

Bringing the patient voice and community-based partners into maternity service improvements

ST. JOHN HOSPITAL (SJH) located in Vanderhoof, B.C. within the Saik'uz First Nation unceded traditional territory

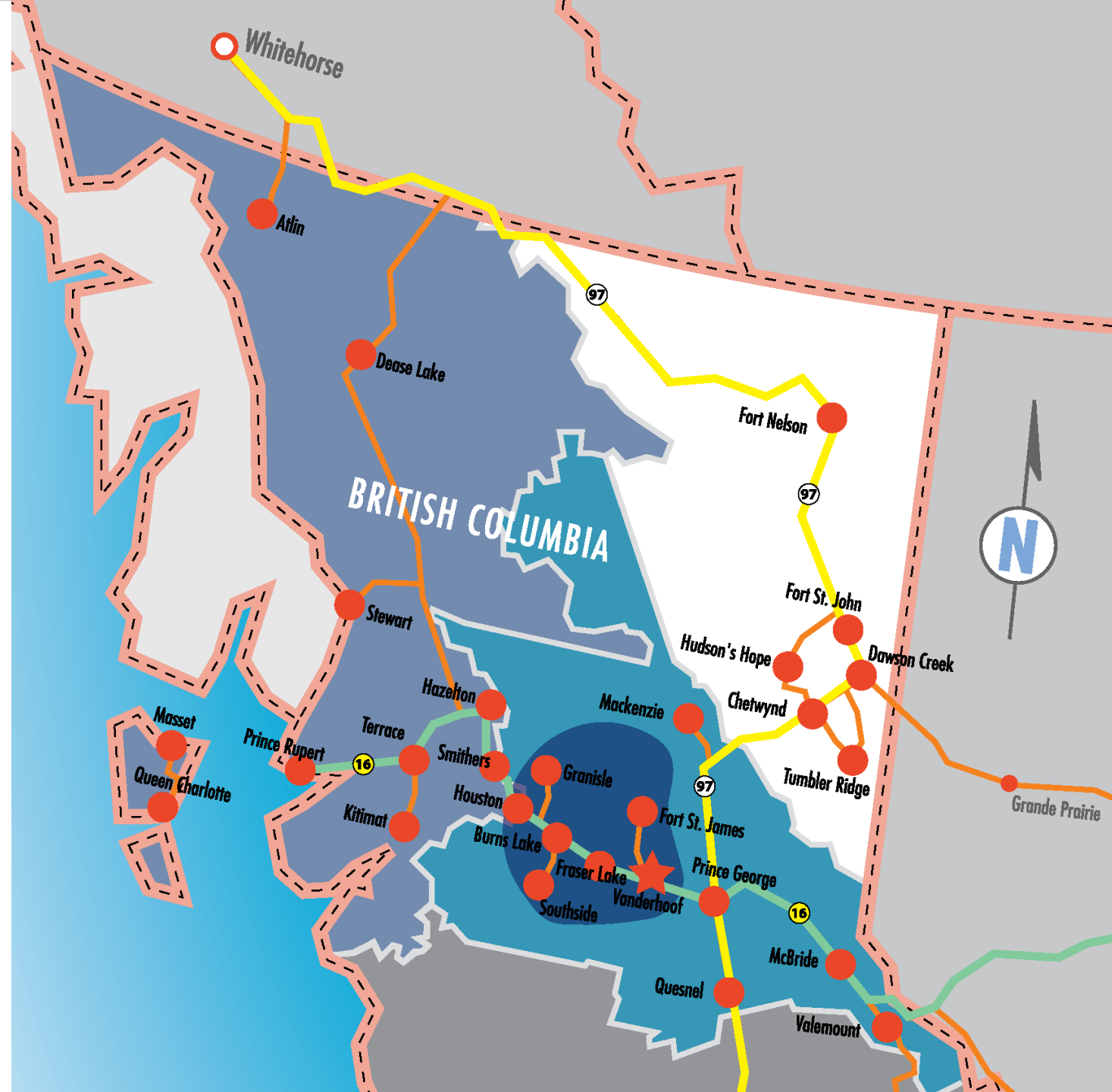
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Outline

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- ▶ Opportunity to ask why
- ▶ What we thought
- ▶ Community survey
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 - ▶ What we did
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Background

St. John Hospital serves a large geographic area including: Saik'uz First Nation, Vanderhoof, Nak'azdli Whut'en, Fort St. James, Tl'azt'en First Nation, Yekooche First Nation, Takla Nation, Nadleh Whut'en, Fraser Lake, Stellat'en First Nation and Burns Lake.

