

Respectful Maternity Care (RMC) Education

Jessica Brumley, PhD, CNM
Nicole Pelligrino, MPH, MCHES, CD, CLC



Activity

Sit down if you've never experienced disrespect

What is Respectful Maternity Care?



FPQC MFC Initiative Definition

Respectful maternity care refers to care that:

- 1. Maintains dignity, privacy, and confidentiality*
- 2. Ensures freedom from harm and mistreatment*
- 3. Enables informed choice, self-determination, and respect for a patient's preferences*
- 4. Ensures access to continuous support during pregnancy, labor, childbirth and postpartum*
- 5. Enables access to equitable maternity services including evidence-based care, a safe and inclusive physical environment, and necessary resources*

MFC

Mother-Focused Care

Global AIM: Improve maternal health by transforming hospital culture and environments to respectfully serve all mothers and their families, and by helping them meet their needs.

Primary Key Driver

Respectful Maternity Care (RMC)
Learn, define, commit, and implement respectful care for mothers and learn over time how well they are performing

Secondary Drivers

Educate providers and staff about RMC and its components and strategies

Develop a hospital commitment with providers and staff support

Implement and use an ongoing RMC survey and other methods of maternal feedback to improve care

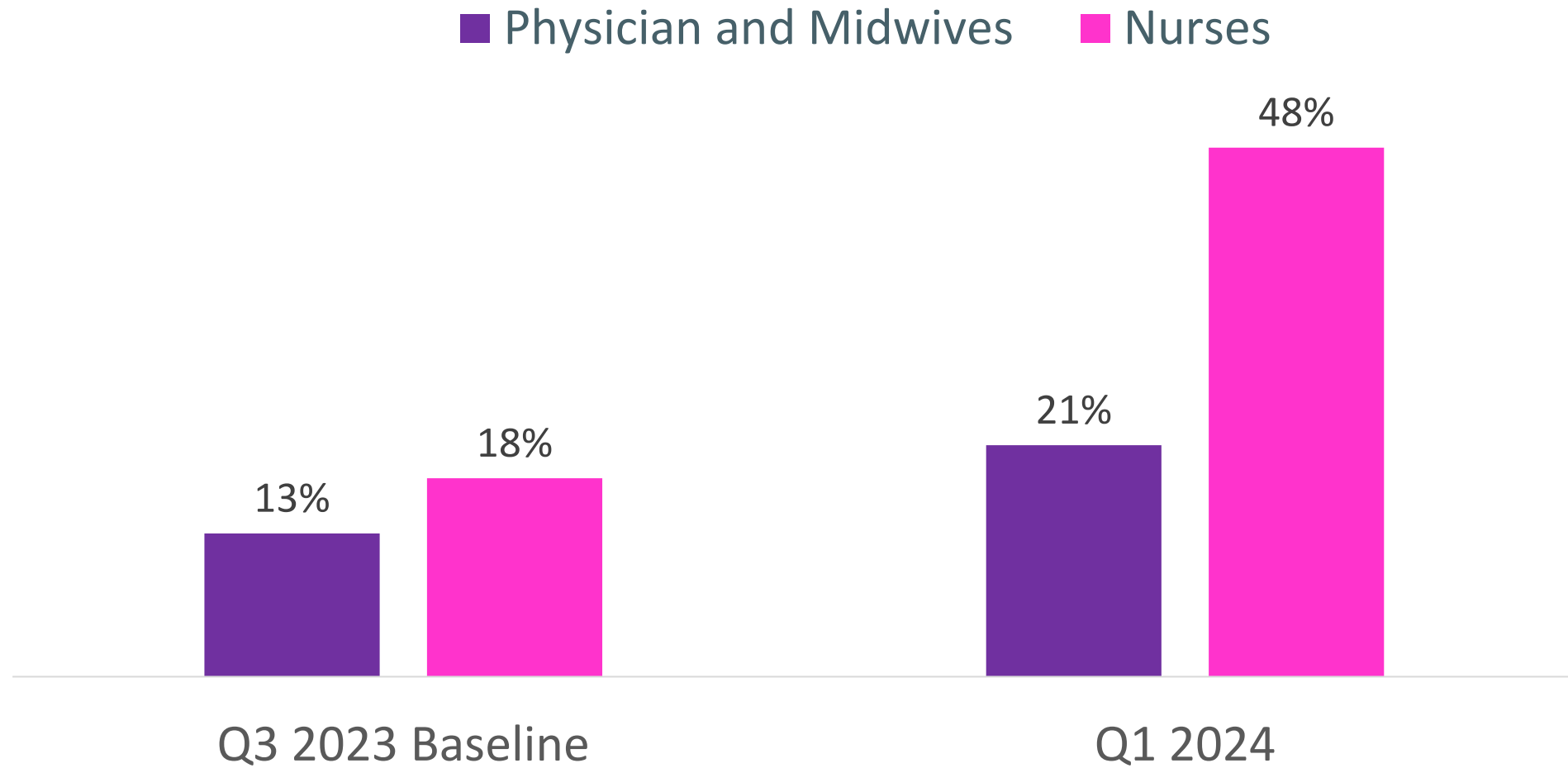
Respectful care is a universal component of every driver & activity

