



Lakeland Regional **Health**[®]

Respectful Maternity Care (RMC) Survey

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A little about us...



A little about us...

- 17 bed Labor and Delivery unit
- 8 bed OBED
- 4 Women's OR suites with a 10 bed Women's PACU



A little about us...

- 32 bed Mother/Baby unit
- Average between 300 and 400 deliveries per month
- 4306 total deliveries in 2023



RMC Survey Implementation

- Staff education on RMC survey was accomplished through hospital kick-off event, team huddles, and GEMBA rounds
- Process is for RNs to review the survey along with the postpartum depression screen
- This is to be completed at least 24 hours after transfer to MBU, but prior to discharge




Talking to the Patients

- When reviewing the MBU admission paperwork, RNs address the depression screen and the RMC survey.
- If at 24 hours it hasn't been completed, then the RNs ask the patient to complete the survey.
- Nurse Leader Rounding: patients are reminded/encouraged by supervisors who round daily

Tell Us About Your Birthing Experience!

Scan here




Or
visit bitly.com link

The purpose of this survey is to give you an opportunity to share feedback on your labor, delivery, and postpartum care.

Our goal is to provide respectful care for all patients. We need your feedback to make sure we are providing the care you need. We are committed to providing you safe and respectful care.

Respectful care ensures that patients receive patient-centered care, feel respected and listened to, and the individual needs and preferences of all patients are valued and met.

- Your survey responses will remain private. We will not collect your name and your individual answers will not be shared with your health care provider or any staff.
- This survey should take about 10 minutes to complete. Completing this survey is optional and will not impact the care and services to you and your baby.
- Please complete the survey before discharge. Let your nurse know if you have any issues completing it.

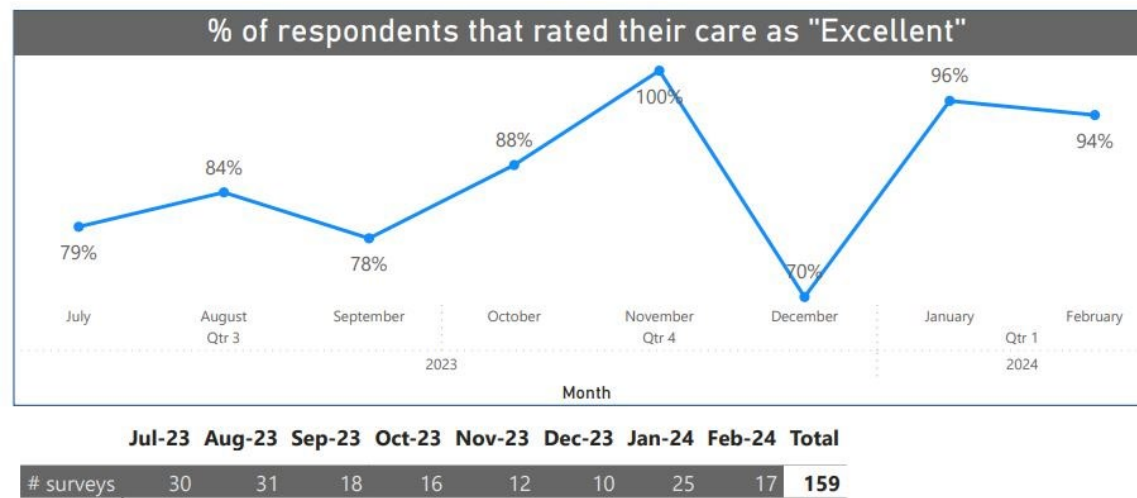


Florida Perinatal
Quality Collaborative

Supporting respectful care for all patients: The Florida Perinatal Quality Collaborative (FPQC) works with patients, physicians, midwives, nurses, hospitals, and community groups across Florida to reduce maternal disparities and improve maternal and infant outcomes by ensuring all patients receive safe, high-quality, compassionate, and respectful care.

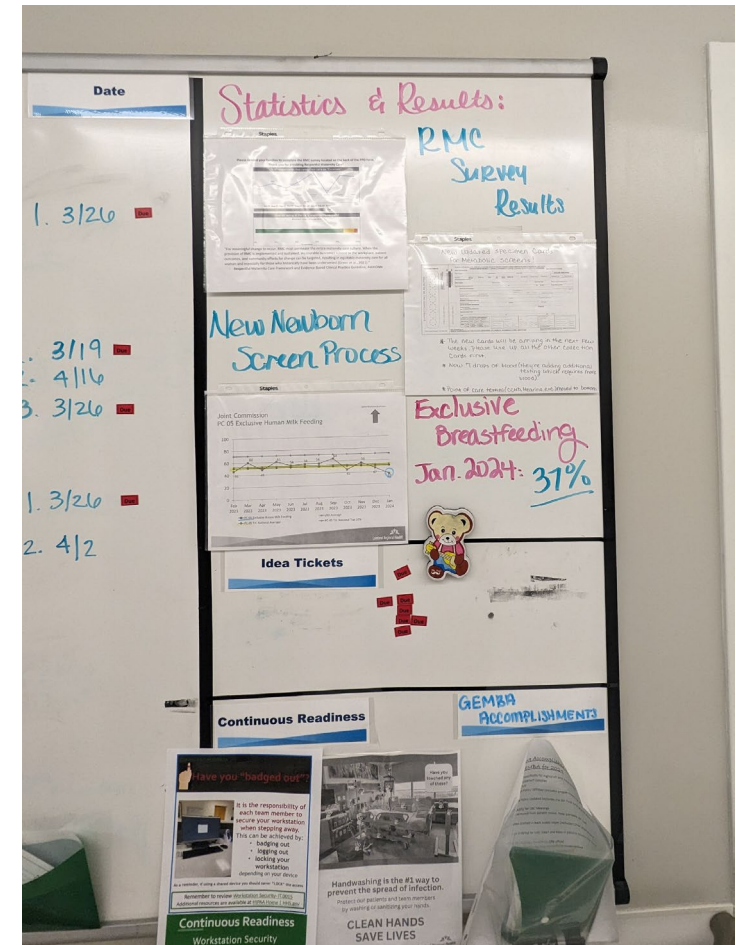
Reviewing Results

- Survey results received from FPQC team.
- Set up MFC team meeting and review survey results and discuss comments.
- Determine action plan, if needed, based on this data.



Re-focus with the Team

- Discuss the complexities of the postpartum patient journey and how this may impact survey compliance
- Re-huddle with team
- Add information to GEMBA board
- Discuss the importance of the RMC survey so staff have buy-in



Questions?

