

# Patient Feedback Questions for Obstetric Hemorrhage



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Receiving feedback from patients to understand the OBH experience from their perspective is vital for improving quality and safety. Use the questions below to guide you through conversations with your OBH patients. Consider providing follow-up with patients by phone within 10-14 days of discharge. Before they go home, let them know to expect the call – it will increase the likelihood of connecting.

## Postpartum Hemorrhage/Bleeding Questions for Patients

Introduce the questions by letting the patient know you are reaching out because your hospital is working to ensure that women who experience hemorrhage/significant bleeding after delivery receive all of the support they need. Let her know that hearing about her experience will help your team understand what they are doing well (and should keep doing) and what they should consider doing differently. If she agrees to help, proceed with the following questions...

1. Can you tell me about your delivery and postpartum experience? (Let the patient tell her story. Allow the patient to talk for as long as she wishes.)

Possible follow-ups:

- Were you alone or was someone there with you? Who? What have they told you about the experience?
  - Did you know you were at risk for postpartum hemorrhage/bleeding?
  - Was your C-section/hysterectomy/etc. planned?
2. What do you remember being told about hemorrhage/bleeding before being discharged?
  3. Did you have any concerns about going home? Did you develop any concerns once you were home?
  4. What information do you wish you had received before going home?
  5. What could we have done better to support you before, during, or after your hemorrhage/bleeding?
  6. Would you be interested in meeting with your doctor to learn more about what happened during your hemorrhage/bleeding?
  7. What else would you like for me to know?
  8. Do you have any questions for me?