



Co-creating Education Materials to Empower Patients and Families in the Induction of Labour Experience

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Description

Humber River Hospital (HRH) puts patients first on the journey to becoming a High Reliability Organization. Recognizing Accreditation Canada's QMENTUM Program for Obstetrics standards (2017), patients and families are to be engaged in shared decision-making and understand how care is provided, whereby the team works in collaboration with patients and families. Within the HRH Maternal and Child Program, a multi-disciplinary team of HRH staff and a patient family advisor identified a gap in patient education regarding induction of labour (IOL). The team used this as an opportunity for quality improvement (QI) to promote patient engagement and shared decision making.

Aim

To empower clients and families in the IOL experience by providing education materials regarding IOL.

Actions Taken

An experience-based co-design approach was used to develop education materials regarding IOL:

1. Nursing staff conducted interviews with patients after their IOL
2. Identified information handouts as the best means to improve patient education
3. Patient and staff feedback identified high touch points regarding handout content

Summary of Results

Two patient information handouts were developed to be given: 1) when inductions are booked in the practitioner's office, and 2) when patients are discharged after the start of induction. Survey results indicated that 100% of patients found the information handouts helpful and improve their understanding of IOL.

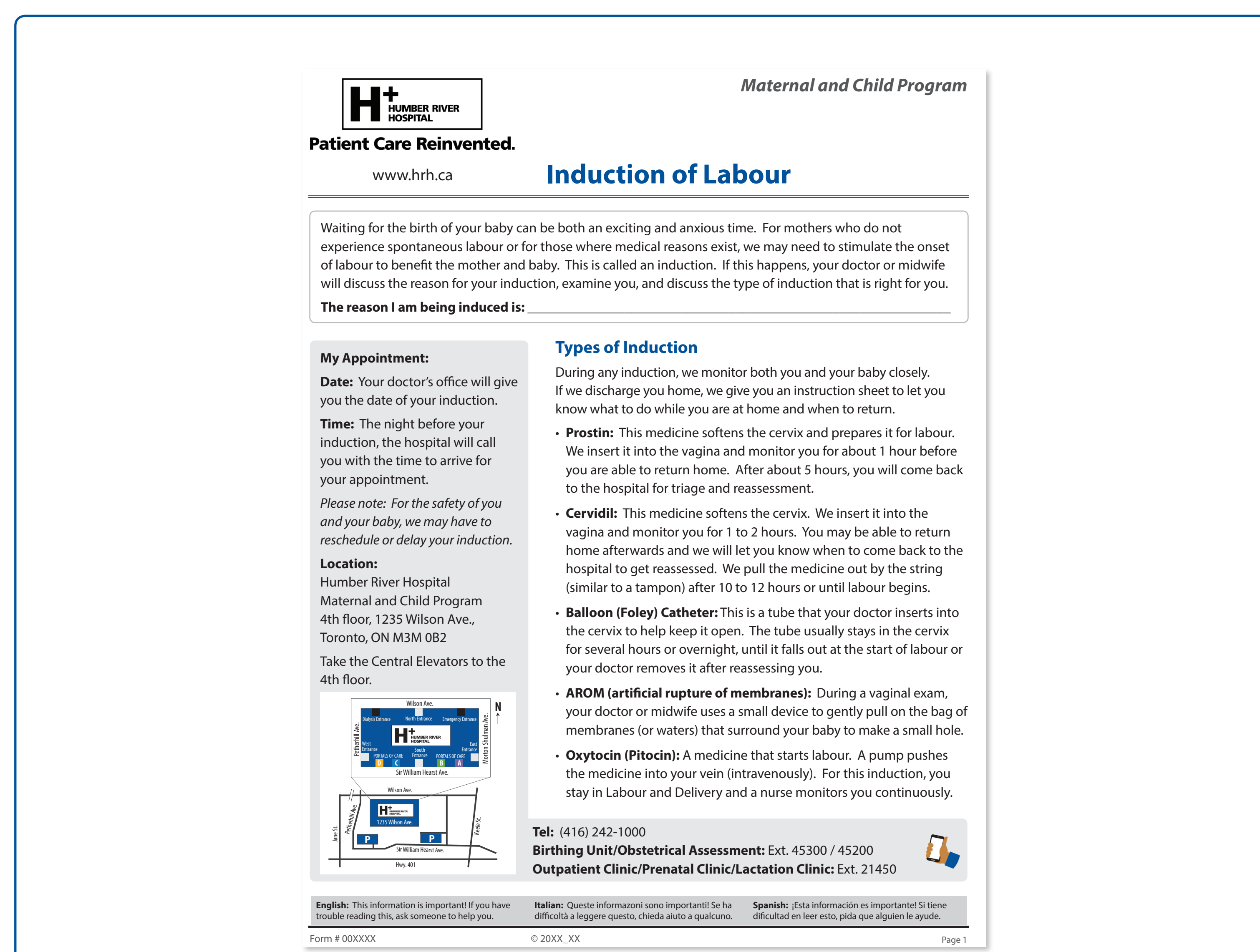


Figure 1. Patient information handout given when inductions are booked

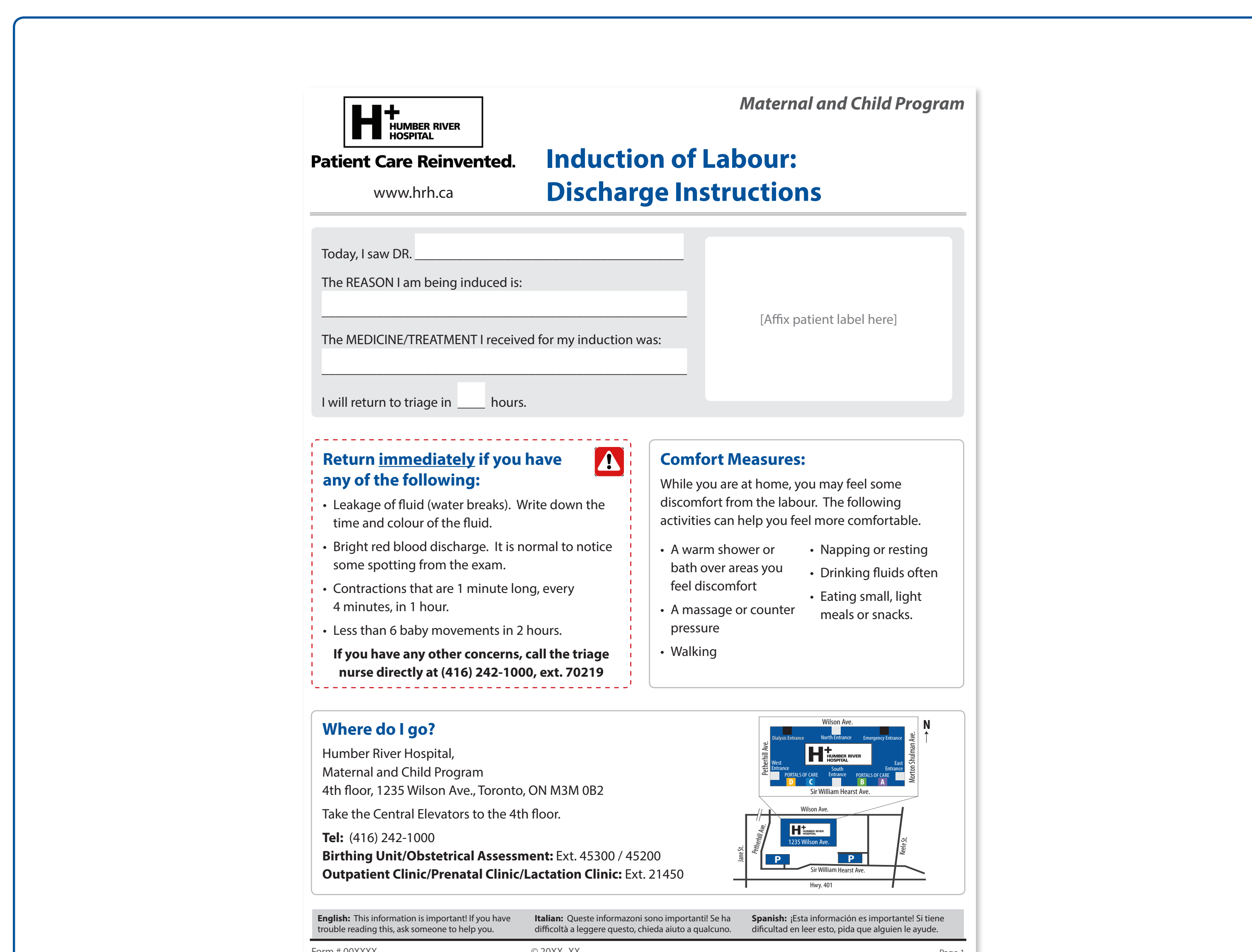


Figure 2. Patient information handout given when patient is discharged after the start of induction

