

Use of 'Relevailles'

'Relevailles' and Intersectoral Collaborations

Brief Report

CONTEXT AND KEY ISSUES

In the interest of population-based responsibility, health and social services establishments (HSSEs) are expected to establish more working partnerships with organismes communautaires Famille (OCF – community-based family organizations). Some OCFs offer a service called 'relevailles,' which consists of providing a home-visiting postnatal support program that adapts to the needs of each family, in order to listen, encourage, inform, and support day-to-day organization. The use and impacts of this service, as well as the collaborations surrounding its implementation in local networks of services provided by health and social services establishments, remain largely unknown.

AIM AND OBJECTIVES

Aim:

To evaluate relevailles services provided by four OCFs and the intersectoral collaborations they maintain with HSSEs to consolidate services in the postnatal period.

Specific objectives:

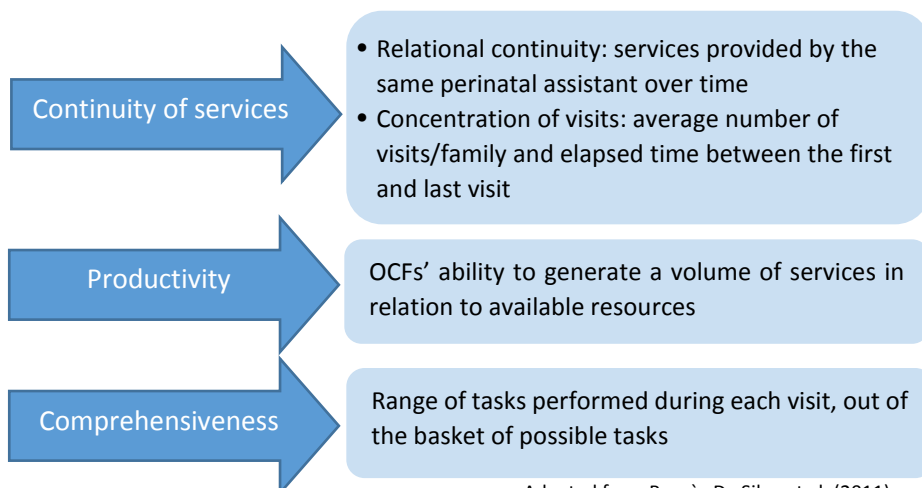
1) To evaluate the utilization profile of relevailles services provided by OCFs in terms of continuity, productivity, and comprehensiveness;

2) To explore variations in the use of relevailles based on OCF organizational characteristics, user family characteristics, and the needs expressed while registering for relevailles.

HIGHLIGHTS

- OCFs serve a clientele within a wide socio-economic range, presenting mainly respite and support needs in caring for a baby. Data on users showed that 64% had more than one child, the average age of babies at registration was 3.6 months, and 46% of parents were informed of the service by a health professional.
- Classifying relevailles activities into four profiles helps situate the specifics of the service and the comprehensiveness of the tasks performed at home by perinatal assistants, thereby improving complementarity with the health sector.
- On average, there were 89 days between the first and last relevailles visit, with an average of 9.2 visits per family. This very high relational continuity is an asset in developing a relationship of trust.
- Despite a limited number of perinatal assistants per OCF, productivity, expressed at the family level, was around 4 visits per month.
- Use of relevailles services is mainly associated with the characteristics, taken individually, of the organizations and with those of the families. None of the variables studied served to predict the use of relevailles.

Figure 1. Reference framework



Adapted from Borgès Da Silva et al. (2011)

REFERENCE FRAMEWORK

The use of relevailles services was evaluated using an adaptation of the conceptual framework developed by Borgès Da Silva et al. (2011), inspired by Starfield (1998). It is based on three dimensions: *continuity*, *productivity*, and *comprehensiveness* of services (Figure 1).

METHOD

- Compilation of anonymized survey data by the four OCFs regarding the use of relevailles services
- Registration forms, visit records
- Collection period from August 15, 2013 to August 15, 2014
- Descriptive analyses and multilevel regressions (SAS 9.3®)

RESULTS

Characteristics of user families

- 134 families received 1,235 relevailles visits.
- 64.2% of families served had 1 to 10 other children.
- Almost all of the requesting parents were women, who were 32 years old on average.
- The average age of the babies for whom relevailles were initiated was 3.6 months.
- 45.7% of parents were informed of relevailles by a professional.
- Families had diverse socio-demographic characteristics and included targeted and universal clientele (Table 1).

