

Supporting information Table S1 Additional illustrative quotes arranged in phases and themes

	Expectations	Experiences	Reflections
General quote	<p>“Yes, I know that somebody comes to your home, yes, to help you so to say, but what they are doing exactly and that they are going to teach you everything, wasn’t very clear to me. So.”</p> <p>Respondent #1 (postpartum)</p>	<p>R: “well, because is often like “yes, if there is no connection, you can always call the organisation for someone else” and I actually don’t do that at all, because I have not done that this time. Yes, I find it a bit harsh, and then I think “yes...”. I won’t do that.”</p> <p>I: “So you thought like “then I’d rather not have postpartum care”?</p> <p>R: “Yes, yes”</p> <p>Respondent #15 (postpartum)</p> <p>R: “The maternity care assistant was great. I had a very nice girl. [...] so really, yes...”</p> <p>I: “So you liked it, it was just a good...”</p> <p>R: “Yes, it is eh, fortunately I had a maternity care assistant who does not oblige you to do anything. She just let you do your own thing, like hey “See what you can handle, and if you feel tired, just stop. And if you feel OK, then you just go on.” But it wasn’t a person that forces you to lie on your bed, because that is not who I am at all.”</p> <p>Respondent #7 (postpartum)</p>	<p>R: “And maybe, I don’t know, maybe I expected too much from postpartum care, from the maternity care assistant, then you might actually expect her to do the technical stuff, huh. The household part so to say, but also the medical part. Yes, maybe that is too much to ask, but...”</p> <p>I: “Because you did not think she did that enough? Because you say “it is too much to ask?”</p> <p>R: “too much to ask to the maternity care assistant, so to say. That, yes, such a person cannot, of course, err, do everything, at the same time. Yes, it is not without reason that you have eh, healthcare providers and people who support running the household. But yeah, if it sticks to a certain level, that is fine. So it doesn’t have to be in detail [the medical check-ups], but...’ Respondent #12 (postpartum)</p> <p>“yes for me... yes I’m just really satisfied. [...] [laughs]. Some people may not like that, but for me I’m really fine so far. Yes. And the nurses were just sweet also, and they did their best I think. I’m really satisfied.”</p> <p>Respondent #4 (postpartum)</p> <p>R: “She [maternity care assistant] [is] just really like me, easy and free and not really going to impose things. Look, I do understand that she</p>

needs to help you with things, needs to explain and really need to interpret like “hey, you really have to do it like this, because....” But that are essential tips for your baby and to raise it healthy. But besides that, I really had the best maternity care assistant in the world, really.”  
Respondent #7 (postpartum)

“uhm, chaotic, it was very chaotic. Uhmm, when I gave birth, it was in the middle of the night and we had to call them [maternity care organisation] right away, that I had given birth, and the next day at 5 o’clock I still did not have a maternity care assistant... So that was a bit chaotic and at some point I had a maternity care assistant that cared for two families [at the same time], so she could only come for three hours a day, while I should have had 49 hours. And at one point this became 24 hours for eight days, because she had two families.”  
Respondent #10 (postpartum)  
*(The minimum amount of postpartum care that is provided to women is 24 hours, spread out in eight days. This results in three hours of care per day.)*

	Expectations	Experiences	Reflections
Information provision	“Yes I got a book [leaflet], but I did not read it, no.” Respondent #18 (postpartum)	“You just notice that you just forget certain things very quickly [after previous postpartum period]. And then it is very nice to, at least if you have several children so to say, get a refresher course.” Respondent #12 (postpartum)	“Because you actually expect that she cares for the baby, because that is wat postpartum care is known for. As you say, they also do medical things and you don’t realise that very easily. Measuring temperature, checking your wounds: they all do that too. And that is not
	“Oh I was like “you have to”. [...] after the delivery everybody needs to go to a maternity		

care assistant or to a primary care birth centre or something.” Respondent #11 (postpartum) *(instead of receiving postpartum care at home, one may choose to receive it (partly) in a primary care birth centre)*

I: “And what information did you receive about postpartum care during pregnancy?”

R: “uhmm, yes quite a lot actually. [During the home visit] That it is really about mother and child, what they can do for you, what they can teach you. [...] they leave the choice to you. Like do you want it, or don’t you want it, what do you want, what don’t you want... It was enough, yes, they are very clear. [...] they recommend why you better do it. So actually, you get more good advice and it is up to you what you do with it.” Respondent #9 (postpartum)

really written down [in leaflets] or they don’t tell you much about [during the home visit].” Respondent #5 (pregnant)

“No I think eh... the amount [of the out-of-pocket payment] is not high. And eh, I don’t mind that very much. Only yes, I think it is quite absurd that they, that we need to pay for it actually. Because it seems logical to me that you get extra help after your delivery? And if only it is 24 hours so to speak and not the 49 hours: I think that everyone should be able to get postpartum care and that someone can afford the four-euros-something and others just can’t. “Respondent #10 (postpartum)

I: “and what did you find most important or the best thing about postpartum care?”

R: “first of all, what I’m saying now is really medical, because family cannot do that, sorry. Cleaning the house and other things is up to the woman... I don’t know. If my husband cannot take a holiday leave than I just asked a lot of hours of care, and it is still about the money, really, because the more you get the more you have to pay is my opinion.”

