



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>University Hospital Galway (UHG) in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services in University Hospital Galway and neighbouring counties.</p> <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> The Parent Education Department will include social media platforms as well as face to face antenatal sessions to improve access for women and their support persons. The National Standards for Antenatal Education encourages the full engagement of women and their support persons. In University Hospital Galway Antenatal Education classes are done virtually in line with COVID-19 guidelines and regulations. Expectant mothers book classes online via www.uhgmaternity.com. Women are notified via text, phone or email with their login details. University Hospital Galway has a one-stop Information Portal on pregnancy, labour, and parenthood. In addition, an online booking system for antenatal classes and links to support groups in the Community and multidisciplinary blogs. 	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>
<p>HEALTH INFORMATION: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p>	<p>University Hospital Galway in partnership with the Perinatal Mental Health Team is implementing a Mental Health Promotion Programme for women during pregnancy. The programme aims to:</p> <ul style="list-style-type: none"> Improving health information about mental health changes that occur during pregnancy for all women. Provide access to perinatal/specific mental health care services for women with additional needs. Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with University Hospital Galway. Promote community support programmes for women such as the initiative called 'Mellow Bumps' for vulnerable parents. Build the capacity of staff and managers in University Hospital Galway to promote positive mental health during pregnancy and to signpost women to appropriate services when needed. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> All women when making their first booking appointment in maternity services will be asked about their physical and mental health well-being. During this stage, if a woman is identified as requiring additional mental health support she is referred to the mental health midwife. All women will be provided with more accessible health information about the mental health changes that occur during pregnancy. New health information leaflets about mental health during a pregnancy have been developed and are being provided to women when they first engage with maternity services. Women who require support for milder mental health problems or who have more complex health needs in pregnancy will be referred to a mental health midwife who has been appointed as part of a specialist perinatal mental healthcare team. Women will be able to access specific perinatal mental health services through the mental health midwife or the Obstetric Team. University Hospital Galway has a weekly perinatal mental health clinic in the hospital with a specialist perinatal psychiatrist. University Hospital Galway is promoting a proactive campaign informing women of the mental health supports that are available and health promotion in the area of mental health well-being during the perinatal period. 'Mellow Bumps' will be actively promoted through the perinatal mental health team to enable women and their partners to access social supports and signposts to networks in the community. Ongoing promotion of staff education to improve mental health awareness and reduce the stigma associated with mental health in maternity. Perinatal mental health midwife is available to women who need support during their stay in hospital. The perinatal mental team offer support to women who have had a traumatic birth experience during the hospital stay. 	<p>Work commenced in 2019 and will be advanced throughout 2020-21</p>



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<p>ANTENATAL OPTIONS: Promote choice of maternity care options during the antenatal care phase.</p>	<ul style="list-style-type: none"> The 'My Pregnancy' book is provided to each woman when they first engage with antenatal services at University Hospital Galway, thereby improving access to comprehensive health information about physical and emotional well-being, the changes that occur during pregnancy, what to expect as the pregnancy progresses, mental health and emotional well-being, nutritional care, social support networks and the choices that women have in accessing maternity care services in Ireland. The HSE <i>mychild.ie</i> website will also be promoted as the trusted source of information for parents. In particular, the breastfeeding support section will be promoted including the Ask our Expert service. The 'My Child: 0 to 2 years' book will be actively promoted as part of the suite of health information provided to parents of children 0 to 5 years. A virtual tour of University Hospital Galway Maternity Department provides parents with a guided tour of the Maternity Unit of UHG from arrival at the entrance to the Postnatal Ward. This tour also includes interviews with the multidisciplinary team. The tour walks the journey of the pregnant woman, from the initial booking, antenatal care, birth of their baby and the postnatal period. Women are made aware of the choices available to them when birthing their baby. The various birth positions are demonstrated and the birth plan is discussed. The postnatal discharge class is facilitated virtually Monday to Friday from their hospital bed or home post-discharge. This provides women with all the information they require for the transition to parenthood for both mother and baby. Information and advice are given concerning the role of the Public Health Nurse and GP. Information on local breastfeeding support groups is highlighted. The importance of awareness of signs and symptoms of postnatal depression and minding your mental health is discussed at length. Promotion of birth plans and having them discussed with the appropriate consultant, obstetrician, midwife with evidence-based information being used. To include a detailed individualised plan of care documented in the maternity notes to avoid confusion during labour and birth. The Midwifery team care has a dedicated clinic for birth after caesarean section. The Midwifery team care provides information and support to women who require individualised birth plans following a previous complicated birth. 	



LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>COMMUNICATION: The need to improve healthcare communication and involvement in decision making during labour and birth.</p> <p>PAIN RELIEF: The need to improve pain relief during labour and birth.</p>	<p>University Hospital Galway is implementing quality improvement initiatives to improve women's experience of labour and birth to promote best practice in communication skills and shared decision making with women:</p> <ul style="list-style-type: none"> All key staff in University Hospital Galway will participate in a training programme in Healthcare Communication Skills. Training has already commenced and a number have participated in the programme. Patient prompts will be designed to encourage women to become more involved in decision making about their pregnancy care and to voice any worries or concerns that they may have during their pregnancy care. An initiative to promote better pain relief during labour, called Labour Hopscotch is currently being implemented through the National Women and Infants Health Programme. Birth plans are promoted and will be discussed by the appropriate HCP. Skin-to-skin contact between mother and baby and father and baby. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> Women will be supported and encouraged to be more involved in the decision making about their care, patient prompts will be designed and available to women to invite women to ask questions about their birth plans and postnatal care. 	<p>Work commenced in 2019 ongoing</p>



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<p>COMMUNICATION: The need to improve healthcare communication and involvement in decision making during labour and birth.</p> <p>PAIN RELIEF: The need to improve pain relief during labour and birth.</p>	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women are encouraged to try alternative pain relief (Use of Bath/Shower/Tens Machine/Birthing balls/Cub, incorporating Labour Hopscotch. • Promotion of Hypnobirthing techniques on the labour ward. • Encouraging women to be more upright during labour and birth. • Women's choice of pain relief is supported. • In University Hospital Galway we are promoting and measuring our success in achieving 1:1 care for women in labour. • Aim to facilitate normal/natural birth within our labour ward environment by promoting a sense of calm and empowerment. 	



CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>DEBRIEFING: Women said that they would like the opportunity to discuss labour and birth afterwards.</p> <p>MENTAL HEALTH: Women said that they did not receive information when going home about the changes that they might experience with their mental health.</p> <p>ACCESS TO A HEALTH PROFESSIONAL: Women said that they did not have a healthcare professional that they could talk to about their worries and fears.</p>	<p>University Hospital Galway is implementing quality improvement initiatives to improve women's experience of care after birth; including:</p> <ul style="list-style-type: none"> • Improving health information at discharge and improving smoother transitions of care between hospital and community services. • Promoting the role of all staff and their availability to address worries and concerns. • Providing women with comprehensive health information on discharge, specifically concerning mental health. • Daily ward rounds by Consultant Obstetrician for debriefing purposes. 	Work commenced in 2020 and ongoing
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • In University Hospital Galway Women will get an opportunity to meet with their Consultant Obstetrician after delivery either whilst in Hospital or at their postnatal check in the hospital (or the obstetrician and midwife who cared for during labour). • A proactive campaign of support informing women that they can discuss any worries or concerns that they may have after the birth of their baby will be promoted, encouraging women to voice concerns to ask questions that they may have about their labour and birth of their baby. One of the opportunities midwives and health care professional will have an opportunity to do this when they are doing the Postnatal Check. • Perinatal mental health midwife is available to women who need support during their stay in hospital and are followed up in the community. • Women have the opportunity to participate in postnatal support forums via the postnatal and breastfeeding classes through zoom whilst in hospital and at home, thus providing more personalised health information and advice, an initiative which has been trialled during COVID-19 and will be advanced in 2020. • In University Hospital Galway women on the postnatal ward are encouraged to participate in the morning Breastfeeding and Postnatal virtual classes daily facilitated by the Lactation team and Parentcraft Team. • Women can also access these classes again following discharge from Hospital via Zoom. • Women receive health information about health and well-being after birth including the mental health changes that occur in the postnatal phase both in a written and verbal format. • Women will receive the 'My Child: 0 to 2 years' book will be actively promoted as part of the suite of health information provided to parents of children 0 to 5 years. • Family integrated care programme. 	



SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>FEEDING: Women said that they require more support and help with feeding their baby.</p>	<ul style="list-style-type: none"> Better infant feeding support for women in the antenatal and postnatal period that supports the mother's choice concerning infant feeding. Additional midwives and staff have been employed to respond to the growing demands of the service and training in breastfeeding support have been provided to improve capacity and support for women in care after birth and with the following initiatives: <ul style="list-style-type: none"> Staff will participate in the breastfeeding blended learning programme developed by the HSE National Healthy Childhood Programme. 10 steps to successful breastfeeding (www.baby-friendly.ie), supporting skin-to-skin contact and responsive feeding will be actively promoted. Aim to increase Lactation support to align the equivalent of a full-time staff member per 1000 births ratio. 	<p>Work has commenced and will be ongoing</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> The role of all midwives in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding. Lactation specialists will be available to women with more complex health needs or who require additional support with breastfeeding. Health information will be provided to women about feeding support available to them in hospital and the community, including the role of their local PHN. Community support groups such as La Leche League and Cuidiú will also be promoted so that women know how to access breastfeeding support in the community. 	