Where are We Now?

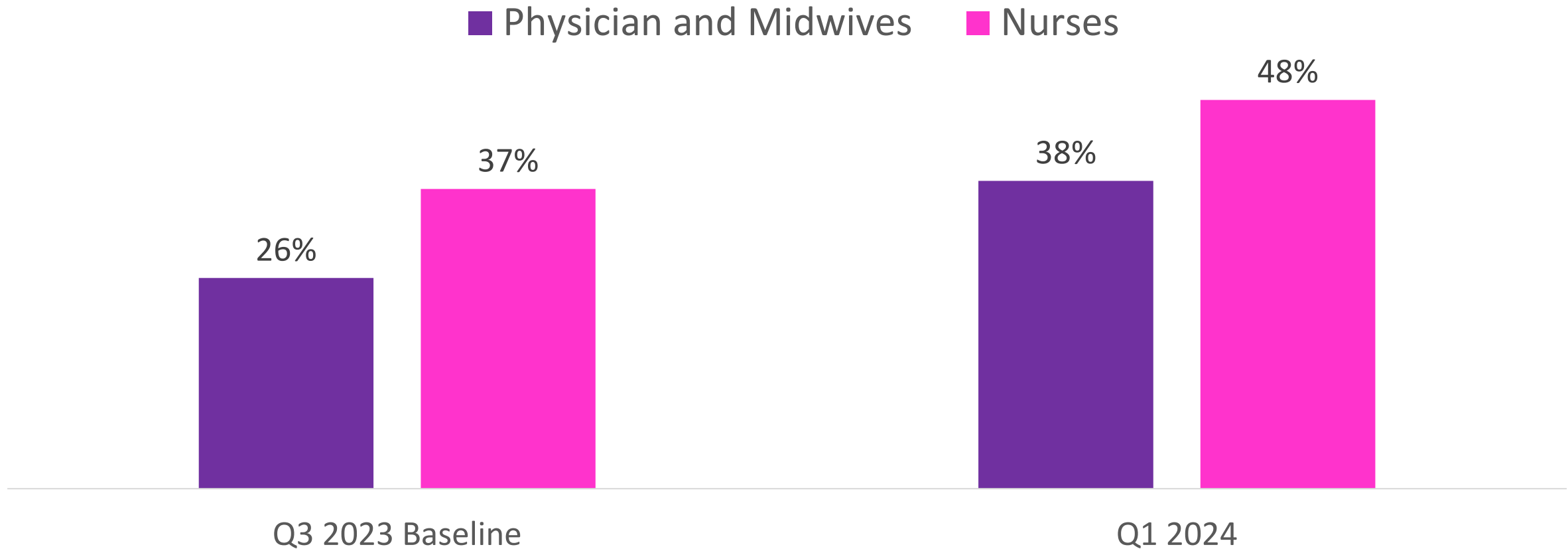
Respectful Maternity Care (RMC)

