



Resource A: Observation Tool—Caring Behaviours in Labour and Delivery

Name of LSS trainee: _____

Date: _____ Start time: _____ am _____ pm Length of stay: _____

Directions: Take this tool, a pencil/pen and a hard surface to write on (e.g., a notebook) to the Labour and Delivery unit. Let the in-charge know that you are going to spend two hours observing in the labour room. Find a chair and carry it to the room where women are in active labour. Place the chair in a spot where you can see most women but are not preventing the midwives, nurses or physicians from moving easily around the room. Observe the activities in the labour room and fill in the information requested on the tool. Ask the in-charge for information on staffing. Return the form to your LSS facilitator.

Labour Room Information

1. Staffing:

- Total number of staff on L&D: _____
- Number of midwives assigned to labour room where you are located: _____
- Number of midwives assigned to other labour rooms: _____
- Number of midwives at the admission desk: _____
- Number of midwives in the delivery room: _____
- Number of midwives assigned other areas in L&D unit: _____
To what other areas are they assigned? _____
- Number of students: _____
- Number of physicians who visit unit: _____
- Number of cleaning personnel _____ Are they available at all times? _____

2. How many active labour patients (dilated to 4 centimetres or greater) are in the labour room? _____
3. Do the women in labour have a family member or friend with them? _____
4. Is there privacy for women as they are being examined? _____
Are there are curtains or screens that come around the beds? _____ If they are available, are they used? _____
5. Are there water or other fluids available at the bedside for each woman to drink?

6. Are there any blood or body fluids on the floor? _____ Has someone been called to clean it? _____ Has he or she come? _____ Did he or she come soon after being called? _____

Staff Interaction with Patients

7. Does a staff midwife offer or encourage each woman to drink fluids at least every hour? _____
8. Do midwives encourage women to urinate at least every two hours? _____ Do midwives assist women to the toilet? _____
9. How many midwives enter the labour room to check on the patients? _____
10. How many exams, births or procedures occurred? _____ How many women are covered with a hospital gown (or other covering) the birth, an exam or other procedures? _____
11. How many patients cry out in serious distress or pain during your two-hour observation in L&D? _____

How many of those patients crying out are visited by staff midwives to provide comfort measure or give advice on comfort measures? _____ Within two minutes? _____

12. How many patients are visibly uncomfortable or in pain? _____

How many of the women who are visibly in pain are visited and assisted by a staff midwife? _____ What does she do for them? _____

13. Tick or mark each time a patient is spoken to kindly, touched or comforted by the midwife _____, nurse _____, physician _____ or other hospital employee _____.
14. How many patients are advised on how to make themselves more comfortable? _____ or on how to hasten labour? _____
15. How many times are foetal heartbeats monitored? _____ For how many patients? _____ How many times are patients' blood pressure taken? _____

