

St. Peter's Hospital, Albany

Hospital Based On Call Doula Project

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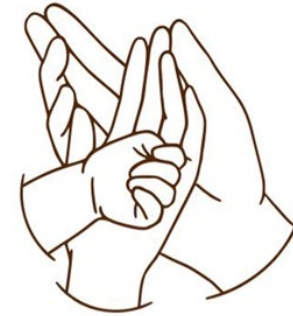
Project goal: improve maternal and infant health outcomes by increasing access to doula care. To achieve this, we are collaborating with BirthNet to provide effective on-call hospital-based doula availability.

Other goals of this project are:

- to amplify the voices of BIPOC birthing people;
- recruiting, training, supporting and employing BIPOC individuals;
- ensuring that free doula services are available to all birthing people, regardless of race, ethnicity and socio-economic status; and
- connecting all birthing people with doulas from their communities or cultural backgrounds, should they request it.

Our goals are based on quality outcomes data and patient surveys.

The project is funded through the generous support of HANY'S' AHEI learning collaborative.



BIRTHNET

Care.Educate.Support.Organize

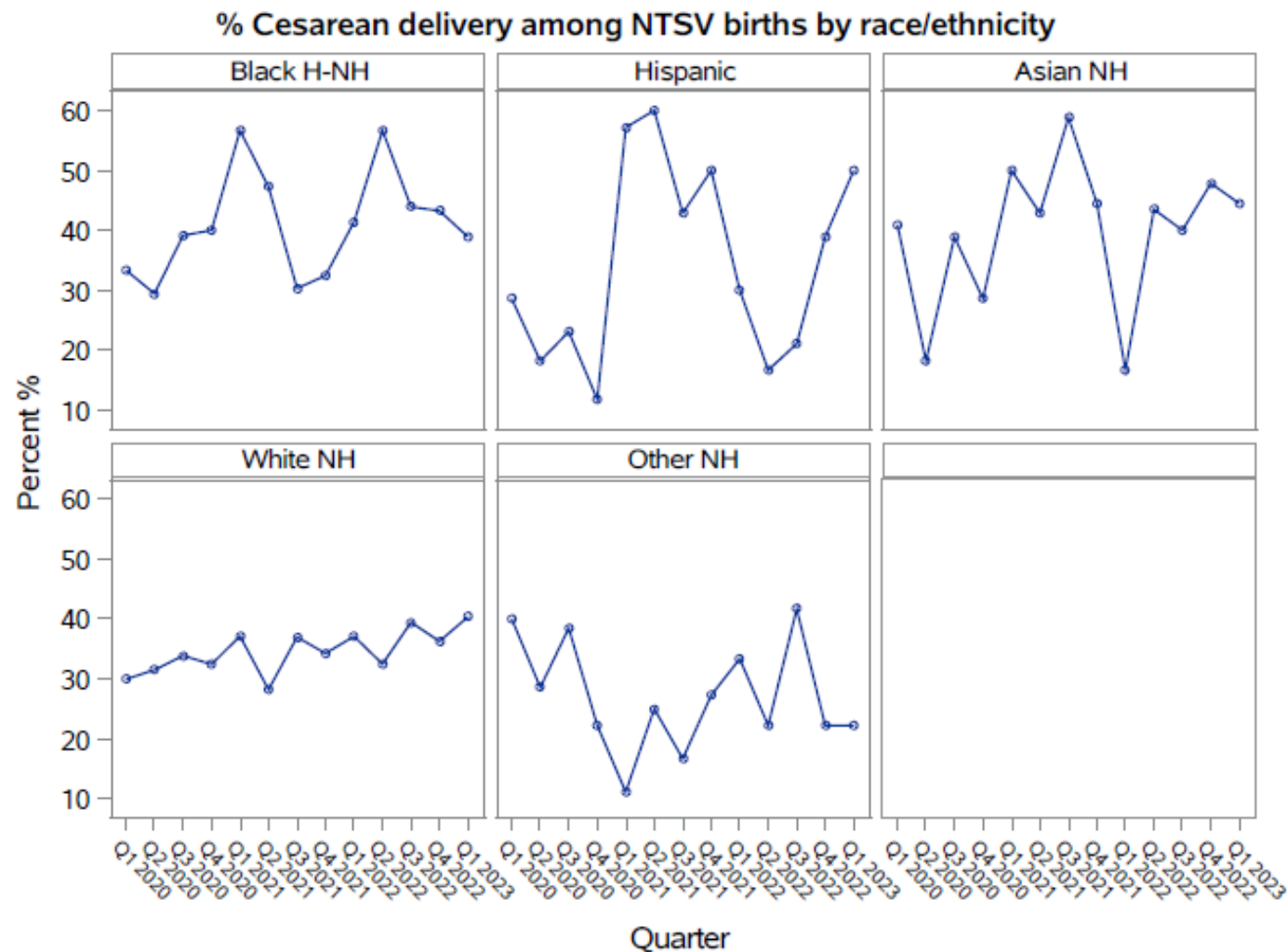
C-section rates by race

Among birthing people at St. Peter’s Hospital from Q2 2021 to present, 68% are White, 14% are Black, 5.2% are Asian, 1.5% are Other, 1.3% are Native Hawaiian or Other Pacific Islander, 1.2% are Two or More Races, and 0.2% are American Indian/Alaska Native.

Race	Category	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	Total
American Indian/Alaska Native	Total Births	1	1	0	0	2	4	2	3	2	1	1	17
	C-Section Rate	100.00%	100.00%	0.00%	0.00%	50.00%	50.00%	50.00%	33.33%	0.00%	0.00%	100.00%	47.06%
Asian	Total Births	17	28	37	25	44	57	37	40	45	36	25	391
	C-Section Rate	41.18%	53.57%	37.84%	12.00%	38.64%	47.37%	48.65%	40.00%	40.00%	47.22%	48.00%	41.94%
Black or African American	Total Births	76	108	113	107	95	123	107	103	90	109	45	1,076
