

# 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.*

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Signature

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Date



Florida Perinatal  
Quality Collaborative

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V. 7/18/23