Table 1. Characteristics of user families (n=134)

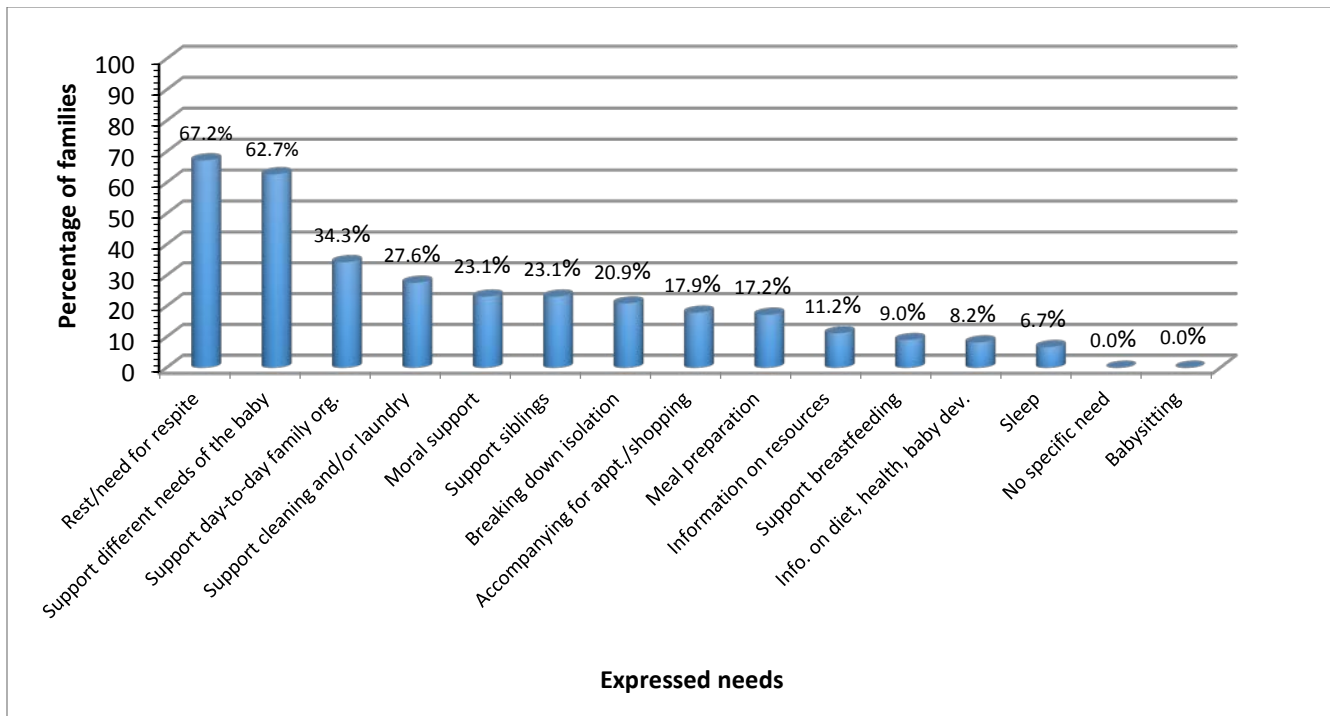
Characteristics	Size (%)	n*
Requesting parent is female	98.5	131
Requesting parent is an immigrant	21.6	29
Single parent family	16.5	22
Schooling completed by the mother		
Primary	7.4	7
Secondary/Vocational	19.1	18
College/University	73.4	69
Informed of the service by a professional	45.7	59
Regular access to other sources of support	94.0	126
Multiple pregnancy	13.5	18
Presence of other children	64.2	86
Net family income for the current year		
Up to \$40,000	53.5	38
\$40,001 to \$80,000	29.6	21
\$80,001 and more	16.9	12
		M [SD]
Age of the requesting parent (years)		32.2 [10.1]
Baby's age at outset of relevailles (months)		0.3 [0.3] i.e. 3.6 months

*Excluding missing values

Needs expressed by user families

The needs expressed during registration mainly concerned rest/respice (67.2%) and support for the different needs of the baby (62.7 %) (Figure 2).