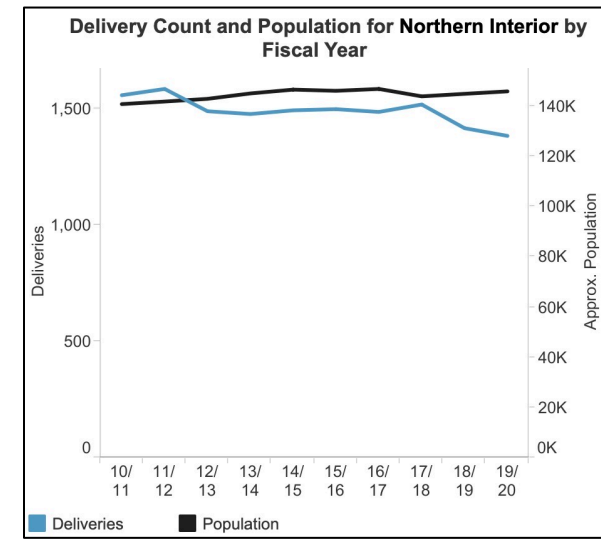
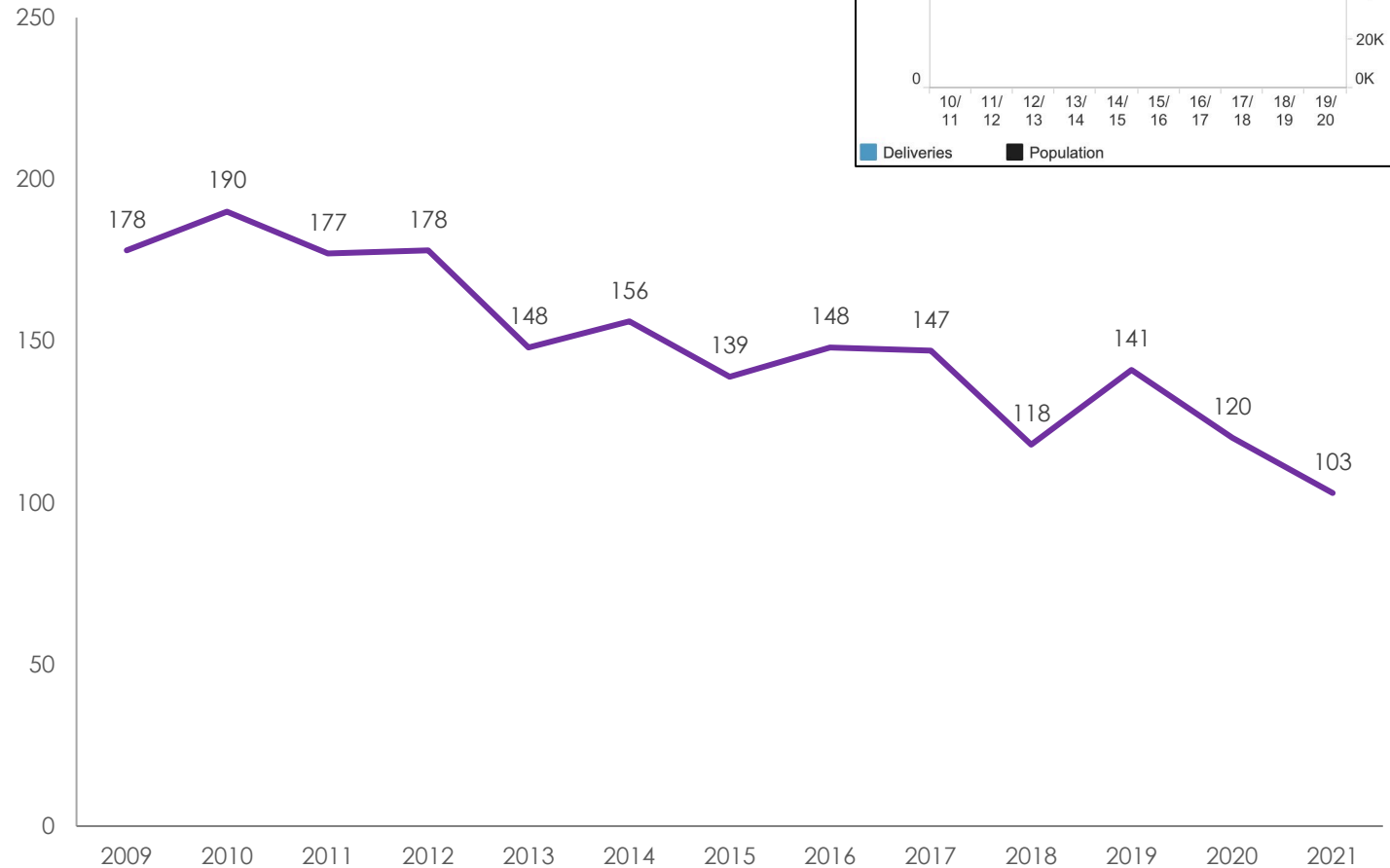


