

building a caring future

HOSPITAL | COMMUNITY | HOME

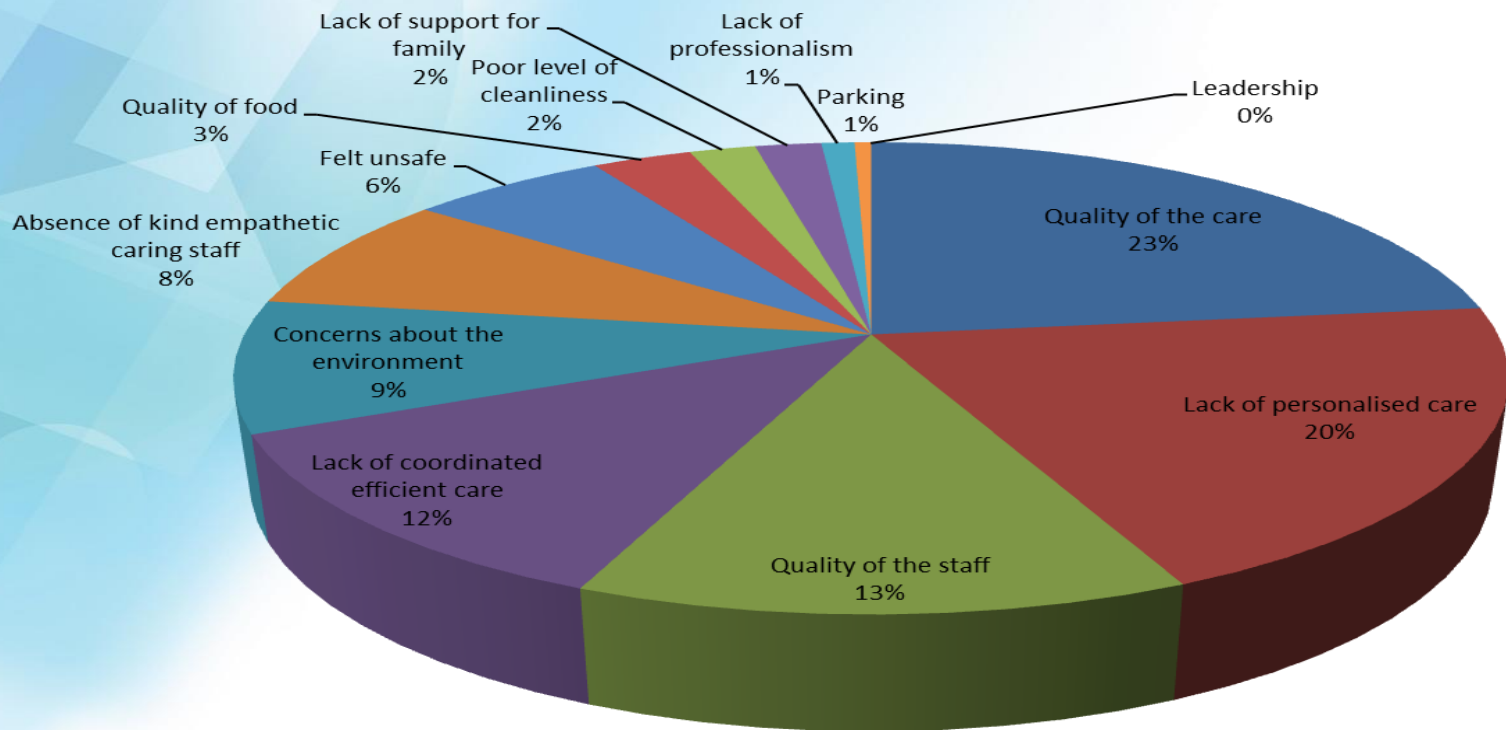
Maternity Services – Compassion Based Training

Background

- Maternity Services – Birthing Centre, Pregnancy Assessment Unit, Inpatient Wards, Community and Medical Staff
- September 14 - Identified variation in quality of care for one of maternity sites
- Nature of complaints and NHS choices raised concerns
- Theme identified within comments/complaints - highlighting staff attitude

Rationale

- Needed baseline – analysed 201 free text comments
- FFT, complaints, social media, face to face
- 38% of themes negative
- 49% of negative comments associated with relational aspects of care – focus efforts here



Negative Patient Experience Themes - WGH Maternity

Patient Comments

'Was made to feel guilty one night for buzzing for help when I couldn't attend to my son'.

