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
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
RMC is founded on the premise that women should not be mistreated in childbirth.
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
Suggested Key Components for RMC Trainings

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

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
Available Trainings with RMC Component

- ACOG: Respectful Care eModules
- AWHONN: Respectful Care Implementation Toolkit (RMC-IT)
- ICM: Respect Workshops: A Toolkit
- Perinatal Quality Institute: Speak UP
- March of Dimes: Awareness to Action

FPQC is also planning to offer 4 regional RMC trainings – more information is forthcoming!
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."

- **Free**
- **Available until May 6, 2023**
- **1.5 hours to complete**
- **1.5 AMA PRA Category 1 Credits™**
Clinical organizations continue to complement and expanded upon efforts related to RMC.

- **ACOG Committee Opinion 587: Effective Patient–Physician Communication** (2014, Reaffirmed 2021) provides recommendations including:

  **RESPECT Model**
  
  - Rapport
  - Empathy
  - Support
  - Partnership
  - Explanation
  - Cultural Competence
  - Trust
  
  *(UCSF, 2002)*

  **Five Step Patient-Centered Interviewing**

  Step 1. Set the stage for the interview (30–60 s)
  Step 2. Elicit chief concern and set an agenda (1–2 min)
  Step 3. Begin the interview with non-focusing skills that help the patient to express herself (30–60 s)
  Step 4. Use focusing skills to learn 3 things: Symptom Story, Personal Context, and Emotional Context (3–10 min)
  Step 5. Transition to middle of the interview (clinician-centered phase) (30–60 s)

  *(Fortin et al., 2012)*

Focuses on quality/safety and highlights:

• **Response** (e.g. establish discharge navigation systems)
• **Reporting** (e.g. dashboards)
• **Readiness** (e.g. best practices for shared-decision making)
• **Recognition** (e.g. access to health information in a simplified format)
AWHONN Respectful Maternity Care

Implementation Toolkit (2022):

Comes with tools and resources you can use to implement within your organization. Free for members and available to non-members for a small fee. Guiding principles:

• Awareness
• Mutual Respect
• Shared Decision Making and Informed Consent
• Autonomy
• Dignity
• Accountability
• **International Confederation of Midwives**
  • Respect Workshops: A Toolkit (FREE to all!) (2020)

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
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
RMC Commitment Handout

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 healthcare 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

V. 4/4/23

• Actionable strategies to impact patient care
• Teams can use this version or adapt for their facilities
• Can serve as a standard part of new team member onboarding
• Will be included in FPQC RMC regional trainings
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 themself 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
Implement and use an ongoing respectful maternity care survey and other methods of maternal feedback to improve care

**Strategies**

- Implement a patient respectful care survey to obtain feedback from postpartum patients on respectful care practices and a process to review and share results
- Educate patients on the importance of SDOH screening and Respectful Maternity Care practices adopted by the Hospital
- Develop and implement your hospital’s written action plan to address at least one identified healthcare disparity

**Resources**

- CDC “Hear HER” Campaign
RMC Patient Survey Script

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.

Available in three languages
- English
- Spanish
- Haitian Creole

Patients will be able to scan QR code, enter shortened link into browser, or complete on hospital iPad

Leads to survey in Qualtrics
Each hospital will receive a hospital-specific QR code (should not be shared with another hospital).

Same QR code for all languages.

Once at least five (5) patient responses have been received by FPQC, hospital will receive their first report.

Best practices for encouraging survey completion:
- Staff assistance
- Providing device to complete survey
- Giving patient privacy
Please tell us about your care so that we can improve the care we provide. Answering the survey or any survey question is voluntary. Choosing not to answer will not have any impact on the care you receive. Your name will not be collected. Your individual answers will not be shared with your hospital team or others.

Directions: Rate how strongly you agree or disagree with each of the statements about your experience during your stay for labor and delivery.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I could take part in decisions about my care.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>b. I could ask questions about my care.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>c. My health care choices were respected by the health care team.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
### I was treated differently by the health care team because of:

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. My race or skin color</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. My ethnicity or culture</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c. The type of health insurance I have</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d. The language I speak</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Experience with Health Care Team**
### I was treated with respect and compassion:

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. During my check-in</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. During my labor and delivery</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>c. During my care after delivery</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>d. During discharge</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Experience across Birthing Visit**
Is there anything else you would like to share about the care you received?
Questions?
fpqc@usf.edu
www.fpqc.org/mfc/toolbox

Florida Perinatal Quality Collaborative
Florida Perinatal Quality Collaborative
@TheFPQC
@thefpqc
Lunch Courtesy of ACOG District XII (Florida)

Thank you!