

WHAT MATTERS TO BVDH MATERNITY NURSES?

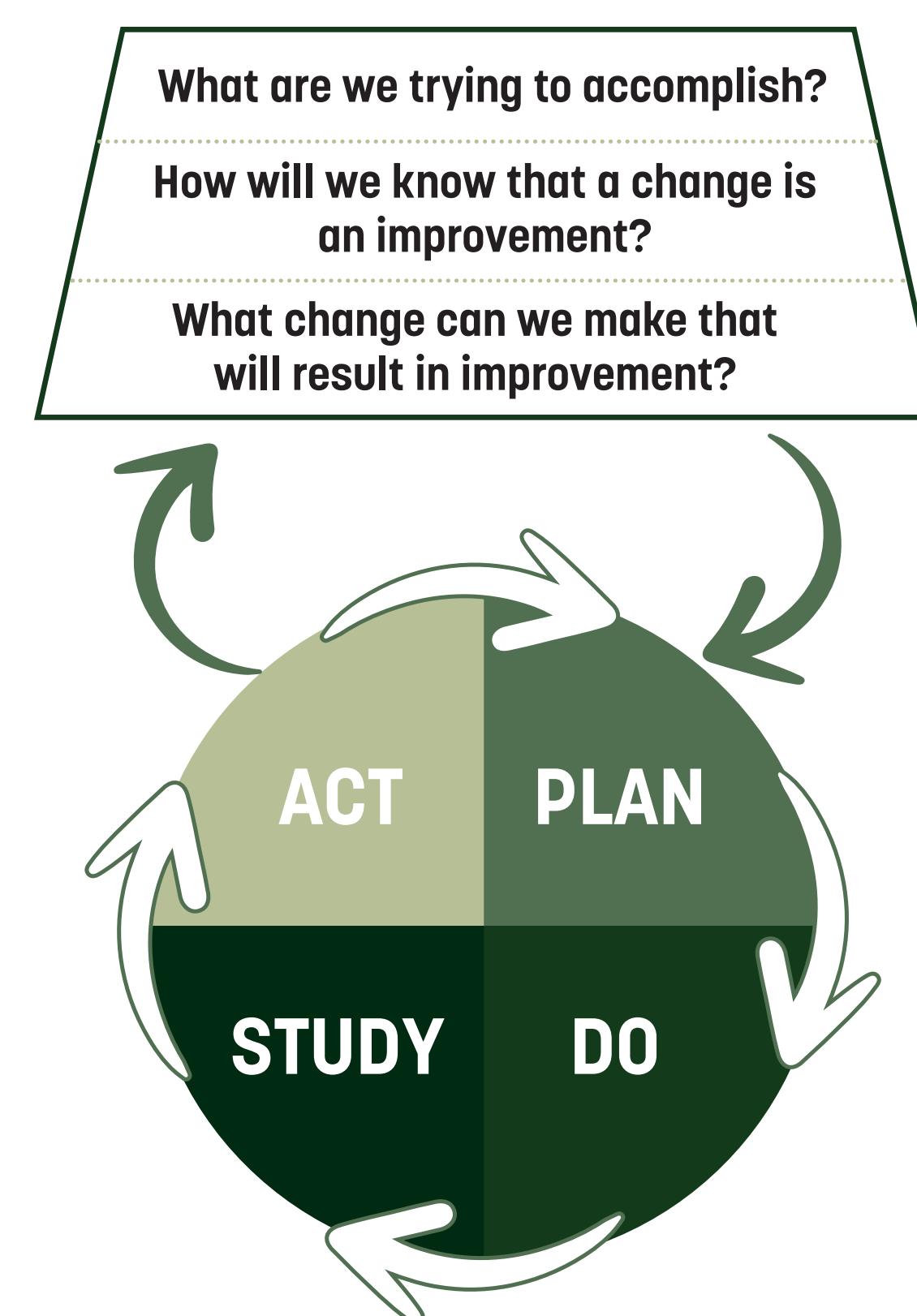


► AIM STATEMENT

To gain knowledge of what matters to 90% of local and travel maternity nurses at Bulkley Valley District Hospital maternity ward by July 2024.