Figure 2. Needs expressed by families during registration for relevailles (n=134)



Organizational characteristics of OCFs

- 2 OCFs have from 1 to 4 perinatal assistants; 2 have between 5 and 8 perinatal assistants.
- 2 OCFs provide less than 1,000 hours of relevailles per year; 2 provide 1,000 to 2,000 hours per year.
- 1 OCF limits relevailles to families with a baby under six months; 3 OCFs limit relevailles to families with a baby under one year of age.
- 2 OCFs operate in a territory with fewer than 100 inhabitants/km²; 1 OCF in a territory with 100 to 1,000 inhabitants/km²; 1 OCF in a territory with over 1,000 inhabitants/km².

Use of relevailles

CONTINUITY OF SERVICES

Continuity of services is operationalized through *relational continuity* and *concentration of visits*.

Relational continuity

On average, 93.1% of visits were made by the same perinatal assistant (Figure 3).

Figure 3. Percentage of visits associated with the perinatal assistant for a family per OCF

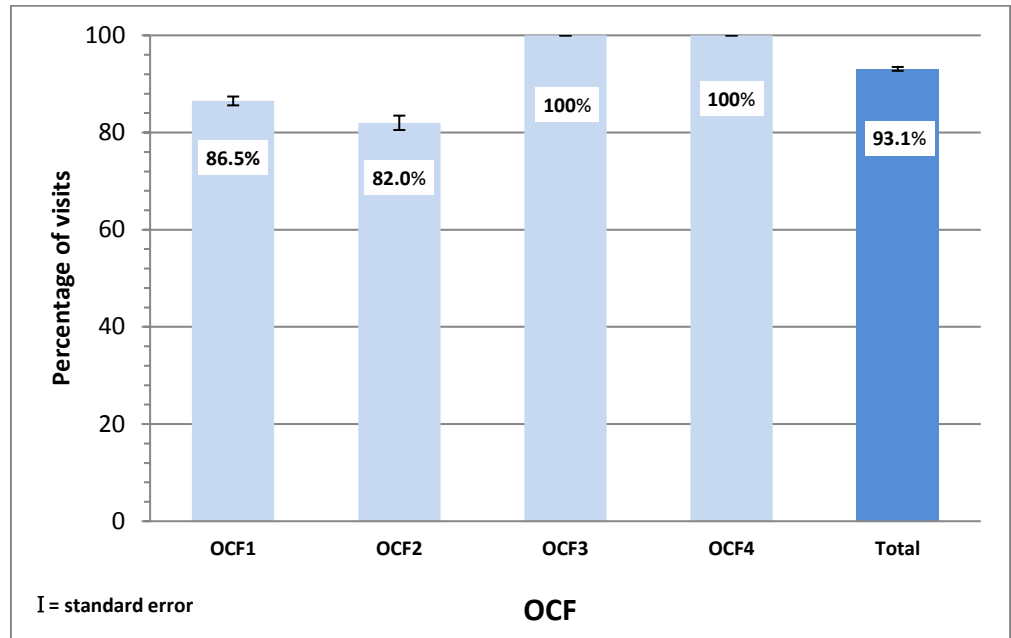
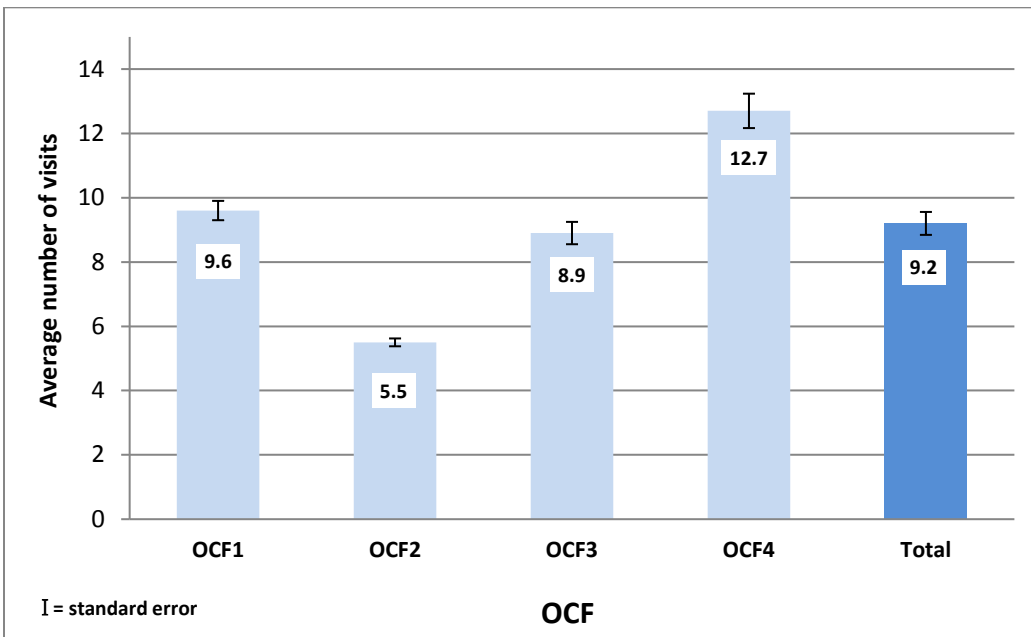


