



A TICKET TO TRANSFER GUIDE

A Quality Improvement Program
at the Foundation for Health Care Quality



A Collaborative Guide for Patient Transfers to Overlake Hospital Medical Center

Table of **CONTENTS**

01

**Best Practices for Community Midwives
Re: Hospital Transfers**

02

**Preparing Clients for the
Possibility of a Hospital Transfer**

03

Surveys & Data Collection

04

Overlake Transfer Protocol

05

**Transferring to Overlake
for Labor**

06

**Transferring your
Newborn to Overlake**

07

Contact Information & Campus Map

Best Practices for Community Midwives

Re: Hospital Transfers

How pregnancy, birth, and postpartum will unfold can be unpredictable. Understanding this and remaining flexible about one's birth plan, can minimize trauma for birthing parents and their families if they need to change provider and setting. Preparation by the midwife throughout the course of care can help make a transfer experience, when necessary, more positive for clients.

Smooth Transitions™ seeks to improve the transfer process by enhancing communication between community midwives and hospital providers and staff. One of the program's primary goals is to build a collaborative model of care that puts birthing families at the center when they need to access hospital-based care. Because these transfer situations can be stressful for everyone involved, the more fully-informed one's clients are about what to expect in the event of a transfer, the more likely it is that the midwives and the hospital providers and staff will be able to work together to give these families the respectful, high-quality care they deserve.



Scan the QR code to visit
the Smooth Transitions Website:
<https://www.qualityhealth.org/smoothtransitions/>

Preparing Clients for the Possibility of a Hospital Transfer

During the Initial Consultation Visit:

- Discuss your scope of care/practice (i.e. normal/low-risk). Consider sharing any risk-screening guidelines you use in your practice. Be clear about your intention to engage with clients in a process of shared decision-making throughout their care and to allow ample time for questions and discussion about their options
- Review common reasons for transfer (antepartum, intrapartum, postpartum, and for newborns)
- Describe your transfer relationship with local hospitals/providers
- Share your practice's statistics for antepartum, intrapartum, postpartum, and newborn transfer (adjusting for parity).

Throughout the Course of Care:

- Be attentive to any negative feelings the client may express about hospitals and the possibility of a transfer. Address any specific concerns/fears the client may have and refer for counseling, as needed, to process any unresolved birth trauma or sexual abuse history that might increase the client's reticence about giving birth in the hospital with an unknown provider.
 - Be sensitive to any cultural preferences and issues related to race, sexual orientation, and sexual identity and offer to help ensure that your client receives respectful, responsive, and appropriate care in the event of a hospital transfer.
 - Knowing your practice's limits, understanding and communicating the receiving provider/hospital policies, and clearly presenting options with time for questions and processing will increase client satisfaction with any type of transfer of care if it is needed
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Preparing Clients for the Possibility of a Hospital Transfer

As Your Client Nears Term:

- Encourage them to take a tour of the hospital they would most likely transfer to if a complication were to arise either in labor or postpartum. Transferring to an environment that is familiar can reduce anxiety. If the hospital has developed a document that explains the care they offer, share it with your client.
 - Encourage them to draft a birth plan specifically for hospital transfer. Reviewing this plan together provides another opportunity to check in about any fears they may still have about the possibility of a transfer.
 - Many clients use online tools to develop their birth preferences/plans. Since these plans typically include language about routine hospital-based interventions (induction, augmentation, epidural, cesarean section, etc.) that clients were hoping to avoid by planning to give birth at home or in a birth center, it's important to explain that these interventions may be necessary tools in the event of a transfer. You might want to frame this discussion by noting that transferring to the hospital is not a failure—it is accessing appropriate tools at the right time.
 - Have your clients pack a hospital bag, just in case. Transfers can be hectic, even if they're non-emergent, and having one less thing to do at that moment can be helpful.
 - Revisit in detail your practice's plan for transfer and emergency situations. This has the potential to be a stressful topic but it will give you a chance to convey how prepared you are to handle these events. Clients generally feel better when they have information ahead of time rather than being surprised in the moment.
 - Clarify what your role will be in the event of a transfer including receiving provider communication; how records/information will get shared with the hospital provider and staff; whether you will stay at the hospital and support/advocate for the client; what the course of care with you will look like after discharge from the hospital.
-