► BACKGROUND/PROBLEM

In 2023 Bulkley Valley District Hospital (BVDH) Maternity department had multiple service interruptions and reduced the capability to deliver more complex patients locally due to lack of maternity trained nurses able to work more and feeling uncomfortable working solo. The assumption is that if maternity nurses enjoy working at BVDH maternity department, they are more likely to work or come back to work in the maternity department, however, they have never been formally asked what they enjoy and dislike about working at BVDH maternity department. There is no formal knowledge on what matters to maternity nurses at BVDH



► CHANGE IDEAS

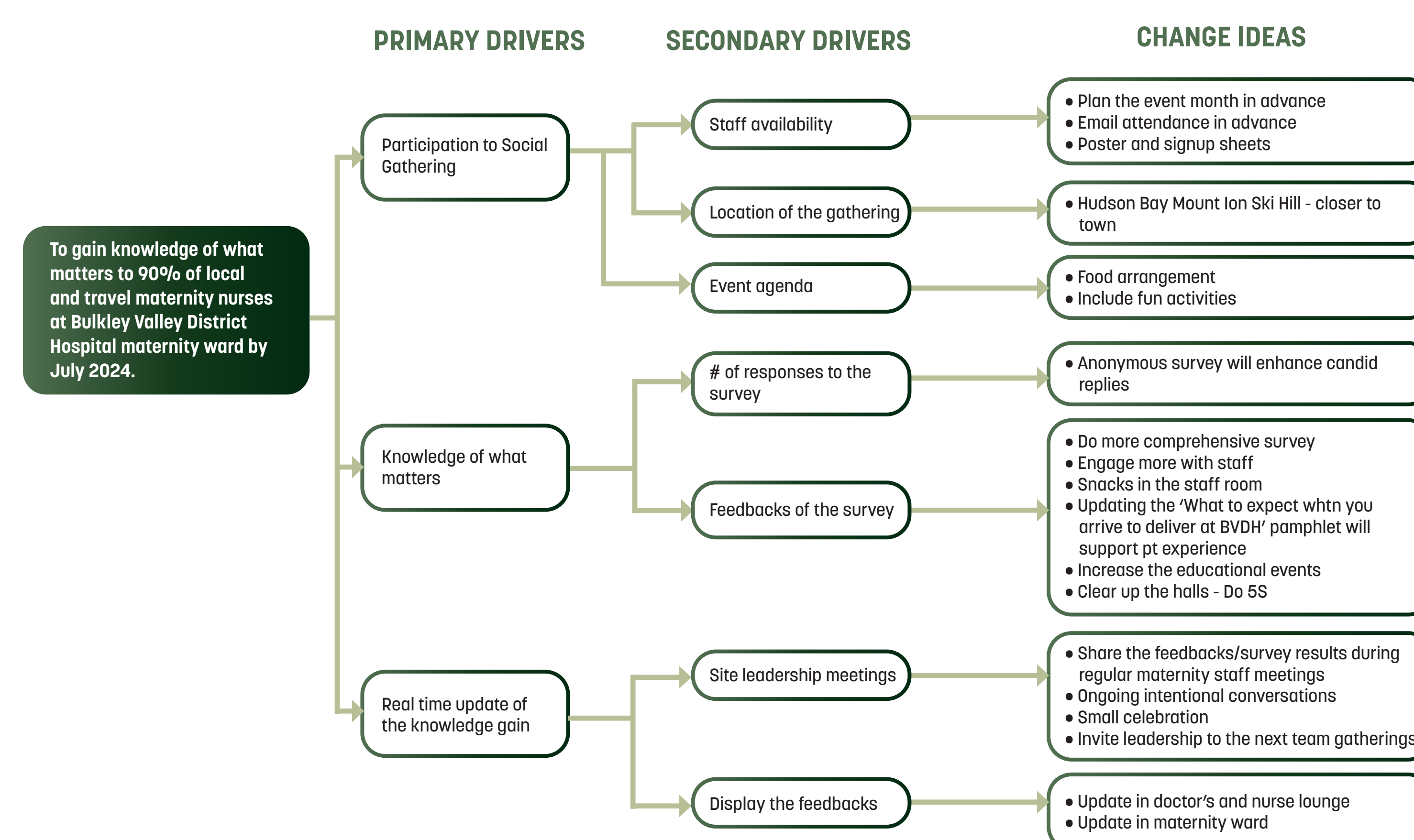
- Maternity provider informal gathering (s) will support team comradery
- Anonymous survey will enhance candid replies
- Integrating surveys into the informal gatherings will increase the number of responses
- Hosting the social gatherings in town will increase the maternity nurse attendance
- Review the Kudo's project currently underway at PG Maternity and look for overlap / change ideas



