

## Web Appendix I.

### Valence and Salience for Neonatal Level 1

Topic	Valence	Salience	Valence & Salience
Insufficient Care Checks (Pre and Postnatal) (Process )	0.754	0.939	1.000
Capacity Related Concerns (Tangible )	0.581	1.000	0.840
Care Consistency (Reliability )	0.759	0.648	0.833
Ineffective communication (Communication )	0.669	0.601	0.744
Appointment Management System (Process )	0.747	0.544	0.741
Ineffective Post Care (Reliability )	0.696	0.556	0.725
Rushed Care (Reliability )	0.550	0.419	0.534
Partner Participation (Emotional/Moral support )	0.631	0.353	0.525
Staff Attitude (Empathy )	1.000	0.224	0.495
Deficit of Hospital Resources (Tangible)	0.339	0.398	0.380
Integrated GP Care Services (Process (Coordination))	0.476	0.259	0.367
Insufficient Amenities (Tangible)	0.355	0.327	0.343
Night-time Care Conditions (Tangible )	0.402	0.281	0.341
Access to Pain Relief (Pain management )	0.752	0.072	0.316
Management of Visiting Times (Process)	0.332	0.304	0.312
Need for Increased Breastfeeding Support (Competency )	0.264	0.353	0.297
Insensitive Care Conditions (Empathy)	0.361	0.255	0.295
Information Support and Individualised Options (Empathy )	0.386	0.221	0.285
Labour Postnatal Support and Delayed Appointments (Process )	0.326	0.215	0.244
Doctors Pre-visit Preparation (Process)	0.267	0.225	0.213
Quality of Food (Tangible)	0.199	0.255	0.187
Holistic Care Experience (Process)	0.145	0.279	0.163
Discharge Issues (Process)	0.246	0.155	0.150
Care Under Exceptional Circumstances (Empathy )	0.432	0.000	0.133
Detection and Treatment of Infections (Reliability )	0.076	0.114	0.007
Labour Ward Access (Tangible)	0.000	0.189	0.000

## Valence and Salience for Neonatal Level 2

Topic	Valence	Salience	Critical
Insufficient Care Checks (Pre and Postnatal) (Process )	1.000	0.990	1.000
Capacity Related Concerns (Tangible )	0.988	0.910	0.937
Appointment Management System (Process )	0.841	0.872	0.849
Ineffective Post Care (Reliability )	0.695	0.889	0.756
Staff Attitude (Empathy )	0.748	0.735	0.724
Ineffective communication (Communication )	0.617	0.881	0.697
Care Consistency (Reliability )	0.484	1.000	0.607
Insufficient Amenities (Tangible)	0.431	0.603	0.469
Partner Participation (Emotional/Moral support )	0.365	0.544	0.401
Access to Pain Relief (Pain management )	0.367	0.537	0.398
Holistic Care Experience (Process)	0.340	0.507	0.368
Rushed Care (Reliability )	0.474	0.343	0.354
Deficit of Hospital Resources (Tangible)	0.282	0.359	0.260
Night-time Care Conditions (Tangible )	0.311	0.318	0.255
Information Support and Individualised Options (Empathy )	0.086	0.602	0.233
Insensitive Care Conditions (Empathy)	0.172	0.423	0.224
Need for Increased Breastfeeding Support (Competency )	0.000	0.838	0.221
Integrated GP Care Services (Process (Coordination))	0.173	0.412	0.220
Labour Postnatal Support and Delayed Appointments (Process )	0.071	0.545	0.204
Doctors Pre-visit Preparation (Process)	0.097	0.420	0.175
Quality of Food (Tangible)	0.017	0.520	0.158
Labour Ward Access (Tangible)	0.067	0.418	0.154
Management of Visiting Times (Process)	0.043	0.458	0.153
Discharge Issues (Process)	0.039	0.374	0.117
Detection and Treatment of Infections (Reliability )	0.040	0.366	0.114
Care Under Exceptional Circumstances (Empathy )	0.173	0.000	0.000

### Valence and Salience for Neonatal Level 3

Topic	Valence	Salience	Critical
Capacity Related Concerns (Tangible )	1.000	1.000	1.000
Insufficient Care Checks (Pre and Postnatal) (Process )	0.887	0.684	0.763
Ineffective communication (Communication )	0.699	0.522	0.600
Appointment Management System (Process )	0.653	0.503	0.571
Rushed Care (Reliability )	0.729	0.391	0.529
Access to Pain Relief (Pain management )	0.680	0.259	0.429
Ineffective Post Care (Reliability )	0.369	0.399	0.384
Information Support and Individualised Options (Empathy )	0.503	0.260	0.370
Staff Attitude (Empathy )	0.676	0.167	0.368
Care Consistency (Reliability )	0.725	0.081	0.322
Partner Participation (Emotional/Moral support )	0.581	0.137	0.321
Insensitive Care Conditions (Empathy)	0.437	0.181	0.297
Insufficient Amenities (Tangible)	0.522	0.104	0.282
Holistic Care Experience (Process)	0.435	0.138	0.272
Integrated GP Care Services (Process (Coordination))	0.378	0.169	0.266
Need for Increased Breastfeeding Support (Competency )	0.277	0.242	0.259
Management of Visiting Times (Process)	0.371	0.144	0.249
Deficit of Hospital Resources (Tangible)	0.432	0.062	0.225
Night-time Care Conditions (Tangible )	0.343	0.121	0.224
Discharge Issues (Process)	0.271	0.146	0.206
Care Under Exceptional Circumstances (Empathy )	0.439	0.017	0.199
Quality of Food (Tangible)	0.234	0.120	0.175
Doctors Pre-visit Preparation (Process)	0.178	0.149	0.164
Labour Ward Access (Tangible)	0.186	0.057	0.120
Labour Postnatal Support and Delayed Appointments (Process )	0.099	0.082	0.091
Detection and Treatment of Infections (Reliability )	0.000	0.000	0.000