- ✓ Strategy in place to share Respectful Care for patients
- ⚠ Need for physician & midwife education

By December 2024, MFC hospitals will have 80% of providers and nurses attend an RMC training since January 2023



Processes for developing an agreed-upon plan of care utilizing a shared decision making model



Educate Providers about RMC



Strategies

- Provide Respectful Maternity Care Training for providers and staff
- Develop a welcoming and supportive environment that is respectful of each patient and their values

Resources

- FPQC Tool: Suggested Key Components for RMC Trainings



MFC

Mother-Focused Care

Shared Decision-Making

Communication amongst team members about RMC

Acknowledgment of (patient) past pregnancy and birthing experiences and loss

Stigma

Bodily autonomy and Consent

Role of doulas in RMC

Partners and other family members

Suggested Key Components for RMC Trainings

What does Respectful Maternal Care look like?

Cultural Humility/Cultural Competence

Recognizing healthcare worker burnout

Patient as center/meeting patients where they are

Trauma Informed Care

Develop a hospital commitment with providers and staff support

Strategies

- Adopt and commit to appropriate Respectful Care Practices to best serve the identified needs in their communities
- Create a strategy for sharing expected respectful care practices with obstetrical clinical team and patients including appropriately engaging support partners and/or doulas

Resources

- FPQC Tool: Hospital Commitment to Provide Respectful Care



Our Respectful Care Commitments for Every Patient

- 1. Treating the patient with dignity and respect** throughout their hospital stay. **Working to understand the patient** (their background, home life, and health history) so we can make sure they receive the care they need during their birth and recovery.
- 2. Communicating effectively** across the patient's health care team to ensure the best care for them. **Introducing ourselves and our role** on the patient's care team to the patient and their support persons upon entering the room. **Practicing "active listening"**—to ensure that the patient, and their support persons are heard. Being ready to hear any concerns or ways that we can improve patients' care.
- 3. Learning the patient's goals for delivery and postpartum:** What is important to the patient for labor and birth? What are their concerns regarding their birth experience? How can we best support them?
- 4. Welcoming the patient's chosen support persons** to be present throughout their stay.
- 5. Following** evidence-based guidelines **and partnering with the patient for all decisions** so that they can make informed choices that are right for them.
- 6. Valuing personal boundaries and respecting the patient's dignity and modesty at all times**, including asking their permission before entering a room or touching them. **Protecting the patient's privacy** and keeping their medical information confidential.
- 7. Recognizing a patient's prior experiences with healthcare may affect how they feel during their birth.** We will strive at all times to provide safe, equitable and respectful care to reduce the risk of harm and mistreatment.
- 8. Making sure the patient is discharged after delivery with an understanding of postpartum warning signs**, where to call with concerns, and with appropriate postpartum follow-up care visits arranged. **Ensuring the patient is discharged with the skills, support, and resources** to care for themselves and their baby.

As a provider, nurse, or staff member caring for pregnant and postpartum patients on this unit, I have reviewed and commit to these respectful care practices with every patient.

Signature _____

Date _____



Florida Perinatal
Quality Collaborative

fpqc.org/mfc

V. 7/18/23

RMC Commitment Handout

- Actionable strategies to positively impact patient care
- Teams can use this version or adapt for their facilities
- Can serve as a standard part of new team member onboarding



Suggested Trainings with RMC Component

While many trainings exist on issues related to respectful maternity care, the FPQC highlights three focused RMC trainings:

- **ACOG: Respectful Care eModules**
- **AWHONN: Respectful Care Implementation Toolkit (RMC-IT)**
- **ICM: Respect Workshops: A Toolkit**



ACOG RMC Offerings



Clinical organizations continue to complement and expanded upon efforts related to RMC.