	C-Section Rate	47.37%	46.30%	31.86%	37.38%	40.00%	46.34%	39.25%	36.89%	43.33%	47.71%	55.56%	42.10%
Native Hawaiian or Other Pacific Islander	Total Births	5	17	12	17	18	5	2	4	7	6	3	96
	C-Section Rate	40.00%	47.06%	66.67%	41.18%	16.67%	40.00%	50.00%	0.00%	57.14%	16.67%	66.67%	39.58%
Two or More Races	Total Births	1	10	7	8	11	12	10	11	9	13	2	94
	C-Section Rate	0.00%	60.00%	42.86%	25.00%	45.45%	50.00%	30.00%	63.64%	55.56%	69.23%	50.00%	50.00%
White	Total Births	339	571	503	461	523	555	462	463	482	524	242	5,125
	C-Section Rate	38.94%	39.05%	42.15%	39.70%	39.39%	44.68%	40.69%	42.12%	40.04%	37.02%	39.67%	40.39%
Other	Total Births	0	1	1	2	2	2	19	17	17	28	25	114
	C-Section Rate	0.00%	100.00%	100.00%	50.00%	0.00%	0.00%	47.37%	35.29%	41.18%	39.29%	48.00%	42.11%
Unknown	Total Births	23	40	47	50	50	89	65	59	67	82	23	595
	C-Section Rate	26.09%	47.50%	44.68%	42.00%	42.00%	29.21%	44.62%	33.90%	38.81%	36.59%	34.78%	38.15%
Declined	Total Births	2	4	4	4	7	5	3	6	6	5	1	47
	C-Section Rate	50.00%	25.00%	50.00%	50.00%	42.86%	20.00%	0.00%	66.67%	16.67%	0.00%	100.00%	34.04%
All Patients	Total Births	464	780	724	674	752	852	707	706	725	804	367	7,555
	C-Section Rate	39.87%	41.54%	41.02%	38.43%	39.10%	43.31%	41.16%	40.79%	40.41%	39.18%	43.05%	40.68%

Interpreting the data

- The overall C-section rate is **above average** for birthing people who identify as:
 - Two or More Races (50%),
 - American Indian/Alaska Native (47.1%),
 - Black or African American (42.1%),
 - Other (42.1%), and
 - Asian (41.9%).
- The C-section rate is **below average** for birthing people whose race is documented as:
 - White (40.4%);
 - Unknown (38.2%); and
 - Declined (34%).
- The C-section rate is **above average** for Hispanic birthing people.



