



## **Doula Support Member Satisfaction Survey**

*Developed for the HUSKY Health Maternity Bundle Payment  
Doula Integration Toolkit*

### ***Background for this document***

The Connecticut Department of Social Services (DSS) plans to implement a Maternity Bundle Payment program (called “the bundle” for the remainder of this document) for the HUSKY Health program beginning January 2024, pending federal approval. The bundle is part of DSS’ overarching goal to move toward paying for equitable care in a value-based way. In addition to providing a new payment structure, DSS has allocated additional funds for doula and lactation support services as an integral component of the bundle. Doula and lactation support services will be rendered and reimbursed under the medical provider through the bundled payment.

### ***How to use this tool***

This survey can be used by providers to evaluate the satisfaction levels of patients (HUSKY Health members) with the provider/doula team. Providers can select the questions to incorporate into their existing satisfaction survey and consider including any postpartum evaluation currently distributed to their patients.

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**[Insert Name of Practice/Provider] is happy to have been a part of your pregnancy journey.**

### **Doula Support Satisfaction Survey**

**The HUSKY Health Maternity Bundle is a new model where doula support services are included in your perinatal care. We would like your feedback on the care and support you received. Please take a moment to complete this survey.**

Name of your doula: \_\_\_\_\_

1. What made you want a doula? Choose all that apply.

- Preference for a more personalized experience.
- Desire for an educated, trained support person to be present to help me.
- Recommended by a friend/family member.
- Recommended by my provider.
- Had a doula with a previous pregnancy.
- Other reason \_\_\_\_\_

2. When did you work with a doula in this pregnancy? Choose all that apply.

- Prenatally
- During labor and delivery
- Postpartum

3. **How much do you agree or disagree with these sentences:**

My doula and provider(s) prepared me well for my labor and delivery.

Strongly Disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly Agree 5
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My provider(s) and doula worked together as a team.

Strongly Disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly Agree 5
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I was involved in decisions about my care.

Strongly Disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly Agree 5
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I understood the role of each member of the care team.

Strongly Disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly Agree 5
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My family and companions were welcomed in all rooms where I received care.

Strongly Disagree 1	Disagree 2	Undecided 3	Agree 4	Strongly Agree 5
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4. Did your doula help you create a birth plan?
  - Yes
  - No
  - I don't know
5. What do you wish your maternity care team (provider(s) and doula) had done more of?
6. What do you wish your care team (provider(s) and doula) had not done?
7. Would you recommend a doula to other pregnant people that you know?
  - Yes
  - No
  - I don't know
8. Would you recommend THIS DOULA to pregnant people that you know?
  - Yes
  - No
  - I don't know
9. Would you recommend THIS PROVIDER(s) to pregnant people that you know?
  - Yes
  - No
  - I don't know
10. What is your race? Select all that apply.
  - Asian

- Black/African American
- Multiple races
- Native American/Pacific Islander
- White/Caucasian
- Other race
- Decline to answer/unknown

11. What is your ethnicity?

- Hispanic/Latino/a/Spanish origin
- Not Hispanic/Latino/a/Spanish origin
- Decline to answer/unknown

12. What is your doula's race? Select all that apply.

- Asian
- Black/African American
- Multiple races
- Native American/Pacific Islander
- White/Caucasian
- Other race
- Decline to answer/unknown

13. What is your **doula's** ethnicity?

- Hispanic/Latino/a/Spanish origin
- Not Hispanic/Latino/a/Spanish origin
- Decline to answer/unknown

14. What is your preferred spoken language?

- English
- Spanish
- Other language, please specify \_\_\_\_\_
- Decline to answer

15. If you speak a language other than English at home, did your doula speak that language?

- Yes
- No

- Decline to answer

16. Please share any other comments or concerns you may have regarding your doula support.

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