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INTERVENTION REPORT (EXCERPTS)

**Intervention at Hôpital Anna-Laberge
Birth Pavilion**

Québec City, April 26, 2022

THE INTERVENTION

The Québec Ombudsman received reports about the lack of training of the staff of the Birth Pavilion at Hôpital Anna-Laberge. According to the allegations, the quality of care and services provided to the women and their newborns was compromised. Given the nature of the claims and the risk of harm, the Québec Ombudsman decided to intervene.

THE CONCLUSION

The Québec Ombudsman wishes to draw attention to the involvement of the Birth Pavilion staff and its cooperation during the investigation, despite the exceptional and difficult context of the COVID-19 pandemic.

The institution already had a few improvements in mind, and with the return of advisory staff, care protocols and collective prescriptions were put in place.

The recommendations that follow are part of a process to effect improvement and are aimed at ensuring the families who use the Birth Pavilion receive quality care, while respecting their rights.

THE RECOMMENDATIONS

The Québec Ombudsman is making the following recommendations to Centre intégré de santé et de services sociaux de la Montérégie-Ouest/Hôpital Anna-Laberge (Birth Pavilion):

- R-1** Ensure that all the necessary material for birthing, attending to newborns and resuscitation is adequately prepared by the staff, and that the information about this material is entered in the mother's user's record.

By September 30, 2022, inform the Québec Ombudsman about the measures for achieving this.

- R-2** Ensure that nursing staff work organization enables adequate monitoring of the condition of the woman in labour, notably regarding:

- Vital signs;
- Fetal heart monitoring;
- Administration of medication.

By September 30, 2022, inform the Québec Ombudsman about the changes that were made.

- R-3** Take required measures to improve pain assessment and relief during labour and post-partum, notably regarding:

- Assessing each woman's needs;
- Offering several non-pharmacological methods;
- Measuring the outcomes of introducing a method;
- Assessing pain before and after administering medication;
- Giving the woman the appropriate information;
- Documenting interventions in the user's records.

By September 30, 2022, inform the Québec Ombudsman about the measures for implementing this recommendation.

- R-4** Remind the nursing staff to use the FLACC scale properly (when there are signs of pain, when a painful technique must be used, as well as before and after a treatment).

By June 30, 2022, provide the Québec Ombudsman with confirmation that this reminder was issued and indicate how this was done.

- R-5** Equip the nursing staff with a clinical tool for properly monitoring and documenting the following in newborns so as to prevent contradictions, inaccuracies and omissions:

- Breast-feeding;
- Nutrition;
- Glycemia.

By June 30, 2022, send the Québec Ombudsman a copy of the clinical tool put in place.

R-6 Offer the nursing staff complete training in the finger stick capillary blood sampling technique for newborns, making sure to include the following:

- The importance of choosing the right site and possible complications if this is not done;
- Methods that assist blood flow and collection tube filling.

By September 30, 2022, provide the Québec Ombudsman confirmation that this training has been given, and indicate how this was done.

R-7 Implement Québec's deaf newborn screening program.

By December 15, 2022, provide Québec Ombudsman confirmation that the program has been implemented.

R-8 Remind the nursing staff about the importance of rigorously monitoring lochia and documenting their observations properly.

By June 30, 2022, provide the Québec Ombudsman with confirmation that this reminder was issued, and indicate how this was done.

R-9 Review the clinical tools used so that there is not an overlap of paperwork for noting vital signs.

By September 30, 2022, inform the Québec Ombudsman about the outcome of this review and send it the documents that were modified as a result.

R-10 Remind the nursing staff of the importance of measuring vital signs at the prescribed frequency and that they measure them again if the reading deviates from standard ranges, in compliance with the collective prescription in effect.

By June 30, 2022, provide the Québec Ombudsman with confirmation that this reminder was issued, and indicate how this was done.

R-11 Ensure that the nursing staff administer medication safely, notably by assuring that there are no counter-indications.

By September 30, 2022, show the Québec Ombudsman that this recommendation was implemented and indicate the measures for achieving this.

R-12 Remind the nursing staff that under the *Act respecting health services and social services*, they are obliged to report any incident or accident as soon as possible using the form for that purpose.

By June 30, 2022, provide the Québec Ombudsman with confirmation that this reminder was issued, and indicate how this was done.

R-13 Ensure that the nursing staff know their role and responsibilities regarding vaccination, notably concerning the following:

- Compliance with instructions, precautions and counter-indications;
- Documenting the vaccination, and the clinical elements to enter in the user's record.

By June 30, 2022, show the Québec Ombudsman that this recommendation has been implemented and indicate the measures for achieving this.

R-14 Review current procedures and practices concerning maintaining intravenous access after an epidural, so as to comply with best practices in that field.

By September 30, 2022, inform the Québec Ombudsman about the outcome of this review and send it the documentation for implementing this recommendation.

R-15 Supervise the training of new nursing staff to know how their skills and knowledge are evolving, to ensure that they have learned and understood all important notions, and to assure that they can respond quickly in emergency situations, notably by:

- Developing a training guide that includes a supervision grid that facilitates the analysis of how their learning is progressing;
- Offering neonatal CPR training three months after they have started working.

By September 30, 2022, show the Québec Ombudsman that this recommendation has been implemented, indicate how this was done, and send it a copy of the documents produced for this purpose.



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