- **ACOG Respectful Care eModules**

"Some clinicians may be unfamiliar with the concept of respectful maternity care, so supporting the spread of information and knowledge around respectful maternity care and its implementation is critical."

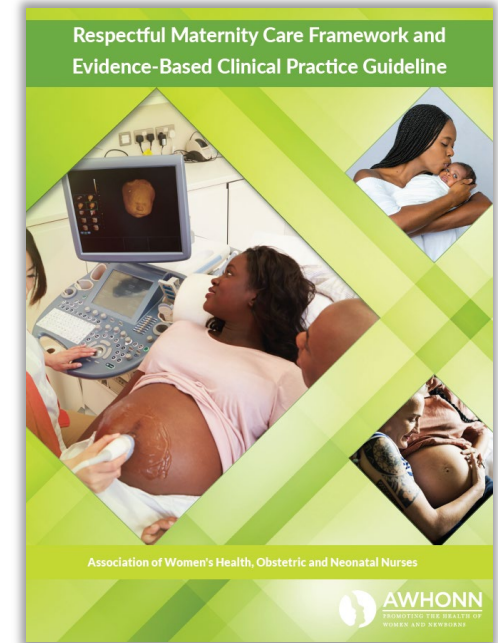
- ❖ **Estimated ~90 minutes to completion**
- ❖ **Includes a discussion guide that can be used individually or in a group setting with conversation starters, a reading list, and a reflection sheet**
- ❖ **Free for members**
- ❖ **1.5 hours to complete**
- ❖ **1.5 AMA PRA Category 1 Credits™**

Watch the March 19, 2024 FPQC webinar “Physician Leadership in RMC” here: <https://youtu.be/AE38mpee9Oo>

AWHONN RMC Offerings



- The RMC Framework
- AWHONN RMC Evidence-Based Guidelines
- AWHONN RMC Implementation Toolkit
- Videos, links to relevant resources from AWHONN and other agencies, articles of interest, tools and resources for staff, patient-facing brochures and infographics in several languages, and more!
 - Free for members, low-cost for non-members
 - CNE Offered
- AWHONN RMC webinar (59 min session)



Helpful Links:

- Huggies/AWHONN RMC Education: <https://www.huggieshealthcare.com/en-us/education-and-research/birth-equity/respectful-maternity-care-guideline-toolkit>
- Intro - From Advocacy to Action: Real Stories of the Maternal Morbidity & Mortality Crisis (2 minutes): <https://www.youtube.com/watch?v=vFzuVxHirjU>
- Real Stories of the Maternal Morbidity and Mortality Crisis (full-length, 16 minutes): <https://www.youtube.com/watch?v=SACbCnEr7WI>
- Rose Horton (AWHONN President) respectful care roleplay example (5 minutes): <https://www.youtube.com/watch?v=QETjSOP0zQw>

RMC Train-the-Trainer Sessions



- **International Confederation of Midwives**
 - **Respect Workshops: A Toolkit (FREE to all!) (Revised January 2024)**

Toolkit intended for midwives, doctors, educators, researchers, nurses, health care workers, doulas, managers, policy-makers, advocates, and leaders to facilitate workshops promoting respectful maternity care. Comes with handouts, activities, and PPTs.

