

Expecting a child in Sweden: effective communication in Arabic, English and Swedish

Result 31 August 2020

Dialogue support Sadima on a website: <http://sadima.lnu.se/>

Summary

The goal was to create an effective, integrative and interactive tool for dialogue support (<https://sadima.lnu.se/>). The dialogue support is intended for use in antenatal care conversations between women with limited knowledge of Swedish and Swedish-speaking midwives and is a complement to an interpreter. The dialogue support on the website is available in Arabic, English and Swedish and is available free of charge on the internet. We want to improve patient safety, contribute to fewer complications, and reduce morbidity and mortality among women and their children, thereby increase the quality of care and make better use of societal resources. The intention is to spread information about the support via those responsible for maternity care in Sweden's Municipalities and Regions, and coordinating midwives in Sweden so that it can be utilised by practising midwives. The support consists of two sections, one in which information can be obtained and the other in which information can be given about pregnancy, childbirth and contraception. Through the website, maternal health care will be made more equal and communicative, with increased patient safety and autonomy for women in antenatal care.

We have analysed material with linguistic, norm-critical and care science methods. In the project, the app Sadima was developed in two versions, first a trial version and then a second version designed as a web page. For the development of the first version of the app, we received funding from Vinnova (2016–2019). We worked with midwives and created a test app which was then revised and gradually improved through research on women's and midwives' experience of using this support. The content of the existing app is certified as safe for patient use by doctors and midwives in the Kalmar Region.

We have evaluated the functionality of Sadima through iterative tests, surveys and focus groups with midwives and Arabic-speaking women, where the information in the app has been scrutinized with regard to ethnicity (language and culture), class (education) and equality. The evaluation was reviewed by the reference group to assess the accuracy and suitability of the app and confirm its usefulness. The group concluded that Sadima contributes to better understanding, increased patient safety and more efficient care.

Key words: antenatal care, digital dialogue support, Arabic, English, Swedish, information, pregnancy, childbirth, contraception, norm criticism, website