I: “So it is a trade-off?”

R: “yes a bit, because we are not sure how much we have to pay. And you know, my husband doesn’t earn that much etcetera, so we decided... made an agreement my husband and I... that if he takes a holiday leave, than he

			will do other things [cleaning the house, cooking].” Respondent #4 (postpartum)
	<b>Expectations</b>	<b>Experiences</b>	<b>Reflections</b>
<b>Parenting self-efficacy</b>	I: “And what do think is the most important task of the maternity care assistant?” R: “Well, to meet the wish list of a woman.” Respondent #15 (postpartum)	R: “[support with] uhm, really with groceries, and running the household, and also just bathing the baby, because at first I didn’t dare to do that because she was really small.” Respondent #6 (postpartum)	“Insecurity, and that remains the same, whether you became a mother at the beginning of it [just became a mother], or after four children: it is the same.” Respondent #5 (pregnant)
	“No, well I was always like “Guys, give me the minimum amount of postpartum care”, purely for the check-ups and stuff like that, I like that, and for all the other things “Go home” you know. I will do my own stuff.” Respondent #14 (pregnant)	“It is my second child, but I was just as insecure as with my first.” Respondent #12 (postpartum)	R: “Because she also comes from other work [at another family] and then she is going to work for three hours and then maybe she goes to another place [family]...” I: “So maybe you did not dare to ask that [for more postpartum care]?”
	“I have, I have the feeling that I will only need help with running the household.” Respondent #23 (pregnant)	“And I’m quite scared if..., I’d rather not hold newborns, but yes, your own child will be [put] in your arms... You have to. And uh yes, I’m very clumsy. So I needed it [postpartum care]. And also, this is a boy, I [already] had a girl, so I really was like “Uhm?”. Respondent #9 (postpartum)	R: “No I thought than we are going to screw things up or something like that...[laughs]. I thought never mind. But actually I wanted to add two more hours. I still thought that three hours went by too fast...” I: “so actually you would have preferred some more [postpartum care]?”
	“Actually you want to do it yourself, but then I understand them [maternity care assistants] to come to you because yes, they have to care for you, they have to do medical check-ups: I don’t know anything about that. So yes... That is why I used it, only for the medical thing and to check if I did anything wrong with the baby.” Respondent #16 (postpartum)	“Yes, no correct. No, you really need those hours [of postpartum care]. You just really need that time, and you will take that.” Respondent #6 (postpartum)	R: “Yes, if only I had done that... but okay too bad.” Respondent #4 (postpartum)
	“Yes, if you experience your pregnancy as complicated, you take that into account as well a little, you know, it will be stuck in your head a little. And then uhm it makes you	“Yes, Yes, I think so. Uhm, it is very important to get again as many tips and tricks as possible of how to deal with a baby and to get that fingerspitzengefühl [instinctive feeling] so to say.” Respondent #12 (postpartum)	

doubt yourself, you know, if you are doing it the right way or not.”  
Respondent #16 (postpartum)

“The help with the little one. And the tips, especially for your first [baby]. Yes, there are still, you notice, a lot of things, despite having experienced more children around you, that you just don’t know. You get so much information during that first week, that I said halfway through that week like ‘Uhm what have you told me already?’” haha. Luckily she also writes it down, but...”  
Respondent #7 (postpartum)

“Yes, well, [help from social network] with cleaning I thought, you know, but not with the baby. I needed to learn a lot and I really wanted to ask somebody [maternity care assistant] that understands it.”  
Respondent #8 (postpartum)

	Expectations	Experiences	Reflections
Social network	“Yes well I don’t know. I uhm... My mother told me to do it anyway [utilise postpartum care]. And according to them [health care providers] it would be handy, so...” Respondent #17 (postpartum)	R: “yes she [midwife] completely agreed with me. She also said like “yes you don’t have to errr...” I have my daughter [teenager], and I have him [partner] here, you know, I have my neighbours here.” I: “Enough hands to help you?” R: “Yes, enough hands, you know, so I thought... and my parents and my sisters. So yes. In principle, I have a large network and that is why I am, I also said like “yes...” you know, to use so	R: yeah it is [postpartum care] really something essential in my... opinion. Because here in the Netherlands [it is] multicultural you know, you see many people without a family. For example my situation... And even if she has family, there are many things that are culture specific, and that goes wrong. Incorrect upbringing of the baby or something. That is why I think it is really important that every

many hours of postpartum care is to bite off more than you can chew. That wasn't really an option, for me."  
Respondent #16 (postpartum)

mother knows what is the right way and also to let her rest enough."  
I: "yes, so what you actually are saying is very important, that culture, that sometimes it is not a regular thing, to have postpartum care."  
R: "We [refers to own non-Dutch culture] really do weird things and that harms the baby and sometimes mother."  
I: "Yes, so would you actually recommend everyone to use postpartum care?"  
R: "Yes, definitely."  
Respondent #3 (postpartum)

R: "I also expressed like "Guys, well, fine, the maternity care assistant visits me for the check-ups" [...] "Guys, can you do things better with a newborn? Eh, is the temperature correct, and the defaecation, is everything as it should be?"  
Respondent #14 (pregnant)