Preparing Clients for the Possibility of a Hospital Transfer

During a Transfer:

- Direct, provider-to-provider communication is best. Ideally this hand-off occurs face-to-face, at the bedside, with both nursing and the client involved. If the hospital your client is transferring to participates in Smooth Transitions, follow the transfer protocol for that particular hospital which will offer guidance on roles, expectations, communication, and client records.
- If the transfer is emergent, Smooth Transitions has a 911 Protocol that is a helpful tool for initiating and communicating with EMS. (Resources-Getting Started-Community Midwife Tools)



Scan the QR code or click the link to view
Community Midwife Resources
<https://www.qualityhealth.org/smoothtransitions/>

- If possible, stay in contact with your client throughout the entirety of their hospital stay to help them navigate decisions and make sure they receive the intended care.
 - Make yourself available for communication with the hospital and staff, especially regarding discharge and course of care for your client after discharge.
 - Before you leave the hospital, a brief de-brief with the receiving provider may be helpful, particularly if any of the interactions during the transfer have been stressful. This is not necessarily the time to give pointed feedback—you can do that through the Smooth Transitions Survey. Rather, it's an opportunity to build a mutually respectful relationship by expressing gratitude for any aspect of the transfer that went well.
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Preparing Clients for the Possibility of a Hospital Transfer

After a Transfer:

- Even under the best of circumstances, transfers can be disappointing, even devastating for clients. Always check in with clients after a transfer to assess how they are doing emotionally. Because their feelings often shift over time, it's important to do this more than once during the postpartum period.
- Offer mental health resources as needed for additional support.
- Encourage them to complete the Smooth Transitions Survey to share their transfer experience (positive, negative, or mixed). Let them know their feedback is valuable and will be heard by hospital leadership and used to improve future transfers.
- It is also important for you to provide your perspective on the transfer by filling out the Smooth Transitions Survey.



Scan the QR code
to take the survey

- Attending regular Smooth Transitions Perinatal Transfer Committee (PTC) meetings at the hospitals where you transfer to will:
 1. Ensure you have the latest information about that hospital's protocols
 2. Provide an opportunity for you to give and receive feedback about transfers
 3. Help build relationships with hospital providers and staff.
 - If you are unable to attend the PTC meetings, stay in touch with the Community Midwife Liaison for the hospitals you transfer to and share any concerns you may have.
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Smooth Transitions Data Collection

A Guide for Community Midwives

All data collected will be de-identified and confidentially shared at regular hospital Perinatal Transfer Committee meetings for the purpose of improving transfers.

1. Once the transfer is complete, please take a moment to encourage participation in the Smooth Transition surveys for the appropriate people: client, doula, receiving provider, nursing staff, and EMS, if applicable.

<https://www.qualityhealth.org/smoothtransitions/surveys/>



2. Fill out your own survey!

3. Let your client know that there is a \$10 Amazon e-gift card available to them if they complete a survey. To encourage clients to complete their survey, there are several options:

- a. Text your client a link to the survey with a reminder a week later
- b. Hand your client a card with the link/QR code to complete the survey at their convenience
- c. Set up a time to do the survey at a postpartum visit
- d. Email the survey link to your client
- e. At the final postpartum visit, ask if your client has completed the survey, and if not, encourage them to come early or stay after the visit to complete the survey.

Smooth Transitions is always open to improving data collection. Please contact the Program Manager at **smoothtransitions@qualityhealth.org** with questions, concerns, or suggestions.

Thank you!

Transferring to Overlake for Labor

Welcome to Overlake. Our team understands that just because your plans have changed you still retain the right to decline or accept any of the services the hospital offers.

Patient Registration

If you are new to Overlake, please register before arriving to the hospital by scanning the QR code or calling **425-688-5326**.

You may also call that number if you have questions regarding the registration process.