'Requested a water birth was told it wasn't possible with no explanation as to why. Was given a bouncy ball to juggle about in instead, only to have it taken off me 15 minutes later as someone needed it more than me!'.

'Staff seemed stressed which affected the way they care. I'm just glad my husband was there so I wasn't on my own for hours on end in pain!'.

'Staff were rude, abrupt, and ignorant; no two gave the same instruction'.

Action

- Key was to identify the real issue
- Baseline data gave us important information to take back to staff
- Many concerns focussed on staff attitude including a lack of compassion
- Staff on ward exposed to emotionally challenging experiences - targeted support absent
- Psychology staff suggested problem was compassion fatigue rather than poor communication skills.
 - requested to provide compassion based training

Compassion Based Training

- Trained over 120 people
- Involved collaboration between Health Psychology, Patient Experience, Maternity Team and Business Unit Management
- Over 6 month period
- Included inpatient and community services
- 122 staff attended 5 half day workshops in 2015

Content Of Training

- 'Big Picture' context around compassion: Post Francis report, Compassion in Practice, NHS policy etc.
- Defining sympathy, empathy and compassion
- The neurosciences contribution to understanding attachment and relationships
- Applying the above to pregnancy, giving birth and parenthood
- Applying self compassion and identifying our own self critic

Impact

- 96% of participants identified that their knowledge and confidence in applying compassion skills increased
- 95% of participants identified the workshops would have an impact on their clinical practice
- 80% - any fears relating to compassion had been reduced
- Turn around in patient experience scores striking
- Positive to negative split now 74%:26%
- Significant change in what women are now saying about the service
- Changes sustained 2 years on

Pledges From Staff Following Training

*Self to self –
pull myself out
of threat first*

*I pledge to read
cues in others to
help them move
out of threat*

*No dog fights! Time out to
think what circle I'm in. Put
myself in a better place and
go back to my patient.*

*I'm going to try not to judge –
and I'm going to smile more!*

*I'm going to
keep an eye
on my self
critic*

*I'm going to ask
people what they
need rather than
what they want*

*I'm going to try and be more aware of when
others are in threat. I can help them get out
even if I don't know why they are there.*

Staff Comments

'Challenges how you think about situations that are difficult to understand'.

'The session has encouraged me to think more about compassion/self to self compassion'.

'I think it's been really enlightening'.

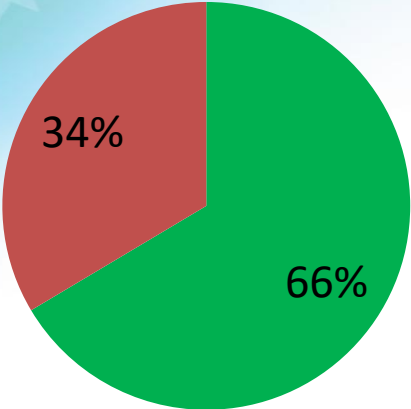
'Very interesting and has defined compassion in an understandable way'.

'helped me greatly to understand feelings both at work and at home'.

Real Time Themes

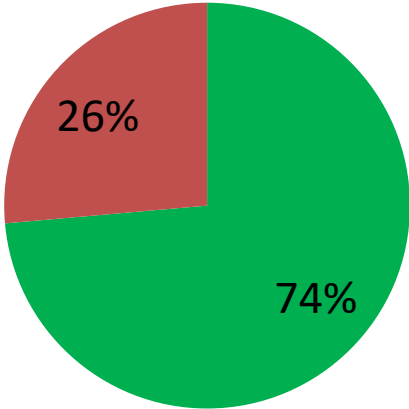
Maternity Positive / Negative Themes 2015

■ Positive (115) ■ Negative (305)