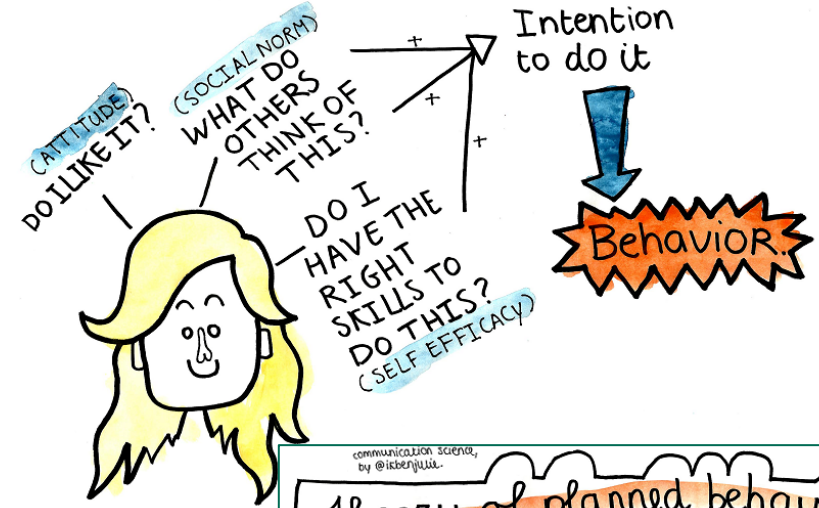
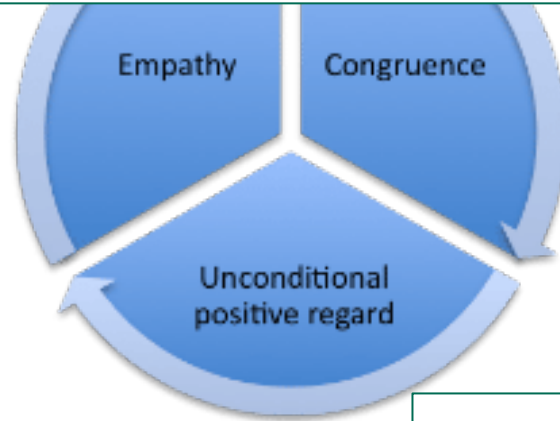
- Discusses Background to RESPECT
- Building RESPECT
- RESPECT Resources



ICM Curriculum: Theoretical Frameworks

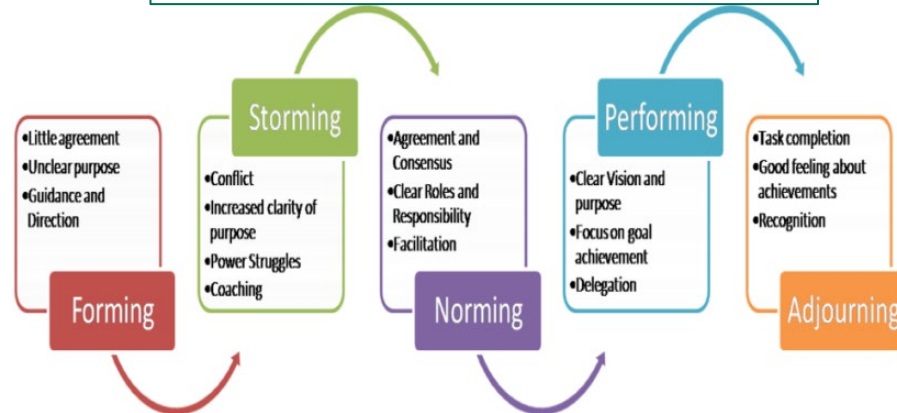


3 Core Components of Successful Facilitation (Rogers)

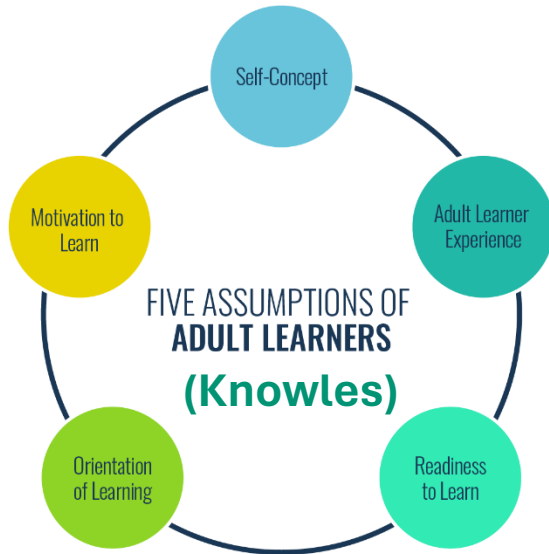


theory of planned behavior
Fishbein & Ajzen.

