

SWING-study

together towards value based integrated maternity care

Reflexive dialogues of multidisciplinary professionals and clients in maternity care: bridging perspectives, building resilience

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BACKGROUND & AIM

Background: Strengthening multidisciplinary and multiorganizational collaboration in Dutch maternity care is considered vital to further improve outcomes and experiences.

Aim: To develop a method with and for professionals and clients to systematically reflect on maternity care and explore potential improvements, while balancing their values, interests and perspectives.

Keywords: Integrated maternity care, continuity, quality, participatory systemic innovation

METHODS

- Participatory action research (PAR), from 2020-2022
- 22 reflexive meetings, mostly online
- 22 semi-structured evaluative interviews
- Two groups in two regions in the Netherlands
- Multidisciplinary and multiorganizational maternity care professionals and clients (n=30)
- Thematic analysis
- Safety-2 approach, Functional Resonance Analysis Method (FRAM)

FINDINGS

Although critical about working with the FRAM, participants were generally positive about the meetings and Safety-2 approach. Learning from everyday care practice instead of adverse events (common in Safety-1) was considered valuable and motivating.

Barriers for joining predominantly related to organizational and systemic impediments.

Participants felt psychologically safe and challenged to reflect on their own and each other's care practices. The meetings heightened insight in and understanding of alternative perspectives and approaches. Simultaneously, awareness of interpersonal and interorganizational similarities grew.

This strengthened mutual relationships and trust, helped discover potential for further alignment and heightened job satisfaction. Although implementing potential improvements beyond the individual level proved difficult, participants became more conscious of their acting and decision-making habits and experimented with alternatives.



CONCLUSIONS

This study indicates that reflexive dialogues between multidisciplinary and multiorganizational professionals and clients in maternity care contribute to participants' mutual understanding, trust and alignment, as well as work satisfaction, hence to resilience and quality of care. We recommend to structurally stimulate and facilitate such meetings to improve integrated maternity care systems.

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