Maternity Positive / Negative Themes 2016

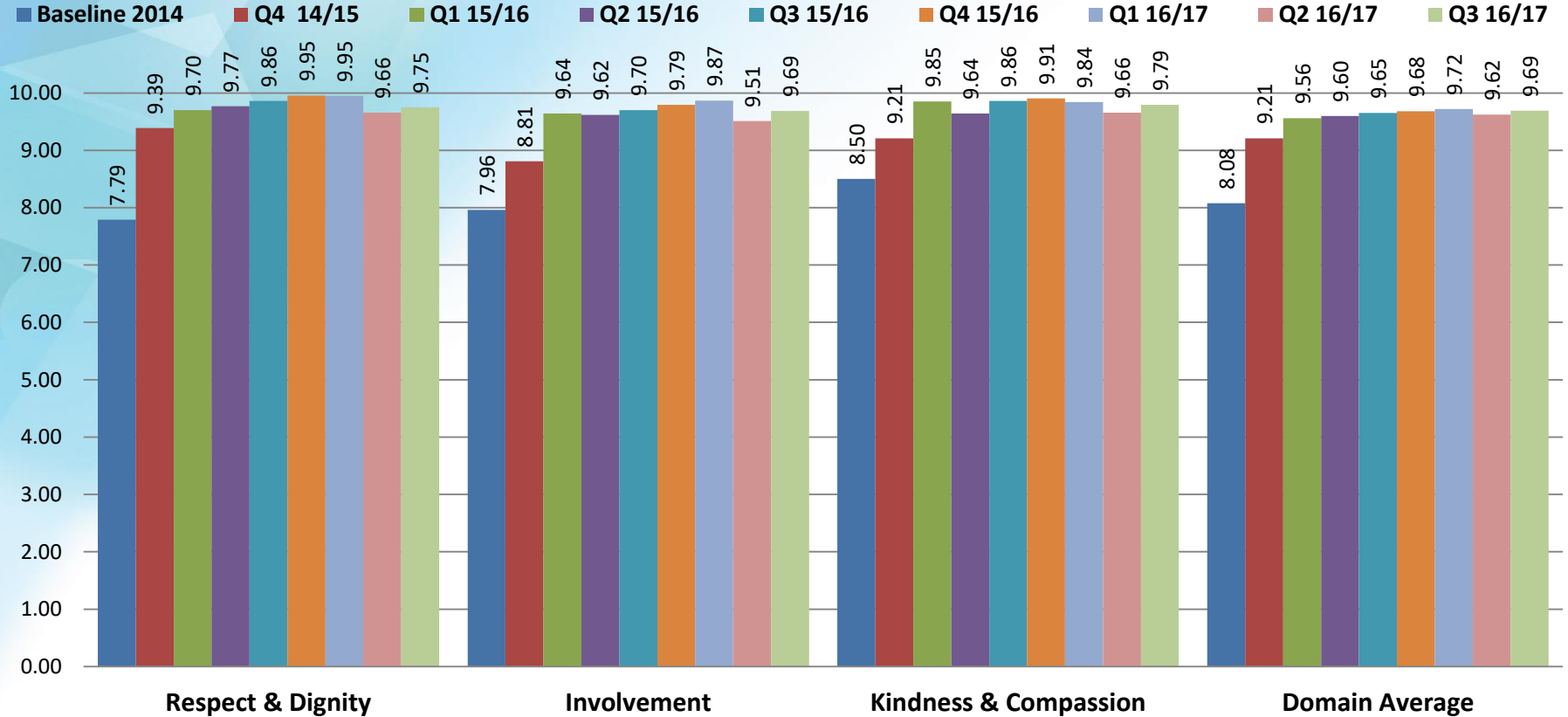
■ Positive (474) ■ Negative (170)