Figure 4. Average number of visits for a family per OCF



Concentration of visits

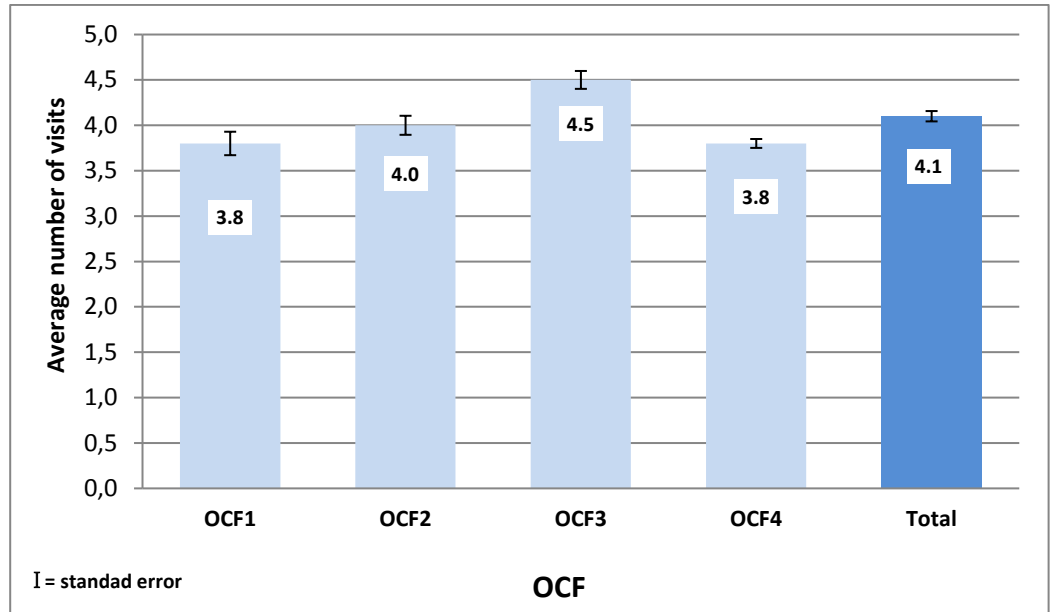
The average number of days between the first and last visit varied from 51.0 to 118.8, with an average of 89.1 days.

The average number of visits per family per OCF varied from 5.5 to 12.7, with an average of 9.2 visits (Figure 4).

PRODUCTIVITY

The average number of visits per month for a family per OCF varied from 3.8 to 4.5 with an average of 4.1 visits (Figure 5).

