



Mission Hospital Women's Service Line Toolbox A Survey of Regional Providers

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ABSTRACT

Purpose: Obstetric patients from 17 counties in Western North Carolina (WNC) are referred to Mission Hospital and MAHEC for high-risk perinatal care. Mission Hospital has consulting perinatologists and a level IIIB NICU providing all intensive neonatal care other than cardiac surgery. The Women's Service Line (WSL) is a group of hospital administrators and providers whose goal is to provide the best possible, evidence-based care to WNC women. A WSL Toolbox was created on the hospital website to provide important documents to providers including those in the 14 smaller, regional hospitals. The goal is to standardize high quality, women's healthcare throughout WNC. Our objective was to assess regional providers' knowledge, use and ideas for improvements to the WSL toolbox.

Methods: Face-to-face interviews and electronic surveys of 52 regional providers.

Results: Of the 27 survey participants (52% response rate), 22 (81.5%) knew about the toolbox. Of these 22, 18 (81.8%) had used it - 8 (36.4%) regularly. We interviewed 3 OB providers from two rural hospitals. All knew of and tried to use the toolbox but had trouble finding it. Survey respondents 12(54.5%) also reported difficulty finding the toolbox - the primary limitation to regular use of the tools. Participants also suggested these improvements: better organization within the toolbox; standardization of the tools, inclusion of the evidence base of guidelines, and expansion of topics. Providers reported that guidelines for labor and delivery, health maintenance and screening, and prenatal care would be very helpful in day to day practice.

Discussion: The WSL Toolbox needs to be advertised, more easily accessible, more organized, and provide information on more patient topics.

Conclusion: Standardized, evidence-based practice guidelines clearly improve the quality of patient care and outcomes. Providing these tools in an organized, cohesive, easy-to-find format one method that Mission Hospital and MAHEC can utilize to achieve this goal.

BACKGROUND

Mission Hospital Women's Service Line Goal
Provide the best possible evidence-based care to WNC women.



METHODS

Study Design: Cross-sectional survey and face-to-face interviews

Participants: Regional obstetrics providers
N=52 invited survey participants and
N=3 interviewees (from survey participants) in 2 rural hospitals

Time Frame: July 2013

Survey: 6-items (multiple choice and open-ended)

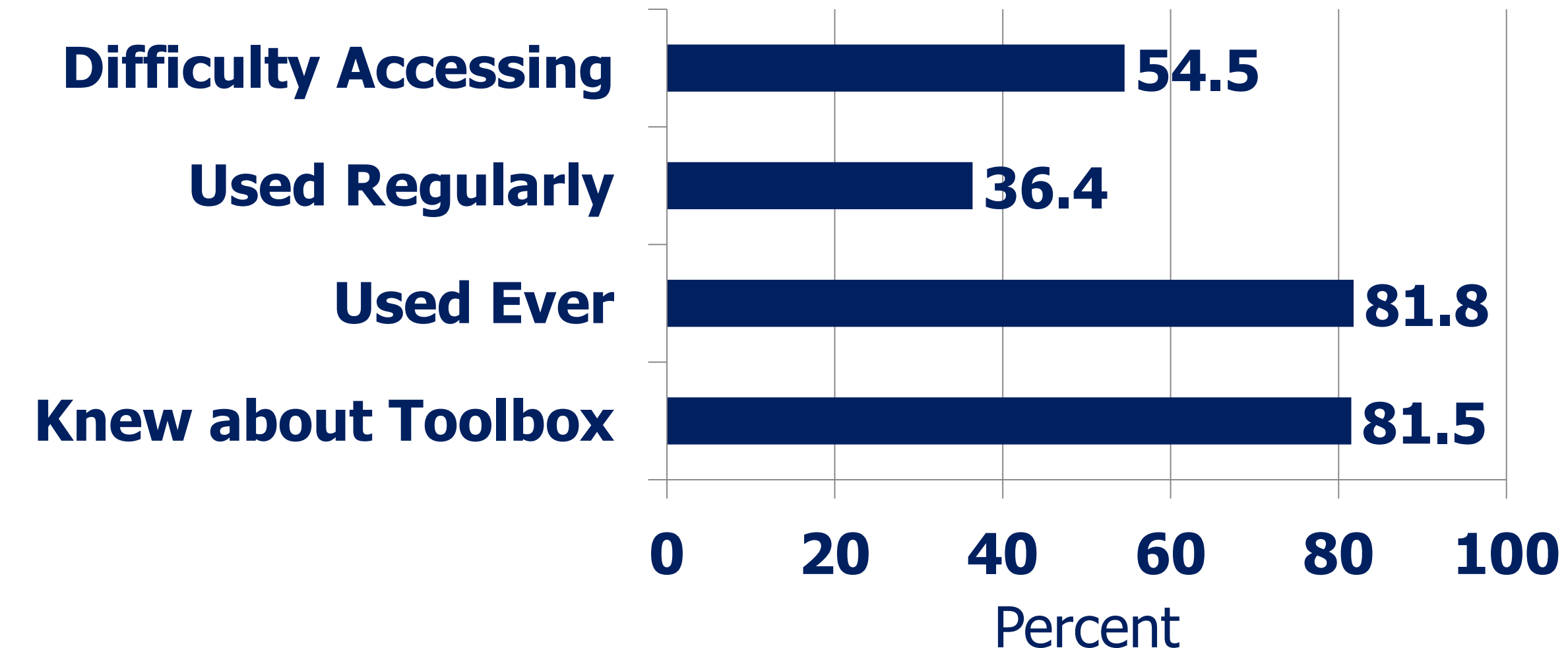
Interview: Semi-structured

Variables: Knowledge, use, suggestions for improvement, use of other electronic resources, preferred guidelines to access, desire for networking opportunities

