Focus Groups to Understand Disparities in Postpartum Care

SFHP’s HEDIS Postpartum Care rate was 70.59% in MY 2014. Some Medicaid members faced large racial/ethnic disparities related to postpartum care. Furthermore, even higher performing groups fell below benchmarks for the commercially-insured population.

Differences in Postpartum Care Rates
89% Commercial 90th percentile
75% Medicaid 90th percentile
15% SFHP overall rate

SFHP’s Qualitative Data Collection Project:
- 4 focus groups (2 English, 1 Spanish, 1 Cantonese)
- 32 participants total
- $50 incentive plus food, bus tokens, child care
- Collaborations with community partners for recruitment and facilitators

FOCUS GROUP KEY FINDINGS

Perinatal Education & Support

- Participants were concerned about the quality of care and patient education they received during and after pregnancy.
- They had little/no information about what was going to happen to them.
- They felt they were not well-prepared for postpartum care, and were confused about what to expect.

Barriers to & Facilitators of Postpartum Care

- Transportation and childcare are important barriers.
- They have to adjust with money, meaning that health care is not going to be too good. They benefit if they have to fight for it. (Spanish FG)

Incentives work with some communities better than others

- Some participants were offered incentives, but incentives were not effective in all communities.
- We need more information about what incentives are available. (Spanish FG)

Appointment access is a concern

- Home visits would address many barriers, but it is important to build and maintain trust.
- We want more information about how home visits work. (Cantonese FG)

Next Steps:
- Provider key-informant interviews
- Feedback to providers on findings
- SFHP programmatic changes
- DHCS Rapid Cycle Performance Improvement Project with one high volume, low preforming site

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