Centers of Excellence for Breastfeeding in Viet Nam

Mother survey questionnaire

This document was developed by Viet Nam's Ministry of Health, with support from Alive & Thrive and Da Nang Learning & Research Center for Newborn Care and Human Milk, detailing phone-survey questionnaires for mothers on breastfeeding & newborn care post-hospital discharge.

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Phone-survey questionnaire on breastfeeding & newborn care post-hospital discharge

Methodology

1. Create a list of phone numbers for the survey

For hospital with only obstetrics department

- Using the list of phone numbers provided by discharged mothers (from the preceding quarter), the investigator checks for invalid numbers and removes them from the sample size. This list is then separated into vaginal delivery and delivery via C-section.
- Sample size requirement: For hospitals not yet recognized as Centers of Excellence for Breastfeeding, the required sample size in a quarter is 100 successful surveys for central/provincial hospitals (50 vaginal deliveries, 50 deliveries via C-section), whilst district hospitals are required to complete 50 successful surveys (25 vaginal deliveries, 25 deliveries via C-section). Hospitals already recognized as Centers of Excellence for Breastfeeding must submit a sample of 20 successful surveys each quarter (10 vaginal deliveries and 10 via C-section). Please noted that all deliveries via C-section in that quarter should be selected if the percentage of C-section cases does not reach 50 percent. The Ministry of Health, Department of Health will also randomly select 5 percent of mothers (from each hospital) who were previously surveyed and re-survey them for quality assurance.
- Survey participants are selected at random from the two phone number lists (vaginal or via C-section delivery). The investigator continues with this method until enough responses are collected.

2. Phone-survey

Requirements

- Ensure phones and tablet(s)/computer(s) are fully charged before surveying.
- The survey should be conducted within the first month of each quarter.
- A reasonable time for interviewing is between 10:00 - 11:30 and 15:00 - 17:00, avoiding early morning, noon and late evening.
- Arrange working desks for tablet(s)/computer(s), phone(s), and lists to enable note-taking.

Steps of survey

- Open the phone(s).
- Open tablet(s)/computer.
- Enter the mother/caregiver's information from the list into the opened survey form in tablet(s)/computer(s).
- Turn on the phone(s) and begin the call.
- Be mindful of the person answering the phone and handle responses appropriately. For example:
    - If it is an incorrect number, apologize and eliminate the number from the list.
    - If their partner or another person answers, politely request to call back later.

        - If the call is not answered or the phone number cannot be reached, the investigators need to call back three times (allowing at least 30 minutes between calls). Then if the call is still not answered, the investigators can remove the phone number from the survey list.
    - Explain and clarify the purpose and content of the call to ensure mothers/caregivers feel secure.
    - As the interview commences, the investigator asks the questions in order and records their answers.
    - Once they have completed the survey, express gratitude to mothers and provide any other necessary advice, where appropriate.
    - Record whether a mother/caregiver has interviewed or whether a call-appointment has been arranged for another time and any other relevant information.

Check survey quality

- Investigators summarize and provide the list of successful surveys for each hospital.
- Supervisors from the Ministry of Health/Department of Health (not the survey investigators) will randomly select 5 percent of mothers who were previously surveyed and re-survey them for quality assurance.

3. Survey forms of 63 provinces/cities

A survey form was created separately for each province/city. For new participating provinces/cities, please contact the Maternal and Child Health Department to get the corresponding survey link.

4. Mothers' experience survey progress and results Phone survey results

For mothers' experience survey progress and results, please visit the Maternal and Child Health Department's website at: https://bmte.vn Each provincial Department of Health and Centers for Disease Control will receive login information for their own data by MCH.

Questionnaire for obstetrics department

Introduction: *Hello. My name is…. from the provincial Department of Health/provincial Center for Disease Control/Ministry of Health. We would like to get some information about child feeding and support from the health staff during your hospital stay. We will ask you some questions during a period of about 5-10 minutes only. Your name and information will be kept confidential. The information you provide will help the hospital to improve their maternal and newborn care service.*

