP

Communication and autonomy
“As long as I stood up there and was talking to them. It might be 15 minutes. It might be 20 minutes. Until I felt like my questions I asked were answered. Then I would go to somebody else and ask a question. They were really helpful. Like I said, I enjoyed it very much.” – P5408, Family member

Supportive Care
“They were very supportive. They never said nothing that was derogatory or nothing that would put you down. Everything they said was lifting [you] up. You learned more. That made me feel good. They said something and I'm like, “Really? Okay.” So, it was up. It was definitely up. Up. The whole time I was there, I was up; never down. I was always lifted up and I liked that.” – P5408, Family member