Please knock first...
What factors do midwives and doctors perceive affect team working on labour ward?

A Systematic Review of Qualitative Evidence.
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Introduction

- Personal experience
- Culture of midwifery
- What do midwives think?
- What do obstetricians think?
Background
Teamwork

‘a dynamic process involving professionals with complementary backgrounds and skills, sharing goals and exercising concerted physical and mental effort in assessing, planning, or evaluating patient care...through interdependent collaboration, open communication and shared decision-making.’

(Xyrichis and Ream 2008: 232)

Collaboration

‘the exercising of effort by midwives and doctors towards each other for the purposes of shared functions, namely the provision of safe, rewarding and effective care to women and their families’

(Homer et al 2008:93)
Findings

- Power
- Knowledge and skills
- Trust and respect
- Professional Behaviours
Professional behaviours – ‘I communicate with you’

- Courtesy
- Introduction
- Explanation
- Appreciation
‘Polite but brief’
‘Did not knock’
‘Did not acknowledge’
‘Just came in’
‘Requested assessment’
‘Avoidance as a tactic’
‘Failed to introduce himself’
‘Entered the room uninvited’
‘Showed appreciation’
‘Transgressions of etiquette’

‘She does inform him … but authority evident’
‘Used dominance’
‘Explained what was happening’
‘… then walked out’
‘Abusive and cruel’
‘Increased tensions’
‘No rush’
‘She wasn’t interested’
‘Walked in unannounced’
‘Behaved robotically’
‘Feedback … very, very powerful’
Courtesy – please knock first...

- Knock before entering
- Politeness
- Pleasant and helpful
- Taking the initiative
- Sharing workload
- Hardworking
- Reliability

"Courtesy is the key that opens doors to opportunity just as rudeness is the device that locks them up tight."

~Dr. Robyn Silverman
Introducing yourself

# hello my name is...

Many examples doctors not introducing themselves

“walked in unannounced, did not knock, walked around the bed and put her back to (the partner), she did not acknowledge him”

(Hastie and Fahy 2011:76)
Clarifying issues about care and decision making

Justifying actions

Joint decisions (doctor, midwife, woman) most valuable

Taking time to explain led to positive birth experience and feeling part
Appreciation

- Positive feedback was seen as very powerful
- Taking an interest
- Including the other in the interaction
- Not rushing
- Saying thank you
Conclusion

Positive professional behaviours are free but reap dividends and are fundamental factors in effective team working.

- #hello my name is...

- Be courteous
- Give positive feedback
- Midwifery and medical students learn together
- Shared space
- Walk in each others shoes
References