Stages of Group Development (Tuckman)



FIVE ASSUMPTIONS OF ADULT LEARNERS (Knowles)



How FPQC Adapted the ICM Curriculum



Uses the RESPECT Curriculum, discussing:

- RESPECT Background
- Building RESPECT
- RESPECT Resources
- Uses “Recommended Key Components of RMC Trainings” created by the RMC workgroup of the MFC advisory committee; while the ICM training covered most of these points, FPQC added additional topics and resources when adapting.

Florida Perinatal Quality Collaborative
Suggested Key Components of Respectful Maternity Care (RMC) Trainings

Check if component is covered in selected training

<input type="checkbox"/>	Shared Decision-Making
<input type="checkbox"/>	What does RMC look like?
<input type="checkbox"/>	Cultural Humility/Cultural Competence
<input type="checkbox"/>	Recognizing healthcare worker burnout
<input type="checkbox"/>	Patient as center/meeting patients where they are
<input type="checkbox"/>	Trauma-Informed Care
<input type="checkbox"/>	Partners and other family members
<input type="checkbox"/>	Role of doulas in RMC
<input type="checkbox"/>	Bodily Autonomy and Consent
<input type="checkbox"/>	Stigma
<input type="checkbox"/>	Acknowledgment of (patient) past pregnancy and birthing experiences and loss
<input type="checkbox"/>	Communication among team members about RMC
<input type="checkbox"/>	RMC Commitment or Pledge

MFC
Mother-Focused Care

Learn more about RMC: www.fpqc.org
Contact: fpqc@usf.edu

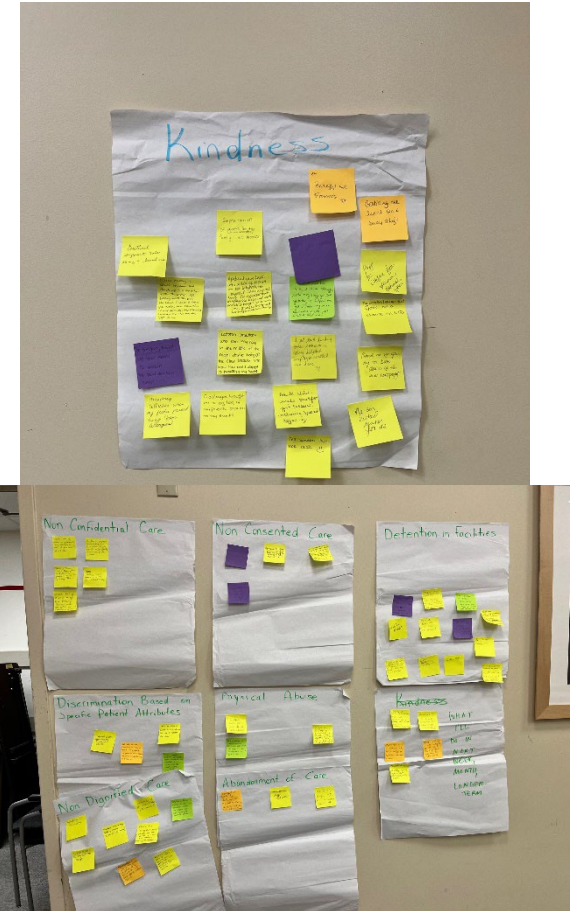
V. 7/18/23

FPQC RMC Trainings: Focus on Experiential Learning Activities



Materials: large wall post-its, regular post-its, markers to write headings on the large wall post-its, pens, 3 role plays printed out (one for you, one for each volunteer).

- Can you think of a time when someone's kindness had an impact on you?”
- “What Disrespectful Care is Happening in your facility?”
– can use same facilitation style.
- How will you implement what you learned today (some attendees even wrote quick 30-60-90 day plans on their post-its!)