What the PREM is telling us

PREM: Patient Reported Experience Measure

- An anonymous patient experience survey administered by QR code in 12 languages.
- NYS Birth Equity Improvement Project; measures patient experience for all live birth discharges.
- Responses go directly to NYSDOH for analysis. Aggregate results reported to birthing facilities monthly; stratified by race, ethnicity and language.
- Survey results inform action plans.
- **Our focus area: improve communication between the patient and the care team.**

PREM survey responses, July – Sept. 2023

Items with the Highest Percentage of Negative Responses	Responses	% Negative Response
Q7. When the health care team could not meet my wishes, they explained why. (% Negative Response = Strongly Disagree, Disagree, or Neutral)	476	21.4%
Q6. I felt pressured by the health care team into accepting care I did not want or did not understand. (% Negative Response = Strongly Agree, Agree, or Neutral)	476	13.2%
Q10D. I was treated with respect and compassion: During discharge. (% Negative Response = Strongly Disagree, Disagree, or Neutral)	467	7.7%
Items with the Lowest Percentage of Negative Responses	Responses	% Negative Response
Q5. The health care team asked for my permission before carrying out exams and treatments. % Negative Response = Strongly Disagree, Disagree, or Neutral)	476	0.8%
Q3. I could ask questions about my care. (% Negative Response = Strongly Disagree, Disagree, or Neutral)	475	0.8%
Q8. I trusted the health care team to take the best care of me. (% Negative Response = Strongly Disagree, Disagree, or Neutral)	476	1.5%

Please tell us about your care. Your name will not be collected. Your individual answers will not be shared with your provider.

Tell us about
your care



Scan the QR code or
enter the following link:
<https://www.surveymonkey.com/r/Yourfacility>

Project successes

Six BIPOC individuals completed doula training.

Since September 2023, BirthNet doulas have completed nine 12-hour shifts, assisting 11 patients.

- Of the 11 births, only 27.3% (3) were C-sections. This is a 12.8% reduction in C-sections among patients who received doula supports.
 - Due to the small sample size, we cannot infer that the doula program caused this change, but we will continue to monitor C-section rates as the program expands.

Examples of doula supports:

- Support breathing through contractions.
- Provide birthing balls to help with lower back pain.
- Provide comfort measures.

Patients assisted by doulas were grateful for the support and appreciative of this added service.

Challenges

Contract development was more complicated than anticipated.

Onboarding: doulas were viewed as contracted providers, required to meet credentialing requirements:

- Background checks.
- Health screening/immunizations.
- Mandatory education modules.

Educating hospital staff on the role of the doula, collaborating as a team.

Ideally, doulas would be involved with the birthing person before the actual labor and delivery, to establish a trusting relationship with the patient and build awareness of the birth plan.

What's next?

Based on the success of the pilot project and community feedback, we believe that St. Peter's Hospital would benefit from:

- hiring per diem doulas to Labor and Delivery units; and
- offering doula services prenatally, during delivery and postpartum.

Grant funding (pending) will enable us to provide doula services to all individuals, regardless of insurance coverage/ability to pay.

What is a doula?

A doula is a professional, trained childbirth assistant who provides nonmedical support.

Doulas can:

- ♥ Help you prepare and carry out your childbirth plans
- ♥ Guide and support you during labor and childbirth
- ♥ Help you with breastfeeding and caring for your newborn

People giving birth with support from a doula are also more likely to:

- ♥ Have a shorter labor
- ♥ Initiate breastfeeding earlier and breastfeed for longer
- ♥ Have positive feelings about their birth experience
- ♥ Have better mother-baby bonding





ADVANCING HEALTHCARE
EXCELLENCE AND INCLUSION

Questions?

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