



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>HEALTH INFORMATION: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p>	<p>Mental Health and Antenatal Classes were identified as areas for quality improvement in STGH.</p> <p>Mental Health South Tipperary General Hospital (STGH) Maternity Services in partnership with the National Perinatal Mental Health Team has implemented a Specialist Perinatal Mental Health Service for women during pregnancy.</p>	<p>Work commenced in 2019 and will be advanced throughout 2020-2021</p>
	<ul style="list-style-type: none"> All women currently have access to Perinatal Mental Health Midwife. This ensures that women have the opportunity to discuss any worries or concerns that they may have throughout their pregnancy and engaging in the Maternity Services at STGH. 	
	<ul style="list-style-type: none"> Midwives provide health information about mental health changes that occur during pregnancy at booking in the clinic. This includes the assessment carried out by Midwives at booking in clinics. Access to a multidisciplinary Perinatal Mental Health Team available. 	
	<ul style="list-style-type: none"> Access to Perinatal Mental Health Midwife. 	
	<ul style="list-style-type: none"> 'Mellow Bumps' Support Programme for Women in place. This assists women understand that babies are prepared for social interaction from birth and emphasis the importance of early interaction for brain development. This program supports emotional containment and stress reduction and raises awareness of social capabilities of babies and value of early intervention and mental health and childhood mental health. 	<p>Ongoing 2019-2020</p>
	<ul style="list-style-type: none"> Community Mothers Support Programme this outstanding programme is based in Clonmel. 	
	<ul style="list-style-type: none"> Support Groups in the Community, for example, Postnatal Depression Ireland, www.pnd.ie 	<p>Embedded</p>
	<ul style="list-style-type: none"> Information for mothers with 'My Pregnancy' book is provided for Mums to be and guided by Midwives throughout their Antenatal Care. Physical changes during Pregnancy are reiterated at Antenatal Booking and Parent Craft Classes and at each Antenatal visit. 	<p>Embedded</p>
	<ul style="list-style-type: none"> At booking in the clinic following assessment the appropriate model of care is selected for each woman as their pathway of care. 	<p>Embedded</p>
	<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 appointment if a woman is identified as requiring additional mental health support she is offered the services of the perinatal mental health midwife and if appropriate offered referral to the joint specialist perinatal mental health and obstetric team. 	<p>Commenced Oct 2019</p>
	<ul style="list-style-type: none"> New health information leaflets about mental health during a pregnancy have been developed and are provided to women when they first engage with maternity services and freely available in the clinical area in STGH. 	<p>Commenced Feb 2020</p>
	<ul style="list-style-type: none"> Individual perinatal care pathways are provided by the perinatal mental health midwife and a bespoke pathway of care is developed, which includes a pre birthing planning with the multidisciplinary team for women with moderate/severe mental health difficulties. 	<p>Commenced Oct 2019</p>
<ul style="list-style-type: none"> Women are asked about their health status on each visit and individualised postnatal care plans address the emotional well-being of the mother. 	<p>Commenced Oct 2019</p>	
<ul style="list-style-type: none"> All women when making their first booking appointment in maternity services shall 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. 	<p>Commenced Oct 2019</p>	



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<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p>	<p>South Tipperary General Hospital in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services in Tipperary and neighbouring counties. Currently, a schedule of antenatal education is in place via Webex. This includes antenatal classes and breastfeeding classes.</p>	
	<p>WHAT THIS MEANS FOR WOMEN</p>	
	<ul style="list-style-type: none"> The Antenatal Education Team have assessed themselves against the newly launched National Standards for Antenatal Education and are implementing any outstanding standards which are hoped to encourage the full engagement of women and their partners. 	Commenced February 2020
	<ul style="list-style-type: none"> Antenatal Education will be made more accessible to women by further developing and expanding the virtual classes to support parents in their journey. 	Commenced July 2020
	<ul style="list-style-type: none"> Antenatal Education providers offer information on the importance of optimising Health and Well-being during pregnancy and following birth to maximise positive outcomes for mother and baby. 	Ongoing
	<ul style="list-style-type: none"> Perinatal Mental Health is promoted during booking in clinics, Antenatal and breastfeeding classes. 	October 2019
	<ul style="list-style-type: none"> Educational tools from the Antenatal Education Facilitator are sent to all women attending the Webex sessions. Links are provided via email from the Antenatal Education Facilitator from current evidence-based websites and hubs to further support the virtual class. 	Ongoing July 2020
	<ul style="list-style-type: none"> The 'My Pregnancy' book, a resource for mothers and their partners is now available to all. Given out to each woman at booking in the clinic. Content of this book and enhancing information to mothers at each point of contact during pregnancy journey is promoted; and communication/listening and what an interactive visit should include – promoting best practice on one to one consultations with women. 	2019
	<ul style="list-style-type: none"> In line with best practice, STGH women will be offered a choice in pathways in maternity model care. This approach will be monitored for effectiveness and safe outcomes. 	Ongoing since July 2019
<ul style="list-style-type: none"> An Advanced Midwife Practitioner is appointed who will oversee the implementation of Midwifery-Led Care Pathways and improved care overall for women and improve and inform choice to women. This is a recommendation of the National Maternity Strategy. 	Awaiting the commencement date	



