

Engaging with our CALD Maternity Community

Fairfield Hospital

Prepared by:

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Background

- Fairfield Hospital is a 220 bed major metropolitan hospital in one of the most multicultural and diverse communities in Australia.
- Every year Fairfield Hospital admits over 30,000 patients and performs around 7,800 surgical procedures
- **We deliver more than 1800 babies per year.**



Fairfield Community

FAIFIELD CITY TOTAL PERSONS	2011	2016	CHANGE
LANGUAGE			
VIETNAMESE	35, 839	40, 492	+ 4, 653
ASSYRIAN	14, 565	20, 030	+ 5, 465
ARABIC	13, 745	15, 612	+ 1, 867
CANTONESE	9, 335	8, 599	- 736
KHMER	6, 706	7, 131	+ 425



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Local Health District

Reason for the Study BHI RESULTS

This study of women regarding their maternity journey was commenced in response to less than favorable BHI results that Fairfield Hospital received

“THAT’S NOT RIGHT”

&

“THAT’S NOT US”



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CONCEPT

- To conduct patient and carer interviews for Fairfield Hospital Maternity Services in CALD languages (Arabic, Assyrian & Vietnamese)
- We already had feedback process for our English speaking patients.
- We wanted to reach women that previously were not included in the 'feedback process' due to language barriers.
- Our study was a district first for South Western Sydney.

Process

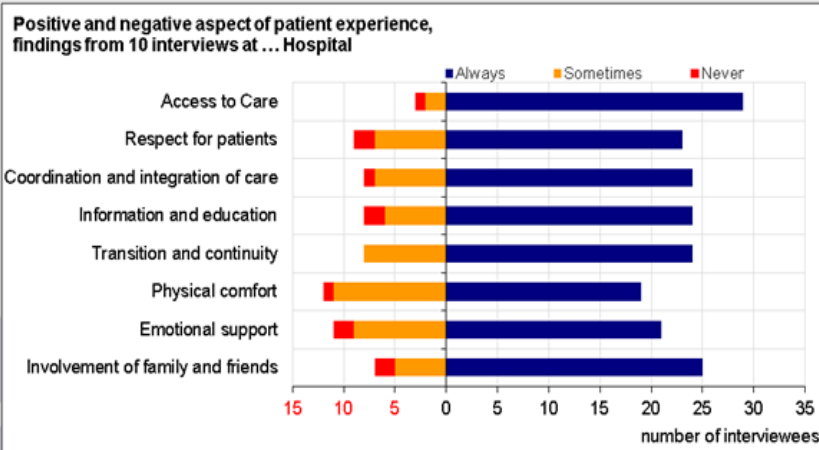
- I came in once a week.
- Collected patient names from CPM.
- Reviewed list of names to identify patients who appeared to be Assyrian.
- Called the patients and asked questions in Assyrian or Arabic.
- Other staff completed interviews on the maternity journey in English & Vietnamese.
- A total of 33 interviews were completed

My Experience as a Community Participation Representative:

- Completing interviews in Arabic & Assyrian
- More knowledge as I was a nurse
- Patients were generally very happy with the service they received and the communication with staff was excellent
- Because I could speak their language, they felt more comfortable and provided more open ended answers prompting discussion.
- Patients were more at ease that I was not part of the service but rather a volunteer and invested community representative.



Study Results



The Woman's Experience Discussion Record

Access to Care	"The whole process was fantastic and care very good. Two midwives were very good. "Happy with everything. Excellent no issues"
Coordination & Continuity of Care	"Given very good care. Service was the best. Nurses visited be at home 2 times" "From Antenatal clinic to birth, it was very good."
Clear Consistent information	"Discharge was suppose to happen in the morning, instead was there til 7pm. I left like I was forgotten" "Nothing was discussed" "Baby had a problem, nurse told me that Paediatrician needs to see baby. No one came to see my baby as had a problem with foot. Many of the nurses didn't know what was going on and pass the information.
Emotional Support, Empathy & Respect	"Midwife didn't listen & act on my concern... she left me alone" "Checking not as frequent" "Wasn't happy that my husband wasn't allowed to stay with me overnight"
Reassuring actions and treatment by trusted professionals	"Young inexperienced midwife delayed" "Staff didn't know what was wrong with my baby"

Achievements/Improvements

- Standardise information – maternity specific care plans detailing each days' events.
- Beside booklets in the Maternity Unit with information regarding key aspects of Maternity Care
- Implementation of the 24 Hour Visiting & Overnight Stay Procedure.
- Ward 2D implemented the Patient Carer Board.
- Information/education channel –Official launch
- 'Teach Back' education techniques for parents

Notable Changes in Maternity

- Executive Leadership Rounding (TYE)
- Introduction of hourly rounding in 2D
- Enhancement of the handover process which included patients.
- Air Con Refurbishments in ANC
- 2D Waiting Room/Education Space 'Barwaga Room'
- ED Referral Pathway to Birthing Unit
- Increased staff engagement of Clinical Midwifery Consultant and Clinical Midwifery Educators to assist in junior Midwives Supervision.
- Increased breastfeeding results.

Going Forward...

- Continued opportunity & Commitment to engage with our CALD community and consumers through our community participation group and Bi-Lingual staff.
- Empowering the patient and Consumer Participation network to impact change.
- As a result of the great success of this project. The District has requested to replicate the study in the Ante Natal Clinic again looking for areas of improvements.

Thank You 😊

- Questions ?