► MEASURES

- **OUTCOME MEASURE:** Number of maternity nurse survey responses
- **PROCESS MEASURE:** Pamphlet provided to every maternity patient 'what to expect' when they arrive at BVDH
- **BALANCING MEASURE:** Improving maternity nursing experience leads to better staffing in maternity department, but could create staffing issues on medical/surgical ward

► DRIVER DIAGRAM



► RESULTS

DESIGNATION	WHAT ARE THE TOP 3 THINGS YOU LIKE ABOUT WORKING AT THE BVDH
GP with Maternity patients	The support from colleagues The nursing Delivery babies
Nurse - Regular	1. Close working relationships with interdisciplinary team (we know our doctors well ->) and I feel as though I can use my voice) 2. Holistic & patient centred care - by and large I think our patients have good experiences in labour and delivery at BVDH 3. I love my coworkers
Nurse - Regular	The staff The fact that it's in Smithers Positive relationships between nurses and physicians
GP with Maternity patients	Supportive colleagues Competent and trustworthy nurses Friendly staff
Nurse - Regular	Team members Family focused care Home
GP with Maternity patients	Our colleagues! Our big rooms. Flexible way to work
Nurse - Regular	Healthy work environment- non toxic. Deliver babies really nicely. Calm environment. Small feel.
Nurse - Regular	Small hospital know everyone Low c section rate Cliental
Nurse - Regular	Small hospital Local people can deliver at home Good core team
Nurse - Travel	Community Rural work Staff
Nurse - Regular	Coworkers Physicians Working independently

DESIGNATION	IF YOU COULD MAKE ONE CHANGE TO IMPROVE MATERNITY PATIENTS EXPERIENCE AT BVDH, WHAT WOULD IT BE?	IF YOU COULD MAKE ONE CHANGE TO IMPROVE YOUR EXPERIENCE AT BVDH, WHAT WOULD IT BE?
GP with Maternity patients	Appropriate amount of staffing	being able to deliver babies and not have to divert due to nursing shortages
Nurse - Regular	Widening care we can provide... this is dependent on having more nursing staff!	More opportunities to grow as a maternity nurse and get more education. (This would help if we expanded our services)
Nurse - Regular	More nurses	If we could use hospital scrubs and more snacks provided during shifts
GP with Maternity patients	More breastfeeding support	Social worker on staff 7/7 a week
Nurse - Regular	More patient focused. Increase nurse coverage so we can	Constantly frustrated by narrow doorways, cluttered halls. Needs to be updated/new hospital
GP with Maternity patients	Have more regular nursing staff	Windows in the emerg department
Nurse - Regular	Consistency of a team and what to expect when they arrive to deliver.	Full BVDH staff.
Nurse - Regular	Food	Always having back up nursing
Nurse - Regular	More birthing tubs	More orientation/buddy shifts early on
Nurse - Travel	None	2 maternity nurses per shift
Nurse - Regular	Staffing to provide 11 care	Staffing and education

► WHAT MATTERS TO YOU/ACTIONS TAKEN

- **SCRUBS:** PDSA cycle as nursing were not aware that scrubs were now available. Confirmed that scrubs and bins were in change rooms and communicated back to nursing
- **HALLWAY CLUTTER:** 5S used. Spent time with a nurse on shift one afternoon and reviewed what was in the hallways that did not need to be. Reorganised and removed a couple hampers.

Confirmed with housekeeping on what should and should not be in the hallways. Housekeeping will continue to keep an eye on this.

- **A DESIRE FOR INCREASED LEARNING:** All nurses offered time to shadow at NICU, will accomplish this over the next 6-12 months.



LISTEN TO THE PODCAST: What Matters to You? Maternity Nurses in Smithers BC featuring Dr. Kate Niethammer at: <https://nhpqi.ca/podcast>

► LEARNING & NEXT STEPS

"Ask, listen and act on what matters, the opportunity to gather to have fun and foster comradery is infectious and is already spreading to other departments within BVDH."

- DR. KATE NIETHAMMER