

In May 2024, in collaboration with Everyday Miracles, the Healthy Start project held a Baby Shower / Listening Session with 16 pregnant and recently pregnant people to hear about their experiences as patients and learn about barriers they encountered.

Issue identified	Barriers
Delays to beginning prenatal care	<ul style="list-style-type: none"> <li>• Lack of knowledge of when to start accessing care for pregnancy.</li> <li>• Reluctance to start prenatal care until insurance was in place. Unaware of retroactive coverage through Medicaid.</li> <li>• Social and personal issues (homelessness, social support, other stressors) are major factors for seeking prenatal care.</li> <li>• Lack of knowledge about when is best to start prenatal care.</li> </ul>
Accessing health insurance	<ul style="list-style-type: none"> <li>• Applying for public health insurance is difficult and confusing. Process takes a long time and it's difficult to find out status of application. Insurance terminologies/processes was difficult for layperson to understand.</li> <li>• Lack of awareness of resources to help with applications.</li> <li>• Coordinating combination of employer insurance and Medicaid can be confusing and difficult to determine which coverage pays what services. This can result in multiple bills to the member, and require the member to sort it out with both insurance companies.</li> </ul>
Provider impact on pregnancy	<ul style="list-style-type: none"> <li>• Provider consistency is important to build a connection and trust.</li> <li>• Strong desire for providers to be transparent in their communication.</li> <li>• Young patients feel especially unheard by providers. are biased and not understanding of their situation or open minded to their decisions.</li> <li>• Patients want their provider to be proactive with education and anticipate needs of pregnant person and not wait for issues to react.</li> <li>• People with a high-risk pregnancy felt they did not have decision making choices about their doctor.</li> <li>• Pregnant people who accessed care at free clinics felt they received subpar care because of outdated technology.</li> </ul>
Health equity	<ul style="list-style-type: none"> <li>• Pregnant people want providers who are culturally competent and understanding of their specific needs. Widespread feeling that providers need education on health equity and cultural competency.</li> <li>• Pregnant people felt very connected to Doulas as they catered to their specific personal and cultural needs.</li> <li>• People who did not have insurance felt they received sub-par care</li> </ul>
Postpartum care	<ul style="list-style-type: none"> <li>• People are overwhelmed and described the postpartum period as the hardest part of their journey.</li> <li>• Difficult to balance having all the information they needed, and being overwhelmed by all the after-care instructions.</li> <li>• People appreciate the home visit by a public health nurse, but didn't know what to expect. Having more information would have made accepting the visit easier.</li> </ul>