



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>ANTENATAL CARE: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p>	<p>Portiuncula University Hospital (PUH) in partnership with the National Perinatal Mental Health Team are implementing a Mental Health Promotion Programme for women during pregnancy. The programmes 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 Portiuncula University Hospital. Promote community support programmes for women such as the initiative called 'Mellow Bumps' for vulnerable parents. PMH midwife has plans to undertake the training course when established in position. Build the capacity of staff and managers in Portiuncula University Hospital to promote positive mental health during pregnancy and to sign-post women to appropriate services when needed. The PMH will be in position by Q4 2020 in Portiuncula. Details induction plan devised in conjunction with Perinatal Mental Health Psychiatrist. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> All women when making their first booking appointment in maternity services are asked about their physical and mental health well-being eg. General questions during this stage if a woman is identified as requiring additional mental health support she is referred to the mental health midwife when she is in post. Currently being referred to MSW as appropriate and advised to link with GP. 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 will be 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 the mental health midwife. Women will be able to access specific perinatal mental health services through the mental health midwife or the women's GP if required. A proactive campaign of support informing women that they can discuss any worries or concerns that they may have during their pregnancy when engaging with Portiuncula University Hospital will be promoted. Community support groups such as 'Mellow Bumps' is actively promoted to enable women and their partners to access social support networks in the community. The Bereavement Support midwife and midwives, as well as the whole team, provide support to all women experiencing loss. In the EPAU setting, there are dedicated midwives available to give additional support to all women experience loss. 	<p>Work commenced in 2018 and will be advanced throughout 2020-21</p>
<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p> <p>ANTENATAL OPTIONS: Promote choice of maternity care options during the antenatal care phase.</p>	<p>Portiuncula Maternity Unit in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services in Portiuncula University Hospital and neighbouring counties (we mainly serve Galway approx 32%, Westmeath approx 21%, Roscommon approx 21%, Offaly approx 14%).</p> <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> Antenatal education will be made more accessible to women through social media platforms and adopts the recently launched National Standards for Antenatal Education encouraging full-engagement of women and their partners. As a baseline, we will gather information from our community partners to ascertain the type and frequency of current antenatal class provision in the community. Online Hypnobirthing classes, early pregnancy MDT, labour and breastfeeding education in progress. 	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>



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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>SUPPORT: Women said they wanted to be fully supported during labour and birth.</p>	<p>Portiuncula University Hospital 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 the Portiuncula University Hospital will participate in a training programme in Healthcare Communication Skills. Training commenced Q3 to date 52 members of the MDT team number have participated in the programme including midwifery, medical, clerical, AHP, Household and catering staff. Very positive feedback from staff for this 90-minute 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 Hopscotch is currently promoted to women. The poster is visible on the main corridor and prompted and Hypnobirthing and antenatal classes. Birth plan template available for women in the Portiuncula Maternity Information booklet. This is added to the healthcare record once completed. Skin-to-skin contact promoted for all. The Hospital monitors performance rates monthly. <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>



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>Portiuncula University Hospital 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. Use of the HSE approved discharge checklist in national healthcare record for mother and baby. 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. 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. 	<p>Commenced 2018 and will be advanced throughout 2020-21</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> 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. Women will receive health information about health and well-being after birth including the mental health changes that occur in the postnatal phase. 	



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 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"> Formal referral to lactation Clinical Midwife Specialist; Attend anywhere appointments with antenatal and postnatal; and Online zoom/web ex education sessions. 10 steps to successful breastfeeding (www.baby-friendly.ie), supporting skin-to-skin contact and responsive feeding will be actively promoted in the hospital. Staff will participate in the breastfeeding blended learning programme developed by HSE National Healthy Childhood Programme. 	<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 midwife 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 Breastfeeding Support Group 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>Portiuncula University Hospital 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 Special Care Baby 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 will be promoted. • Bereavement support midwife, pastoral care and PALS all available to women. • Funding approved for vCreate a system to securely facilitate sending of photos and videos to mothers who's baby is in SCBU. 	<p>Work commenced in 2018 and ongoing</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women will know where they can access emotional support during the difficult time when their new infant baby is in the SCBU. • Social support networks and community supports such as the Irish Neonatal Alliance will be shared with all women and families as appropriate. 	



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>Portiuncula University Hospital is implementing quality improvement initiatives to improve women's overall experience of maternity care:</p> <ul style="list-style-type: none"> • The new independent Patient Advocacy Service is being promoted in Portiuncula University Hospital and women will be informed of the support available to them through the PAS, should they wish to make a complaint or address an advocacy-related issue. • The Values in Action Programme is actively promoted in Portiuncula University Hospital 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. • A communications plan, profiling how Portiuncula University Hospital 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. • Evaluation of the initiatives outlined above will be conducted to measure progress annually. • A Whose Shoes event was hosted in Portiuncula in 2018 for women and Health Care Professionals to meet and explore together attitudes and expectations about maternity care in an Irish setting. • Service users will be invited onto forums about maternity care. • 'Your Service, Your Say' on average get approx 15 responses/week, overwhelmingly positive. We will continue to ask women to provide feedback on all stages of maternity their care journey and use this feedback to improve the care provided to women in PUH. 	<p>Work commenced in 2018 and ongoing</p>
	<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 Portiuncula University Hospital is Listening, Responding and Improving Maternity Care Services for Women and their families. 	