No.	Question	Answer
0	Results of the call	1) Mother agrees to answer 2) Caregiver agrees to answer 3) Mother refuses to answer after being carefully explained (*Stop interviewing*) 4) Mother is busy then makes an appointment for another day *(Stop interviewing)* 5) Wrong or unavailable phone number *(Stop interviewing)* 6) My child passed away *(Stop interviewing)*
00	The mother's general information	Name: …… Phone number: …… Month of hospital discharge:……
1	How old is your youngest child?	|__| |__| month (≤ 3 months)
1a	Is your child a boy or a girl?	1) Boy 2) Girl 9) Others: ……
2	From yesterday until now (last 24 hours), is your baby breastfed?	1) Yes 2) No *(Move to Question 3)* 3) Fed by others' breastmilk
2a	Apart from breastfeeding your child, do you let your child eat or drink anything else?	1) Yes 2) No – Exclusive breastfeeding (Move to Question 3)
2b	Apart from breastfeeding your child, what kinds of food or drink did you feed your child? (*Multiple choice question*)	1) Water 2) Milk powder/Infant formula 9) Other (specify): ……
3	Did you deliver him/her vaginally or via C-section?	1) Vaginally

No.	Question	Answer
		2) Via C-section
3a	Is your baby pre-term?	1) <37 weeks (<259 days) 2) ≥37 weeks (≥259 days)
4	Was s/he placed on your chest/abdomen for skin-to-skin contact immediately after birth?	1) Yes 0) No *(move to question 5b)* 8) No answer *(move to question 5b)* 9) Don't know/ don't remember *(move to question 5b)*
5a	How long was s/he in skin-to-skin contact continuously with you?	1) Less than 90 minutes 2) More than 90 minutes 9) Don't know/ don't remember *(move to question 6)*
5b	How long after birth was your child returned to stay with you?	1) Immediately or less than one hour 2) From one to six hours 3) More than six hours 9) Don't know/ don't remember
6	Had your child completed the first breastfeed (attached, deep sucking) before being separated from the mother?	1) Yes 0) No 8) No answer 9) Don't know/don't remember
7	Apart from breastfeeding your child, was your child given anything else during the hospital stay?	1) Yes 0) No – Exclusive breastfeeding *(move to question 8)* 8) No answer *(move to question 8)* 9) Don't know/don't remember *(move to question 8)*
7a	During hospital stay, apart from breastfeeding your child, what kinds of food or drink did you feed your child? (*Multiple choice question*)	1) Water 2) Milk powder/Infant formula 9) Other (specify): ……..
8	Did you receive breastfeeding counseling from doctors and nurses during your hospital stay?	1) Yes 0) No 8) No answer 9) Don't know/don't remember

No.	Question	Answer
9	Did doctors and nurses in the hospital counsel you to use formula milk for babies under 24 months? (except for cases specifically prescribed by doctors) (*)?	1) Yes 0) No *(move to question 10)* 8) No answer *(move to question 10)* 9) Don't know/don't remember *(move to question 10)*
9a	Why were you counseled to use formula milk by doctors/nurses? (*Multiple choice question*)	1) Having little breastmilk/ no breastmilk 2) C-section delivery 3) The mother is sick, thus not able to breastfeed her baby 4) The baby is sick or born preterm, thus not able to breastfeed 5) The mother wants to feed her baby with formula milk 7) Other (Specify): ……. 8) No answer 9) Don't know/don't remember
10	Did you see any forms of advertising/marketing of formula milk for babies aged under 24 months, feeding bottles and artificial pacifiers in the hospital? (*Multiple choice question*)	1) Posters or advertisements of infant formula for babies aged under 24 months 2) Formula company staff marketing formula milk for children under 24 months at the hospital 3) Formula milk products for children under 24 months being displayed for sales or introduced by health staff 4) Persons asking for your phone number and calling you to introduce breastmilk substitutes after birth, feeding bottles, or artificial pacifiers 5) Advertisements of formula milk for pregnant women and postpartum mothers and/or give promoted gifts 6) Feeding bottles and artificial pacifiers being advertised and displayed for sale 9) Other types of advertisements/marketing about formula milk for babies aged less than 24 months (describe) 0) No abovementioned forms seen
10a	Describe other forms of advertising and marketing of formula milk.	…….
11	Do you have any recommendations for the	1) Yes (Move to question 11a) 2) No

No.	Question	Answer
	hospital to better support breastfeeding?	
11a	Suggestions for hospitals to make better breastfeeding support	Specify: ……
12	Did you have a birth companion of choice at the delivery ward?	1) Yes 2) No
13	What is your ethnicity?	1) Kinh 2) Tay 3) Thai 4) Hoa 5) Kho Me 6) Muong 7) Nung 8) …

Note: Provide further counseling on breastfeeding if the mother has time and is interested. If not, thanks her and end the survey.

(*) Cases prescribed by doctors are:

- Infants whose mothers are critically unwell and are unable to breastfeed or express milk
- Infants whose mothers are being irradiated or must take pharmaceuticals that are contraindicated for nursing, such as anti-thyroid medications, anti-cancer medications, and so on.
- Infants suffering from metabolic problems are unable to consume breast milk.