



3rd Annual Quality & Patient Safety Conference Improving the Healthcare Journey for Patients & Staff



TITLE

Birth Reflections

SUBMITTED BY

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ABSTRACT

INTRODUCTION

In February 2021, the Rotunda Hospital was delighted to announce the launch of a midwifery-led Birth Reflections service. This is a dedicated midwifery-led debriefing and listening service for women who have given birth in The Rotunda Hospital.

The Maternity Experience Survey 2020 in Ireland found that nationally 30% of women reported that they did not have the opportunity to ask questions about their labour or birth in the postnatal period. This service offers the woman the chance for a dedicated midwife to listen to any concerns a woman may have, to explore any issues and provide an opportunity to reflect on their birth experience.

METHODOLOGY

One to one appointment to support women to make peace with her birth/ pregnancy experience.

AIM

An opportunity to discuss experiences and feelings about the birth, in the hope of reducing the possibility of psychological or emotional distress, thereby empowering women with confidence for future pregnancies.

CHANGE IMPLEMENTED

Couples are afforded the opportunity to clarify events. It can help to obtain a greater understanding of possible implications for future births. Reviewing the birth notes can help provide answers, fill in gaps, and give the hospital's account of the birth.

MEASUREMENT

- Collection of data has been ongoing throughout year one and for year 2 evaluation of the service is a priority.
- Implementation of a patient satisfaction survey is anticipated to commence this month.

RESULTS

- Awaiting analysis of data from patient satisfaction surveys.
- Since its implementation in February 2021 333 women availed of the service in 2022.
- It is hoped that the service has empowered and supported more women throughout their pregnancy, birth and postnatal experience. This in turn aims to reduce the rates of dissatisfaction when their expectations have not been met, thus reducing the amount of complaints received by the maternity service.

VALUE

The Rotunda promotes a culture of patient safety and quality of services in all areas. Feedback from Birth Reflections is used to facilitate positive changes in maternity care by identifying areas we can improve upon and by recognising what we are doing well which impacts positively on both patients and staff.

SUSTAINMENT

Since its implementation the uptake in the service has been phenomenal. The majority of referrals have been self-referrals from women through the dedicated email address and phone number indicating that women appreciate the opportunity to reflect on their experience.

ADDITIONAL INFORMATION

This model of care is transferrable to other maternity hospitals to empower and support more women and partners.