

Swedish Hospital Doula Services Annual Report



SWEDISH

Extraordinary care. Extraordinary caring.SM



“ Our doula was incredible. The doctor and nurses changed but she was with us throughout the entire experience. Our doula was able to focus on what I needed and assist in making sure my needs were met. *I always felt supported* with my doula by my side.”
 – Libby Solush, Patient

Swedish Doula Services launched in January 2016 with these overarching goals:

Enhance families’ birth experience by increasing the use of doula services

Integrate doulas more cohesively into the maternity care model

Elevate the doula profession through strong compensation and professional development

There are currently **41** doulas who are independent contractors with Swedish Medical Center.

The doulas speak a total of **9** languages including: Spanish, French, Hungarian, Polish, Russian, German, Portuguese and Somali.

Patients rave about their experience with Swedish doulas

“ It was so helpful to have someone else there that was *completely dedicated* to making me comfortable and responding to my emotional needs.”

– Patient

“ [Our doulas] were outstanding. The service was an *excellent value*. I would never go through labor again without a doula.”

– V.G., Patient



4.9 out of 5
 overall patient satisfaction

340

births attended by Swedish doulas in 2016



85%

of patients say their experience with the Swedish Doula Services makes them more likely to recommend Swedish hospital to other expecting parents.

Initial data collected by Swedish Doula Services are consistent with the results of studies showing that the presence of a doula results in: reduced need for Cesarean delivery, fewer requests for pain medication and epidurals, and higher satisfaction with the labor experience regardless of birth outcomes.



Swedish doulas at a training



Swedish doula orientation

Doctors, midwives, and nurses enjoy working with Swedish doulas

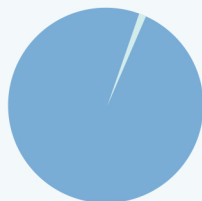
“ I strongly support this program. *Excellent patient support* and education through labor.” – Nurse

“ It is wonderful to have another team member to assist in *promoting labor progress* & patient care.” – Nurse

“ [The doula had a] *very calming effect* for patient needing an unscheduled Cesarean.” – Physician

98%

of nurses and providers want to work with the Swedish doula again



98%

of doctors, midwives, and nurses say the doula had a positive impact on the patient's experience

Swedish is helping doulas thrive

Our program nearly doubled the number of families hiring doulas.

44% of clients report they likely would not have hired a doula if the service wasn't offered through the hospital.

- ✓ 12 doulas graduated from the Apprentice program to become Certified
- ✓ 10 continuing education sessions held, including

Supporting Clients with a Baby in the NICU (Neonatal Intensive Care Unit)

Cultural Sensitivity

Understanding and Interpreting Maternal Health Research

Supporting Pregnancy with Multiples

Working With Clients Who Have Chronic Illness and Disabilities

Gossman Center Labor Scenario Simulations

Doula Self-Care and Rejuvenation

Looking ahead: Swedish will begin offering free doula services to low-income patients in January 2017. Additional hospitals in the Providence health system have also expressed interest in developing doula programs.

Doula Diversity Scholarship

In an effort to increase the diversity of practicing doulas, Swedish has established the Doula Diversity Scholarship. The scholarship was initiated by doulas on the Swedish team to support the development and entry of more doulas of color, LGBTQ doulas, and doulas from other underrepresented groups into the doula profession. The scholarship includes full payment for doula training, certification costs, a training library, mentorship, and a drop-in study space.



Extraordinary **care.** Extraordinary **caring.**SM