Statistics: Descriptive statistics and qualitative thematic analysis

RESULTS

Knowledge & Use of Women's Service Line Toolbox

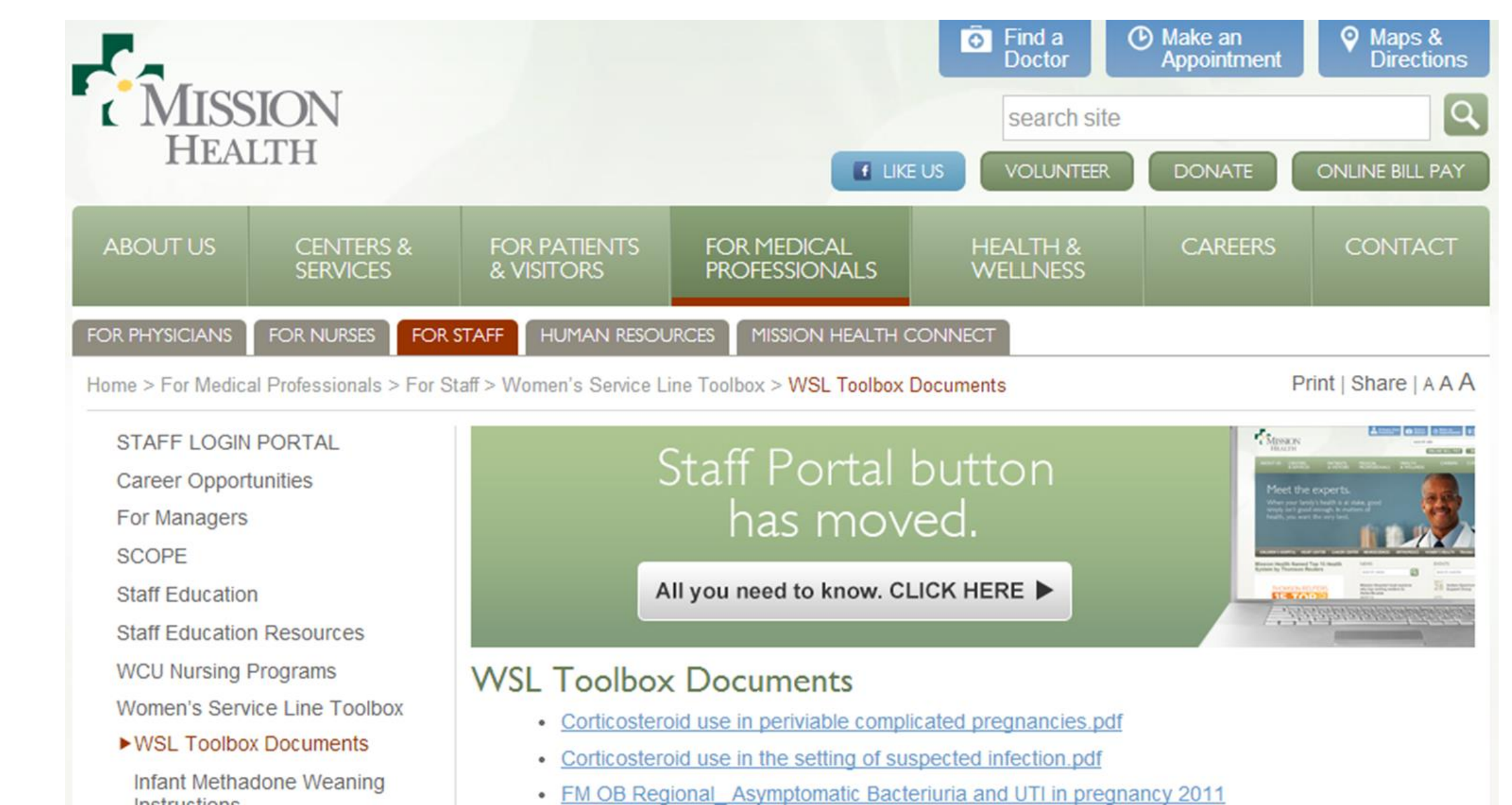


CONCLUSIONS

The Women's Service Line Toolbox needs to be advertised to regional providers, more easily accessible, and more organized.

PLAN FOR THE FUTURE

- Organize the WSL Toolbox documents into folders (Inpatient OB, Outpatient OB, GYN, Mission Order Sets, Current Research).
- Create another way to access the WSL Toolbox through the Mission Women's Services Webpage
- Add new guidelines to the WSL Toolbox
- Advertise the new guidelines and the new formatting to the regional providers via email.
- Survey the regional providers on the changes to the WSL Toolbox.



EXAMPLE

ACOG recently published new guidelines for the vaccination of all pregnant women between 27 and 36 weeks with the Tdap. These new guidelines were discussed at the October 2013 Mission Hospital WSL Meeting. A new document with a summary of the guidelines has been created and will be uploaded on the WSL Toolbox.