

Labor & Delivery Quality of Care Short Observational Index

Session 8: Roles and responsibilities of observers

Session objectives

- Describe observer responsibilities

Asking permission to observe care

- Before observing any episode of care, be sure to introduce yourself and ask for permission.
 - Ask the health care provider if you can observe his/her work.
 - Ask the woman if you can observe her care. If she is unable to provide permission, ask her family member or other accompanying person.

Remaining objective and neutral (1)

- Your role is to neutrally document what is happening.
- Ideally, your presence should not change the care that is provided either for better or worse.
- You may see practices that you disagree with – you should note this for discussion at future supervision & mentoring opportunities.

Remaining objective and neutral (2)

- In the moment of care observation, please refrain from commenting or influencing care. There are two exceptions:
 - If you see care that is likely to **directly harm** the woman or newborn, you should intervene in your role as a clinical supervisor.
 - The Short L&D Index is for the observation of routine care. If a **complication or emergency** arises, everyone should take action to ensure that the woman and/or newborn receives appropriate care immediately.

THANK YOU!