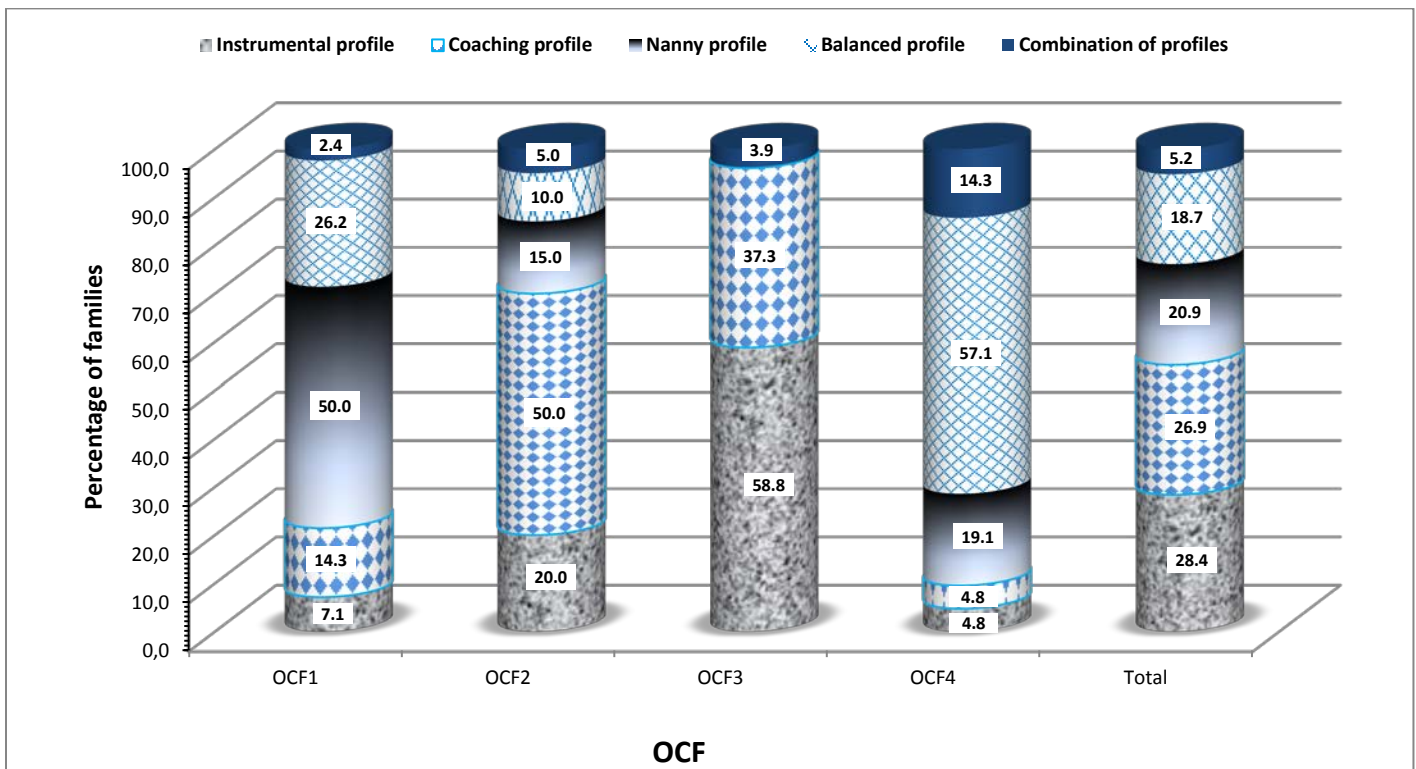
Figure 5. Average number of visits per month for a family per OCF



COMPREHENSIVENESS

- Classifying visits according to the tasks performed by perinatal assistants resulted in the identification of four visit profiles: 1) instrumental (e.g. domestic chores); 2) coaching (e.g. information on resources); 3) nanny (e.g. caring for the baby/other children); 4) balanced (tasks from all categories). For the families for which 50% of the completed tasks cannot be associated with a visit profile, a category called “combination of profiles” was created.
- The proportions of visit profiles differed from one OCF to another (Figure 6). Overall, the instrumental and coaching profiles were the most prevalent.

Figure 6. Classification of profiles of tasks performed during visits with families



Variations in use depending on family characteristics, family needs, and organization characteristics

Significant associations ($p < 0.05$) between indicators of use and different potentially explanatory variables are summarized in Table 2, but none of these variables predicts the use of relevailles.

Table 2. Potential associations by indicator

	Indicators	Family characteristics	Expressed needs	Organization characteristics
Continuity of services – Concentration of visits	Average number of days between the first and last visit per OCF			Number of perinatal assistants
		Multiple pregnancy		
	Average number of visits per family	Age of requesting parent	Information on health, diet, baby development	Eligibility rules based on baby's age
		Multiple pregnancy		
		Other psychosocial difficulties		
Productivity	Average number of visits/month/family	Regular access to other sources of support		
Comprehensiveness	Utilization profiles			Density of the region of intervention
				Number of perinatal assistants

STRENGTHS AND LIMITATIONS

- The strong partnership of trust with OCFs made it possible to collect survey data on the use of relevailles services offered by these family sector organizations.
- The forms used to collect the data, although developed with the support of relevailles experts, could not be validated beforehand as it was one of the first studies on the subject.

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