FPQC RMC Trainings: Focus on Experiential Learning Activities



- “Sit down if you’ve never experienced disrespect” activity
- Adapted role-play SBAR (write your own!) : show a negative clinician/patient interaction and then ask the participants what disrespectful behavior was present (verbal and non-verbal), and then do it again but in a respectful manner.
- Creating a “High Feedback” Culture
- ...and more!



The charge nurse yelled at you in front of everyone because you were not responding quickly to one of the three women you were looking after.

Her colleague rolled her eyes in agreement.



Create a high feedback culture

- What feedback do you like to hear?
- What do you yearn to hear?
- How do you show your colleagues you have their back?



POLL

What kind of feedback do you want to receive?

RMC Promising Training Practices



- Include in resident training
- Offer RMC Grand Rounds
- Talk up ACOG eModules amongst colleagues
- Work with your Medical Staff Office on training strategies, CME, etc.
- Sign Commitment to RMC form and banner
- Offer brief RMC presentation at OB Section Meeting
- Provide Lunch & Learn session on RMC with an RN colleague
- Include RMC discussions in debriefs

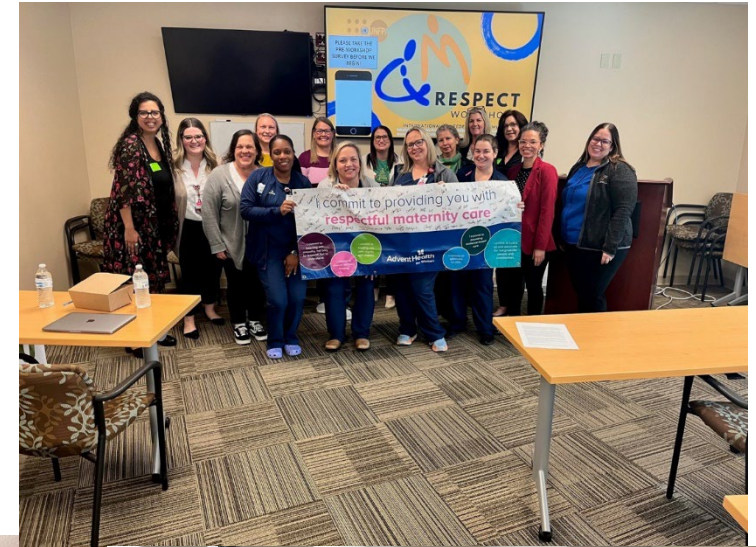
RMC Promising Training Practices



- Combine on-demand and in-person training strategies
- Take “bite-sized pieces” of trainings
- Bring RMC change package to your Unit Based Councils!
- Provide patient education handouts, laminated scripting on MFC- “We Ask Because We Care”
- Upload ACOG eModules to learning platform
- Work with your Medical Staff Office on training strategies, CME, etc.
- Post Commitment to RMC Banner visible on unit with all clinicians signing
- Include RMC “pearls” at huddles
- Add RMC education as standing item on agenda for Perinatal Safety Meetings