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>Communication identified an area for improvement. This QIP is in direct response to comments received from the National Maternity Experience Survey. Aim: To improve healthcare communication and increased involvement for pregnant ladies with decision making during labour and birth. Plan:</p>	
	<ul style="list-style-type: none"> STGH will develop 'STGH Policy on Attitude, Behaviour and Communication' for all staff in the Maternity Services. This Policy aims to clarify the expected standards laid down in the five promises for attitude, behaviour and communication and what support is available for staff to achieve them. 	November 2020
	<ul style="list-style-type: none"> National Healthcare Communication Programme training will commence in STGH for all Maternity Staff. This will promote best practice in communication skills and improved experience for women throughout their journey and to promote shared decision making at each point of care, in particular during labour and birth. This incorporates Interactive training sessions with staff Midwives/Consultants and NCHD'S and prompts in Healthcare Communication Skills. Ongoing Promotion of the Values in Action, Care, Compassion and Commitment. 	December 2020
	<ul style="list-style-type: none"> Birth plans are actively promoted with women supported and reviewed antenatally continuously by STGH Maternity Team. 	July 2019
<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 discuss any fears and anxieties about labour and birth in the antenatal period. In turn, a 1:1 discussion can be arranged for the woman with a senior labour ward midwife. Promote birth plans development by women during antenatal education, to enhance their autonomy during their labour and to be involved in their own decision making regarding a plan of care. Staff following training will be enabled to communicate skilfully on Attitude, Behaviour, Communication with women and their families. 	
	<p>STGH offers a wide variety of pain relief options to meet the needs of all women who present in labour. These include:</p>	
	<p>Non-pharmacological methods</p> <ul style="list-style-type: none"> 1:1 care between a woman and a named midwife in the labour ward. 	Embedded
	<ul style="list-style-type: none"> Birthing balls, peanut balls and cub chairs are available in all labour rooms. The use of these aids is encouraged to support women at different stages of their labour. 	Embedded
<ul style="list-style-type: none"> Labour Hopscotch training, deferred due to COVID-19. Labour Hopscotch – make each step count! A visual birthing tool designed to aid you in an active birth. Providing structured guidance by outlining 20-minute rotating 'steps' to perform during labour. These include keeping mobile by walking sideways on a stairs, or sitting on a stool while being massaged. 	To be implemented	
<ul style="list-style-type: none"> Hydrotherapy is available in early labour – this has been proven to have numerous benefits for labouring women. There is very strong evidence that water immersion during the first stage of labour reduces the use of analgesia and reported maternal pain, without adverse outcomes on labour duration, operative delivery or neonatal outcomes. During normal physiological birth, stress and tension can cause contractions to become erratic. The relaxing effect of water can help keep the contractions in rhythm so that labour progresses at a steady pace while also supporting mobility and tranquillity. 	Embedded	
<p>Pharmacological methods</p> <ul style="list-style-type: none"> Mobile Entonox is available in all labour and birth rooms. 24-hour anaesthetic cover which facilitates epidural requests. Leaflet available for all women which are distributed at all antenatal classes of all forms of pain relief in labour. 		



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<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"> • Person-centred pain relief options discussed and made available to all women for their labour and birth plan. • Women are supported and encouraged to be more involved in decision making in pain relief requirements. • The focus on antenatal education will enable women to make an informed choice and personal decisions about their chosen method of pain relief during labour. 	



CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>INFORMATION: Improved health information about mental health and well-being.</p>	<ul style="list-style-type: none"> • STGH scored above the national average in the 'Care after Birth' of the NMES. This will continue to be an area that we strive to enhance delivery of care. 	
	<ul style="list-style-type: none"> • 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. 	February 2020
	<ul style="list-style-type: none"> • STGH continue to provide emotional support for the well-being of our mothers post-discharge and currently available information. 	Ongoing
	<ul style="list-style-type: none"> • STGH Perinatal Health Midwife will follow up on cases where additional emotional support is required. Ongoing phone support is available for women who have decided to take an early discharge. 	June 2020
	<ul style="list-style-type: none"> • Debriefing by the Perinatal Mental Health CMS and CMM III using the Assist Programme for women identified as obtaining benefit from debriefing, this currently not available for all mothers due to staff shortages. 	January 2020
	<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 shall receive health information about health and well-being after birth including the mental health changes that occur in the postnatal phase. • Women are encouraged to utilise all information made available to them through 'My Pregnancy' book and advised to contact the Unit directly if any queries or assistance is required. 	



SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
FEEDING: Women said that they require more support and help with feeding their baby.	<ul style="list-style-type: none"> STGH Lactation Consultant provides feeding clinics pre-birth and post-birth. She also links with the community Lactation Consultant who provides clinics in the community of South Tipperary. 	Embedded
	<ul style="list-style-type: none"> STGH is a breastfeeding friendly hospital, currently an accredited site. 10 steps to successful breastfeeding (www.baby-friendly.ie), supporting skin-to-skin contact and responsive feeding is actively promoted in STGH by the multidisciplinary team to support women with breastfeeding their baby. 	Ongoing
	<ul style="list-style-type: none"> STGH strongly advocates breastfeeding as an optimum source of nutrition for the newborn. Women are encouraged to perform skin-to-skin with their infant immediately following birth in line with the National Breastfeeding Policy. All women will be offered skin-to-skin post-delivery once it is medically safe to do so. 	Ongoing
	<ul style="list-style-type: none"> The role of all Midwives in supporting women to breastfeed shall be actively promoted to increase support for women requiring breastfeeding assistance or with related concerns. 	Ongoing
	WHAT THIS MEANS FOR WOMEN <ul style="list-style-type: none"> 10 steps to successful breastfeeding as per WHO Guidelines will be adhered to. Make available and promote further links with community lactation. Health information provided to women about feeding support available to them in the hospital and the community, including the role of their local PHN. Community voluntary support groups such as La Leche League and Cuidiú are promoted so that women know how to access breastfeeding support in the community will be promoted to women. 	



SPECIALISED CARE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
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.	Women identified the need to have someone to talk to and to provide emotional and breastfeeding support during this difficult time of their newborn baby is in the Neonatal care unit.	
	<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 Intensive Care Unit. 	Completed March 2020
	<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 whilst their baby is in the neonatal unit will be promoted. 	Embedded
	<ul style="list-style-type: none"> SCBU staff will be undertaking training of the STGH Policy on Attitude, Behaviour and Communication. 	Q1 2021
	<ul style="list-style-type: none"> Emotional support is available to all parents of SCBU babies by Hospital Social Worker and Perinatal Mental Health CMS. 	Embedded
	WHAT THIS MEANS FOR WOMEN <ul style="list-style-type: none"> Women will be provided with better information about how to provide feedback about their experience. Women will understand that their feedback makes a difference and that STGH Listening, Responding and Improving Maternity Care Services for women. All feedback received from women at this forum was used to inform improvement priorities at a local level. 	



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<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>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • A communications plan, profiling how STGH responded to the findings of the National Maternity Experience Survey 2020 will be promoted at a 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. • Women will be provided with better information about how to provide feedback about their experience. 	



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. 	<ul style="list-style-type: none"> • South Tipperary General Hospital Clonmel welcomes the finding and comments from the Ladies that it was our privilege to care for through the National Maternity Experience Survey. • STGH has implemented many quality improvement initiatives since this survey and will continue to build on this and other Quality Improvements Plans, to improve women's overall experience of Maternity Care in South Tipperary General Hospital Clonmel. • STGH aims to improve women's overall experience of care by improving provision of written, virtual and verbal information, reiterating this information at each patient contact, providing mental health and emotional supports, improving healthcare communication, maintaining dignity and respect, involvement in decision making during labour and birth. The development of STGH policy on Attitude, Behaviour and Communication for all staff in the Maternity service and roll out of the National Healthcare Communication Programme are key to listening and responding to comments obtained from NMES and focus improving care. • As a direct result of feedback from the NMES, STGH will implement the above QIPs. This feedback will provide focus; following evaluation and measurement will display how this feedback will make a difference. • STGH cares, we are listening, responding and improving Maternity Care Services for women in Tipperary and the surrounding areas. 	