

Golden Provider Survey Results

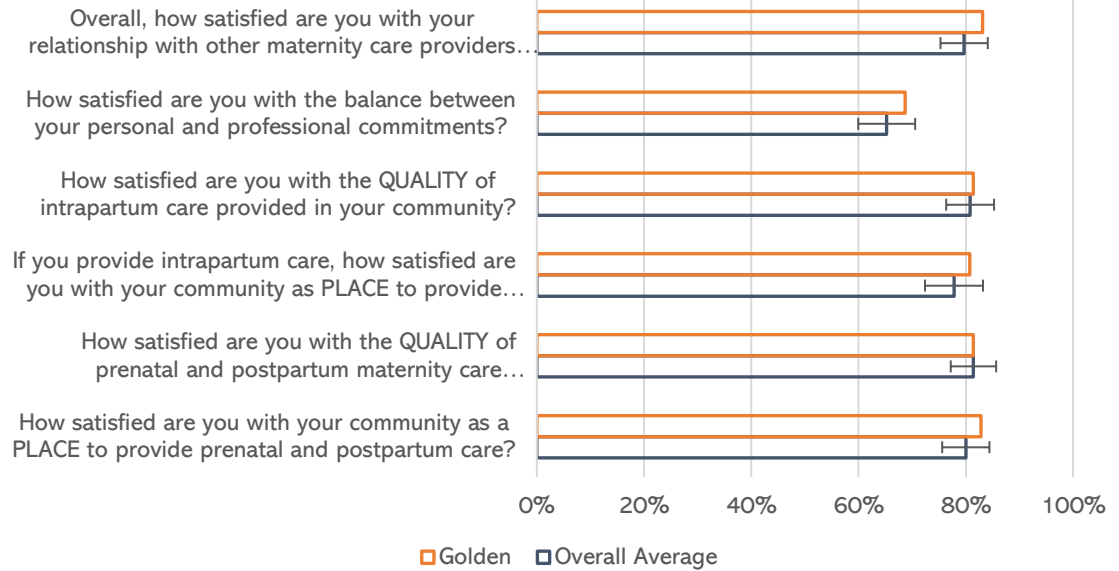
(N=32, (9 Registered Nurses, 6 Family Physicians who provides prenatal, intrapartum and postpartum care, 3 Obstetricians, 2 Family Physicians who do not provide intrapartum care, 2 Registered Midwives, 1 Pediatrician and 1 General Surgeon)¹

Provider Satisfaction

Respondents in Golden reported their satisfaction equal to the average ratings across all other communities for all questions.

Providers are least satisfied with the balance between their personal and professional commitments.

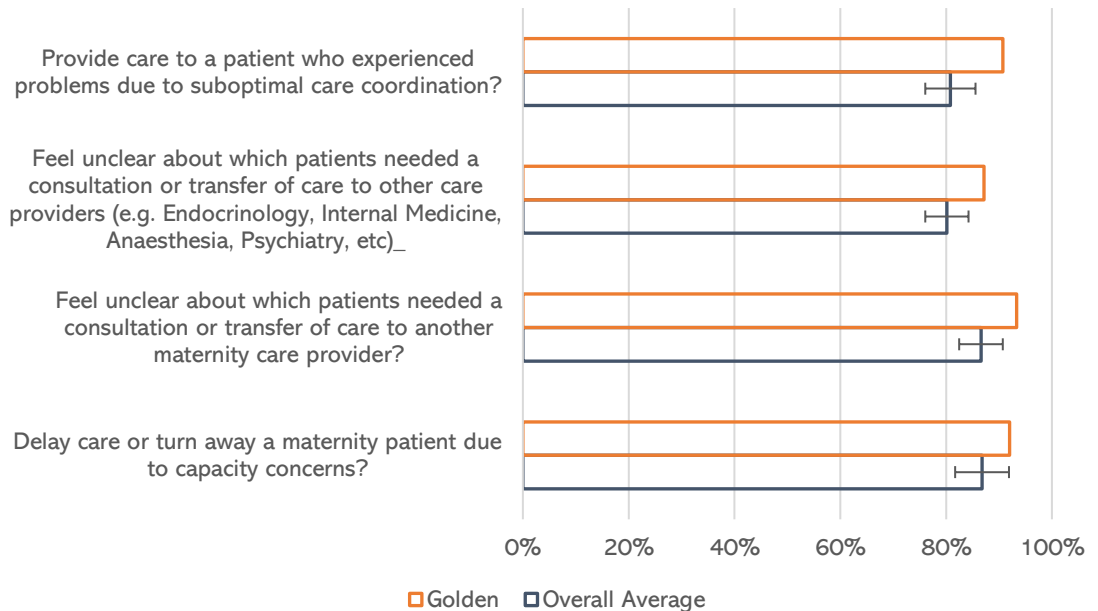
Provider satisfaction



Access to Care

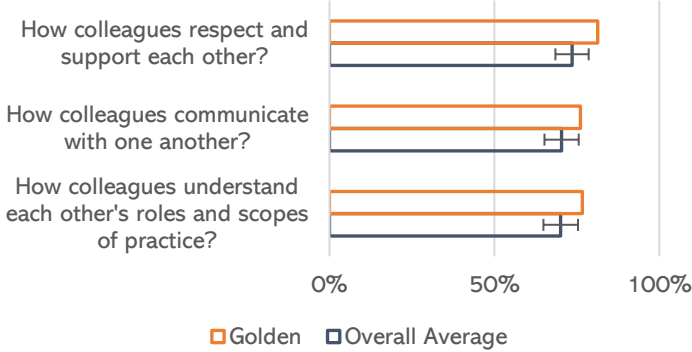
Respondents in Golden reported more positive access to care across all other communities for all questions.

