



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p>	<p>The Cork University Maternity Hospital (CUMH) is currently in partnership with Community Public Health Nurse Teams to enhance the current provision of Antenatal Education services in the Ireland South Group. Our Antenatal Educators across Ireland South have recently developed an eLearning hub which can be found on the CUMH website. Classes have been recorded across the Ireland South Women and Infant's Directorate to facilitate women and their partners accessing them in their own time. These classes can be accessed on the CUMH website. This leads to greater access for all, as classes can be accessed from anywhere and lead to flexibility concerning the timing of classes to meet the varied needs of pregnant women and their partners.</p> <p>We are working towards a full schedule of 'live' virtual antenatal classes:</p> <ul style="list-style-type: none"> • First-time mothers and partners • Refresher (for multiples) • Vaginal Birth after Caesarean Birth • Twins • DOMINO <p>CUMH will work towards the development and implementation of health promotion videos which will address:</p> <ul style="list-style-type: none"> • Physical changes in pregnancy • Smoking • Alcohol • Nutrition in Pregnancy <p>To enhance communication and education the module '<i>Making Every Contact Count</i>' training has been commenced for all staff with expected full implementation this year.</p>	<p>Ongoing with full implementation by Q4 2020</p>
<p>ANTENATAL CARE: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p>	<p>The CUMH recognises that pregnancy is not only a major physical challenge for women but also a major psychological one. An awareness of this is key for staff and for all women attending the hospital at all stages of pregnancy. CUMH has a newly formed Perinatal Mental Health Team, which is in the process of establishing itself within the CUMH structure and formalising referral pathways. This has enabled rapid access to the Specialist Perinatal Mental Health Team for women who are identified with additional mental health needs.</p> <p>The perinatal mental health service aims to:</p> <ul style="list-style-type: none"> • Improve health information about mental health changes that can occur during pregnancy for all women, by encouraging women to discuss their concerns regarding their pregnancy with their health care professionals. • Distribution of educational brochures for information on mental health during pregnancy. • Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with the CUMH. • Ensure that staff are aware of, and promote, community support programmes for women who would benefit from this. • The Medical Social Work Team, the Specialist Perinatal Mental Health Team, Midwives, Public Health Nurses, Obstetric and Neonatal staff and Allied Health Care Professionals and Others are aware of the many further services which are being developed. • CUMH will endeavour to provide online links through our website for the National Specialist Perinatal Mental Health Program (NSPMHP) which has very comprehensive information available online, including how mothers can access appropriate services nationwide (this is important for some mothers who attend the CUMH as they may only be referred late in pregnancy because they need specialist Obstetric or Neonatal Paediatric Care, but will then be discharged back to their referring hospital). 	



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<p>NUTRITION: Not all women felt they received enough information about nutrition in pregnancy.</p>	<p>The CUMH and their staff are committed to providing optimal education regarding nutrition during the antenatal, intrapartum and postnatal period:</p> <ul style="list-style-type: none"> Information on nutrition in pregnancy and on infant feeding is available on the mychild.ie website which is promoted on paper (hard copy is given to all women on antenatal booking) and digital resources within CUMH eg. email, diet sheets, website, Twitter. Recruitment campaigns are underway for Allied Health Professionals in Dietetics to support women in pregnancy. Clinical Midwife Specialist in Diabetes supports antenatal advice on nutrition in pregnancy. Work with the catering department to ensure optimal nutritional meals for inpatients. Regular audits with the catering department have improved staff awareness supporting women with special dietary needs in pregnancy and immediate postnatal period. 	May 2020 - ongoing
	<p>CUMH will work towards the development and implementation of health promotion videos which will include nutrition in pregnancy.</p>	Q4 - 2020



CARE AFTER BIRTH

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<p>DEBRIEFING: Women said that they would like the opportunity to discuss labour and birth afterwards.</p>	<p>All postnatal women are encouraged to discuss their labour and birth with their Midwife prior to discharge. This provides them with an opportunity to discuss any worries or fears they may be experiencing in an informal setting.</p> <p>We recognised that we scored marginally below the national average in this area of facilitating women to speak about their labour and birth. Although CUMH has several parallel mechanisms of debriefing such as:</p> <ul style="list-style-type: none"> Obstetric review following assisted birth Postnatal debriefs are offered for women who have had unexpected intrapartum complications. Informal ad hoc debriefs are provided by midwives from both postnatal and birthing suite areas. <p>CUMH is committed to exploring ways to formalise and enhance the debriefing process to ensure all women are given an opportunity during their inpatient stay. We feel that by formalising the debriefing process will enhance women's experience in care in hospital after birth. Therefore a long-term future development plan to formalise the debrief process and offer all women the opportunity to attend a postnatal debrief clinic has been proposed.</p>	Q4 - 2020



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>CULTURE: Women identified the need to build on a healthy culture of care and advocacy.</p> <ul style="list-style-type: none"> • Dignity and respect • Organisational culture • Advocacy for Women in Maternity Care. 	<p>The CUMH is implementing Quality Improvement initiatives to improve women's overall experience of maternity care including:</p> <ul style="list-style-type: none"> • The findings from the National Maternity Experience Survey 2020 and quality improvement plans shall be communicated to staff in the CUMH. • Annual suitable and adequate evaluation of the initiatives indicated herein shall also take place. • 'Your Service, Your Say' we will continue our random selection of patients to provide us with feedback monthly. 	Q3 2020 - ongoing
<p>FEEDBACK: Giving feedback, making a complaint.</p>	<ul style="list-style-type: none"> • 'Your Service, Your Say' cards to be distributed around the hospital where service users can access them. 	Q3 2020 - ongoing