Concern

Declining number of deliveries at St. John Hospital.

Although drop also seen in Northern Health since 2017-2018, drop at St. John Hospital has been steady over time.

Number of Deliveries from 2009-2021



Opportunity to ask why

- ▶ Why the decline?
- ▶ Rural Surgical & Obstetrics Network (RSON) goal is to keep services running in rural sites. In early 2023, funding from the Rural Coordination Center of British Columbia (RCCBC) and the Northern Health (NH) Scope and Volume provided us the opportunity to explore this challenge and determine if and what maternity service changes were needed.
- ▶ What changes needed to happen?
- ▶ Project lead by RSON and NH team.

What we thought

First, we surveyed the physicians and nurses asking them what could be potential barriers for patients accessing maternity services at St. John Hospital.

- ▶ Results... plethora of ideas from the team on the barriers and what needed to change.
- ▶ Problem... we can not do them all, so what to focus on?
- ▶ Solution... ask the community!

Community Survey

Created a simple online
survey with help from RSON.

12 Questions (including demographics)

- ▶ Community
- ▶ SJH as planned hospital to deliver
- ▶ Experience during labour
- ▶ Experience after delivery
- ▶ Asked them to pick the things that they would like to see changed at SJH to improve their experience.
- ▶ Would they choose to deliver at SJH again

Community survey

Made a bright, noticeable 'ad' with a QR code to direct moms to the survey.

Posted it on community and health centre Facebook pages in Vanderhoof and surrounding communities.

Advertised in Vanderhoof daily newspaper for 2 weeks.

Told all our mommy friends about it!

Did you give birth in the last year?

The Maternity Team at St. John Hospital in Vanderhoof is **seeking feedback about in-hospital experience during childbirth.**



Please take this short and anonymous survey if you:

1. had a baby since January 2022, and
2. live in any of these communities: Vanderhoof, Saik'uz, Nak'azdli, Fort St. James, Tl'azt'en, Yekooche, Takla, Nadleh, Fraser Lake, or Stellat'en.

What we found out

Within 2 weeks we had 27 responses ~25% of 2022 deliveries.

What we heard was true!

- ▶ Patient voice **validation** = **confidence** in making change.

Room for improvement

- ▶ Patient feedback gave us **areas for improvement** we hadn't considered.

Effective process for feedback

- ▶ **Social media and word of mouth** works in small communities.

What we did

Bought partner beds!

Painted and added murals to each recovery room.

Renovated the delivery suite.

On-demand hot water.

New fetal monitor.



AFTER

What we plan to do

Communicate back out

- ▶ Share what we did back to the community.

Ask again

- ▶ Redo survey in the new year.

Explore bigger topics

- ▶ **Look internally** (eg. discharge process, cultural safety – DEI, D to I)
- ▶ **Work externally** (connect with First Nation communities and agencies)

Community Partners

**Carrier Sekani Family
Services**

**NH Volunteer Branch
Municipality**

Private Industry

Maternity Transportation

- ▶ No taxi service in Vanderhoof.
- ▶ Started process to develop local maternity transportation
- ▶ Bring patient-voice to help inform

Questions?

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