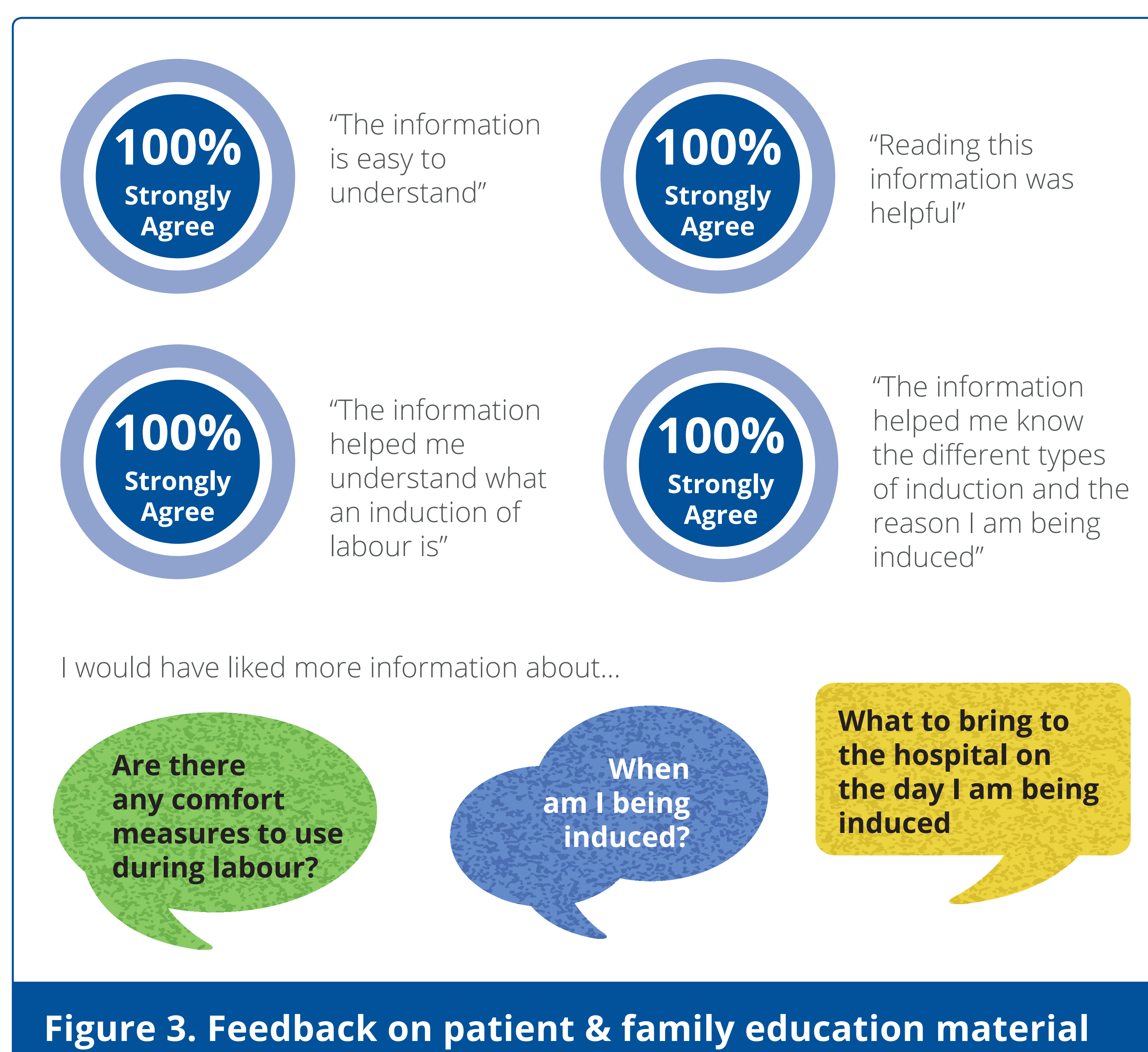


Figure 3. Feedback on patient & family education material