FPQC 2023/2024 Trainings

Five trainings held statewide,



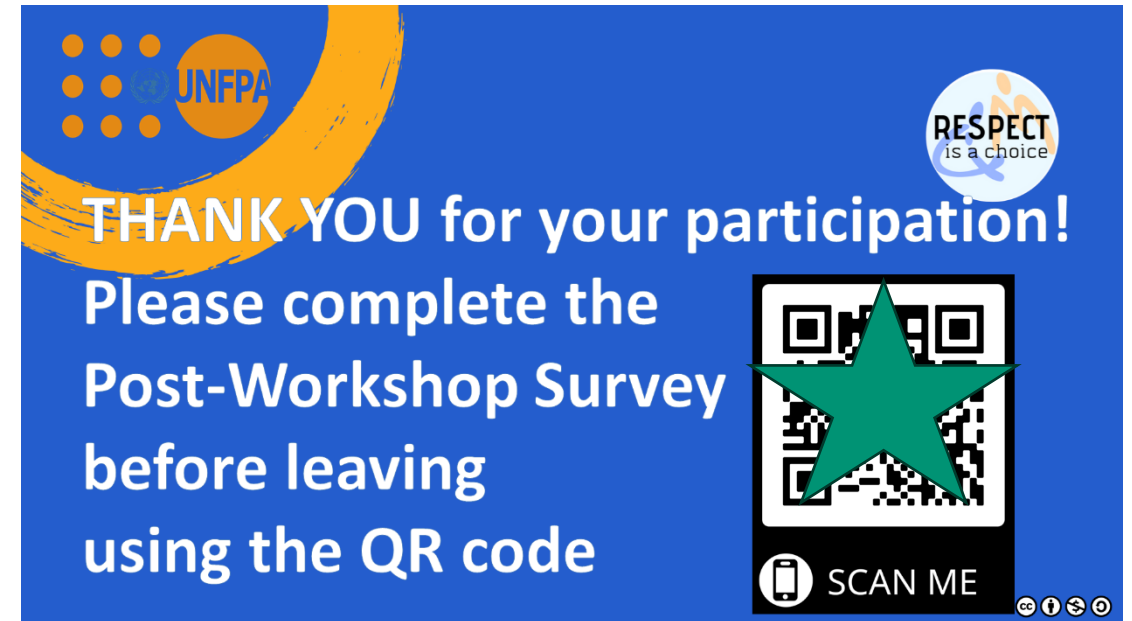
Fall 2023 Training Evaluations



Objectives:

- Gauge changes in knowledge, attitudes, self-efficacy and empowerment before and after the training amongst clinician participants (e.g. physicians, midwives, nurses, administrators, and quality improvement specialists).
- Administer additional post-test questions to obtain participant feedback on training acceptability, feasibility, and satisfaction.

Fall 2023 Training Evaluations



- We linked the QR codes to a pre and post-workshop evaluation on Qualtrics, but could use SurveyMonkey or something similar
- Anonymous responses allowing participants to answer without vulnerability or embarrassment
- Allows for deeper analysis than just marking attendance at a training
- This type of evaluation may be replicable for your facility as you administer trainings

RMC Evaluation Initial Findings



For the five Fall 2023 trainings, improvements in three domains were assessed in a **pre-/post test**.

Items that showed significant differences from the beginning to the end of the workshop include:

1) Knowledge

- Disrespect during maternity care is a human rights violation
- Attempting to convince a patient into a medical intervention that you believe is needed is disrespectful care
- Experiences in which a patient feels mistreated may lead to a slow or stalled labor
- Shared decision-making includes providing the patient with unbiased information on all of their care and treatment options
- Ongoing labor support, such as that from a doula, is an important tool for improving labor and delivery outcomes

2) Attitudes

- It is important to confront colleagues who provide disrespectful care
- Zero tolerance for disrespectful care includes providing clear feedback to colleagues

3) Self-Efficacy and Empowerment

- I feel comfortable providing feedback to a colleague when I witness disrespectful care

RMC Evaluation Initial Findings



We also conducted a post-workshop evaluation where participants were asked to rank on a scale of 1 (strongly disagree) -5 (strongly agree). A mean score between 5-6 (agree or strongly agree) was reported for the following items:

- This training was useful
- This training meets my approval
- This training is appealing to me
- I like this training
- I welcome this training
- I intend to utilize what I learned in this training with my staff
- This training is applicable to people like me
- I am satisfied with this training
- This training is applicable to people like me
- This training is a good match for me
- **I feel comfortable facilitating an RMC workshop in the future**
- The facilitators were knowledgeable about the content provided
- The facilitators were effective at communicating the workshop content

Support for RMC In Hospitals



The team at Mount Sinai commits to providing respectful maternity care



Questions? Contact FPQC

fpqc@usf.edu

Visit

www.fpqc.org/mfc
for RMC resources

Follow us!



Florida Perinatal
Quality Collaborative

MFC

Mother-Focused Care