SPECIALISED CARE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>EMOTIONAL SUPPORT: Women identified the need to have someone to talk to and to provide emotional support during this difficult time of their newborn baby being in the Neonatal care unit.</p> <p>INFORMATION: Women felt that they were not getting enough information on why their baby was admitted to NICU.</p> <p>FEEDING: Women said that they require more support and help with breastfeeding their baby.</p>	<p>University Hospital Galway is currently implementing quality improvement initiatives to address women and their partner's emotional support needs whilst their babies are in the specialist care unit. The following initiatives are in place:</p> <ul style="list-style-type: none"> Health information will be provided for all women and their partners about what they can expect and how to cope when their newborn baby is admitted to the Neonatal or Specialised Care Unit. Social Support Networks – the role of Irish neonatal alliance will be actively promoted. A proactive campaign of support informing women that they can discuss any worries or concerns that they may have whilst their baby is in the neonatal unit is being promoted. Chaplaincy services other supports/PALS are available for women and their family. High-risk women are seen in the antenatal period by AMP or Consultant Neonatologist. Family integrated care has dedicated social worker attached for NICU for babies born under 32 weeks. Golden drops initiative will be implemented in UHG. 	<p>Work commenced and ongoing</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> Women will be informed where they can access emotional support during the difficult time when their new infant baby is in the Neonatal or Specialised Care Unit. Social support networks and community supports such as the Irish Neonatal Alliance will be shared with all women and families as appropriate. Antenatal consultation with the Neonatal Team and tours of the NICU are given to parents when there is a known planned admission to NICU following birth. University Hospital Galway promotes the use of vCreate in their NICU so parents can see regular images and video's of their baby when they are not at their baby's bedside. Information is available about the NICU department on the Maternity Portal and the virtual tour. 	



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	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> All staff are kept up to date with breastfeeding training and promote breastfeeding and expressing colostrum/breastmilk for premature and vulnerable babies Information leaflets are available on the NICU about breastfeeding and what to expect when parents go home with a premature baby. Information booklets and Breastfeeding Diaries are given to all parents during the baby's time on NICU. Neonatal Dietician meets with parents to review baby's feeding during a stay on NICU and following discharge home. Family centre care is promoted on NICU and parents are central to the team. Parents are encouraged to use headphones during the ward round so they don't have to leave their baby's cot side and there is no breach of patient confidentiality. 	



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>University Hospital Galway is implementing quality improvement initiatives to improve women's overall experience of maternity care:</p> <ul style="list-style-type: none"> The independent Patient Advocacy Service is being promoted in University Hospital Galway and women will be informed of the support available to them through the PALS, should they wish to make a complaint or address an advocacy-related issue The Values in Action Programme is actively promoted in University Hospital Galway and will continue to prioritise in 2020-21 as a way of promoting a healthy and helpful healthcare culture in maternity care for women and their families University Hospital Galway is implementing Making Every Contact Count training has happened to ensure each routine consultation is used as an opportunity to raise and discuss issues such as lifestyle behaviour change and support women to make healthier choices for improved and positive health outcomes. Women are encouraged to complete a Patient Feedback form, these feedback forms are reviewed quarterly. The Local Maternity Service implementation Group has service user involvement feedback received from the service user at this forum is used to inform improvement priorities at local level University Hospital Galway promotes and participates in Schwarts Rounds, this is a structured forum where all staff both clinical and non-clinical come together regularly to discuss the emotional and social aspects of working within a healthcare environment. A communications plan, profiling how University Hospital Galway responded to the findings of the National Maternity Experience Survey 2020 will be promoted at local level. Women will be encouraged to give feedback on an ongoing basis. Relook at updating decor of the wards and have more Showers and toilets available on the ward. Evaluation of the initiatives outlined above will be conducted to measure progress annually. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> Women will be provided with better information about how to provide feedback about their experience. Women will know about the new Independent Patient Advocacy Service and about how to make a complaint or a patient advocacy related issue. Women will understand that their feedback makes a difference and that University Hospital Galway is Listening, Responding and Improving Maternity Care Services for Women and their families. 	<p>Work commenced in 2018 and ongoing</p>