During the past six months, how often did you:



¹ Results are calculated as weighted average such that the most positive score is weighted at 5 and the lowest is 1. The totals are summed, divided by the total number of responses and represented as a percent.

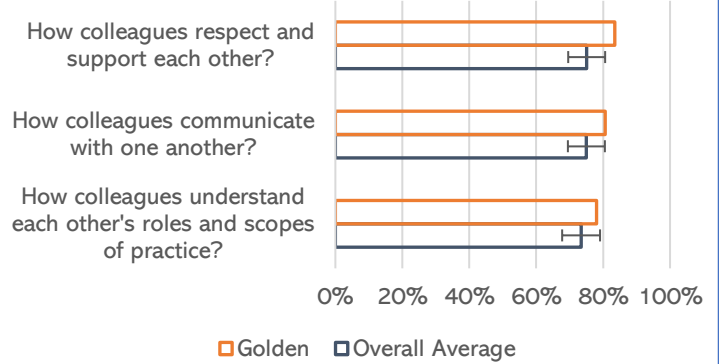
For prenatal and postpartum care, please indicate how satisfied you are with the following:



Prenatal and Postpartum Care

Respondents in Golden reported their satisfaction for collaboration during prenatal and postpartum care equal or slightly higher than the average ratings across all other communities for all questions.

For intrapartum care, please indicate how satisfied you are with the following:



Intrapartum Care

Respondents in Golden reported their satisfaction for collaboration during intrapartum care equal or slightly higher than the average ratings across all other communities.

Qualitative Summary

Please describe the relationships between obstetricians, family physicians, registered midwives, nurse practitioners, and nurses in your community.

Responses to this question were positive and in multiple instances respondents attributed the positive relationships to MoreOB:

"a very positive and respectful relationship"

"Overall, with help and thanks to MoreOB, the interdisciplinary team communicates and works well together"

"I think as a local team, we work together well the great majority of the time, and I think MoreOB has helped that a lot."

"Working as a team of GP/RM providers has been really great so far."

Respondents did note some challenges between new, inexperienced nurses and senior nursing staff. Respondents also identified that obstetricians did not have an accurate perception of local roles and capacities due to most interactions being over the phone/not co-located.

What is working well for maternity care in your community/the area where you provide maternity care?

Responses to this question included:

"Frequent exchange of ideas and open communication."

"Very supportive interactions."

"Great everyone gets along, with monthly meetings between all disciplines."

"Records are accessible by all and available at the hospital easily."

"Nurses, physicians, and midwives practice in simulation settings and meet somewhat regularly to discuss MoreOB education topics."

"MoreOB has been great for our hospital team."

"Enhanced postpartum care provided by PHN has been wonderful."

What do you need to improve collaboration for maternity care in your community?

Respondents reported needing the following to improve collaboration:

1. *Communication:* Respondents highlighted the need for timely, communication across the pregnancy journey. A proposed standardized communication tool would service providers involved during prenatal, intrapartum and postpartum care. The communication tool would identify previous and current care and plans for future care (referrals and transfers) and facilitate handover of patients between providers and settings.
2. *Provider education:* Respondents identified the need for further education to ensure care is consistent and current. This is related to the small number of births in Golden. Respondents suggested the following education:
 - Teaching and capacity building by obstetrician consultants
 - Case reviews on a weekly /monthly basis and difficult cases
 - Inservice for documentation requirements for public health
 - Transportation guidelines and standards fetal monitoring during transfer with documentation
 - Nurse education for breastfeeding and postpartum care
 - Support to attend education, simulations, webinars and conferences
3. Collaborating with obstetricians to identify/build capacity to support patients to deliver locally. Skills identified include IUPC's, repair of 3rd and 4th degree tears, discussion re safe antibiotic use in pregnancy, periodic updates, POCUS ultrasounds, etc.

What is needed to improve maternity care in your community/the area where you provide maternity care?

Responses to this question included:

- Access to better, more frequent prenatal classes/information.
- Access to postpartum classes/information including breastfeeding support
- Access to 24/7 surgical coverage to increase number of patients that can deliver locally
- Improved access to doula services (costs to patients)
- Improved access to experienced care providers
- Easier and quicker access for high risk obstetrics / maternity patients to Alberta

Respondent Demographics

Average years in practice: Overall: 15.7 years; Golden 16.0 years