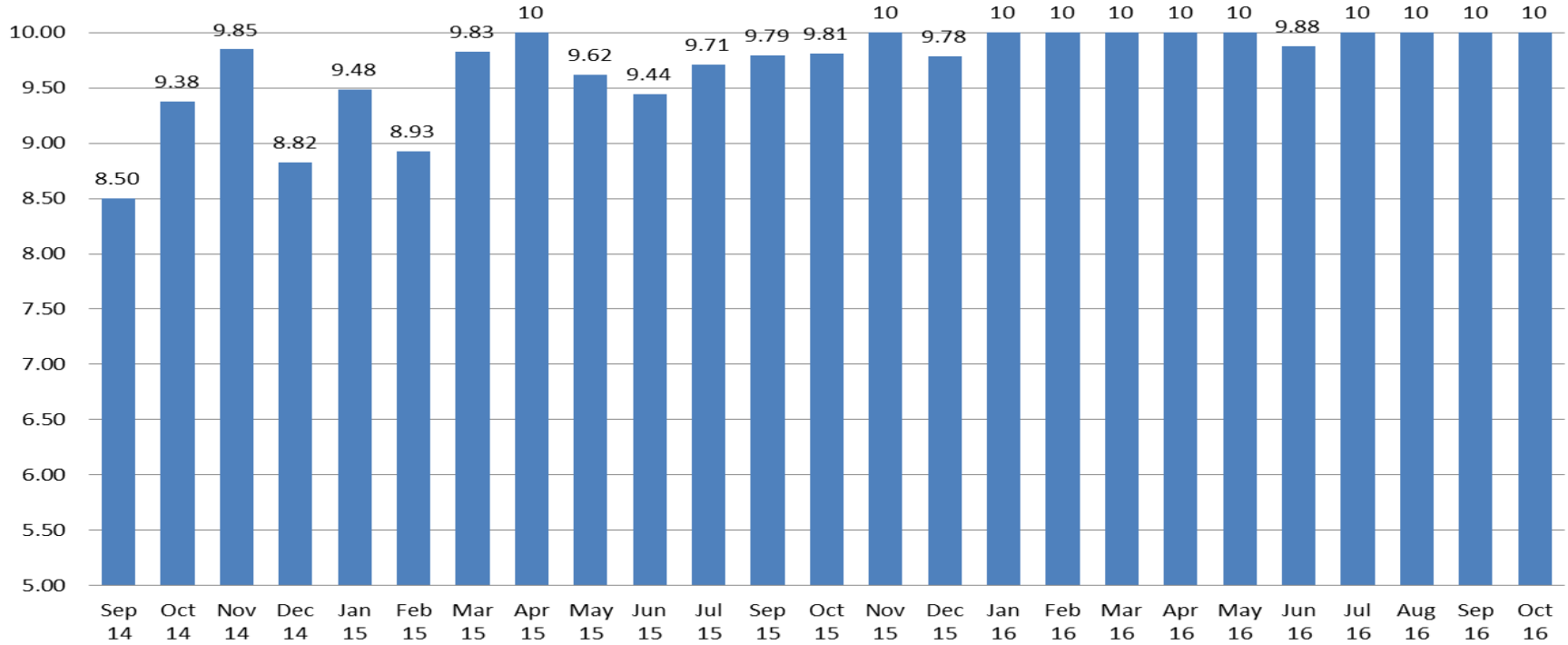
Since compassion training, women accessing maternity care are reporting statistically improved care in:

- Coordination and consistency
- Involvement in decision making
- Responsiveness to pain
- Kindness and compassion
- Communication and medicine side effects
- Overall score

Care Domains Over Time



Maternity Real Time Kindness & Compassion score over time



Patient Comments

'I was admitted on the 1st December with severe back pain and they have been brilliant – they are kind, considerate and reassuring and nothing seems to be a problem for the staff – they told me not to hesitate calling on them as that is what they are here for '.

'I am absolutely happy with everything on the Ward – the staff are a delight – they are friendly, they are there if needed and they have so far answered all my questions. My husband has stayed every night for the past two nights that I have been here and they have been really nice to him as well '.

'I would give the whole system – birthing centre and this Ward, 9 out of 10 purely because of the staff – they are caring and helpful '.

'I told my mum how amazing the staff are here – both, in the Delivery Suite and on here. My son is now in the Special Care Unit and is well looked after and so am I here. I feel the staff have been there for me when I needed them '.

What Makes It Stand Out

- Programme engaged staff and secured their commitment
- Quality of compassion training
- Robust patient experience measures for improvement
- Consistency and support of patient experience staff
- Focus on staff experience and self compassion
- The support for staff in promoting a culture that upholds compassion and dignity in care

Key Learning

- Building and maintaining good relationships with staff is crucial
- Keep focus narrow
- Compassion fatigue is more likely in clinical areas with high compassion obstacles
- Understand importance of both patient and staff experience
- Invest in high quality training
- Executive management support crucial



Future Successes

- This is just the start – on-going programme
- Entire maternity workforce will be trained
- On-going improvement programmes within the Maternity Service



And finally...

- This isn't just about maternity
- Compassion fatigue is normal
- The organisational responsibility is to:
 - expect it
 - notice it
 - normalise it
 - respond to it
 - adopt prevention strategies
- Staff will only be able to care for patients to the best of their ability if they look after themselves first

Thank You
Any Questions?