Scan the QR code
to register for your delivery

Parking

- Parking for the Childbirth Center is located in Garage 1 (South Garage).
- If you feel birth is imminent, follow signs to the Emergency Room on NE 10th Street. and park in the surface lot (you will not be towed).
- Enter through the Emergency Department entrance and use the Building 1 public elevators on your right to access Labor & Delivery on Level 2.

Parking validation located at the Labor & Delivery admitting desk

On Admission:

- Your midwife will join you for a warm hand-off to a midwife or OB who will be caring for you
- Your primary support person, and secondary support person can stay with you
- For a cesarean birth, one person of your choice may join you in the operating room
- You may start in triage (OB Emergency Dept.) or go directly to a birthing suite
- All hospitals have standard consents for care and financial responsibility forms
- I.V. access and a blood sample are requested
- Remember you are the most important part of this team; we will communicate as a team about next steps and use a personalized white board in your room to list your birth plan

Transferring to Overlake for Labor

Labor Support

Our team can support your labor progress using physiological labor coping methods, and tools.

- Doula and partner support are welcome.
- Spinning Babies™ techniques.
- Labor comfort menu
- Nitrous Oxide or analgesics.
- Epidural if requested (requires lab value results, IV access and IV fluids)

Labor Suite

Your Labor and Delivery suite is designed to help you feel as comfortable as possible, and our skilled nursing staff is there to support you throughout your delivery.

Each suite includes:

- A special birthing bed
- Birth balls (CUB Birthing Stool available upon request)
- Warm blankets
- Spacious tub and shower
- Dimming lights and control of room temperature
- Fairy lights, tea light candles and affirmation cards (available upon request)
- Wireless intermittent or continuous monitoring of your baby's heartbeat.
- Access to ice machine, coffee machine and nutritional rooms
- Flat-screen TV and educational videos
- Free Wi-Fi

After Birth

As soon as your baby is born, we offer:

- Delayed cord clamping if possible (1 minute)
- At least 60 minutes of uninterrupted skin to skin with your baby
- Feeding support
- Early discharge if desired and possible

How was your experience?
Please scan the QR code to
complete the survey.



We value your feedback to
help us improve the quality
and safety of patients.

Transferring your Newborn to Overlake

Welcome to Overlake. Our team understands that just because your plans have changed you still retain the right to decline or accept any of the services the hospital offers.

Patient Registration

If you are new to Overlake, please register before arriving to the hospital by scanning the QR code or calling **425-688-5326**.

You may also call that number if you have questions regarding the registration process.



Scan the QR code
to register for your newborn
as a patient

Parking

- If you newborn care is required on arrival, follow signs to the Emergency Room on NE 10th Street. and park in the surface lot (you will not be towed).
- Enter through the Emergency Department entrance and use the Building 1 public elevators on your right to access Labor and Delivery on Level 2.

Parking validation located at the Labor & Delivery admitting desk

On Admission:

- Your Midwife will join you for a warm hand-off to the Neonatologist.
- You will be asked for photo ID, insurance information, provider's name and contact information.
- Pediatrician office and contact information (Midwife can serve as pediatric liaison for first 14 days)
- You will be given identifying wrist and security bands that will not be removed until discharge

Transferring your Newborn to Overlake

About Us

Overlake is a Level 3 (highest level) Neonatal Care Unit, with two locations on campus; both areas are staffed 24/7 by specially trained neonatologists, nurses and respiratory therapists.

- Parents are welcome at all times and are encouraged to remain with their baby so they can learn their baby's cues and become more confident in caring for their newborn
- Parents are welcome to join bedside rounds with your care team each morning for updates on their baby; beginning at 9:30 am
- Your baby has an Angel Eye bedside camera: giving you the ability to live-stream your baby on your phone 24/7 so you may see your baby when you are unable to be at the bedside.
- Lactation RN's are available to assist with infant feeding needs, and Overlake has a donor milk bank for additional supplementation.
- The family waiting area for the NICU is equipped with internet access, a television, a telephone, microwave and a refrigerator for your convenience.



How was your experience?
Please scan the QR code to
complete the survey.



We value your feedback to help
us improve the quality and
safety of patients.

Contact Information & Campus Map

Important Phone Numbers

Labor & Delivery: 425.688.5351

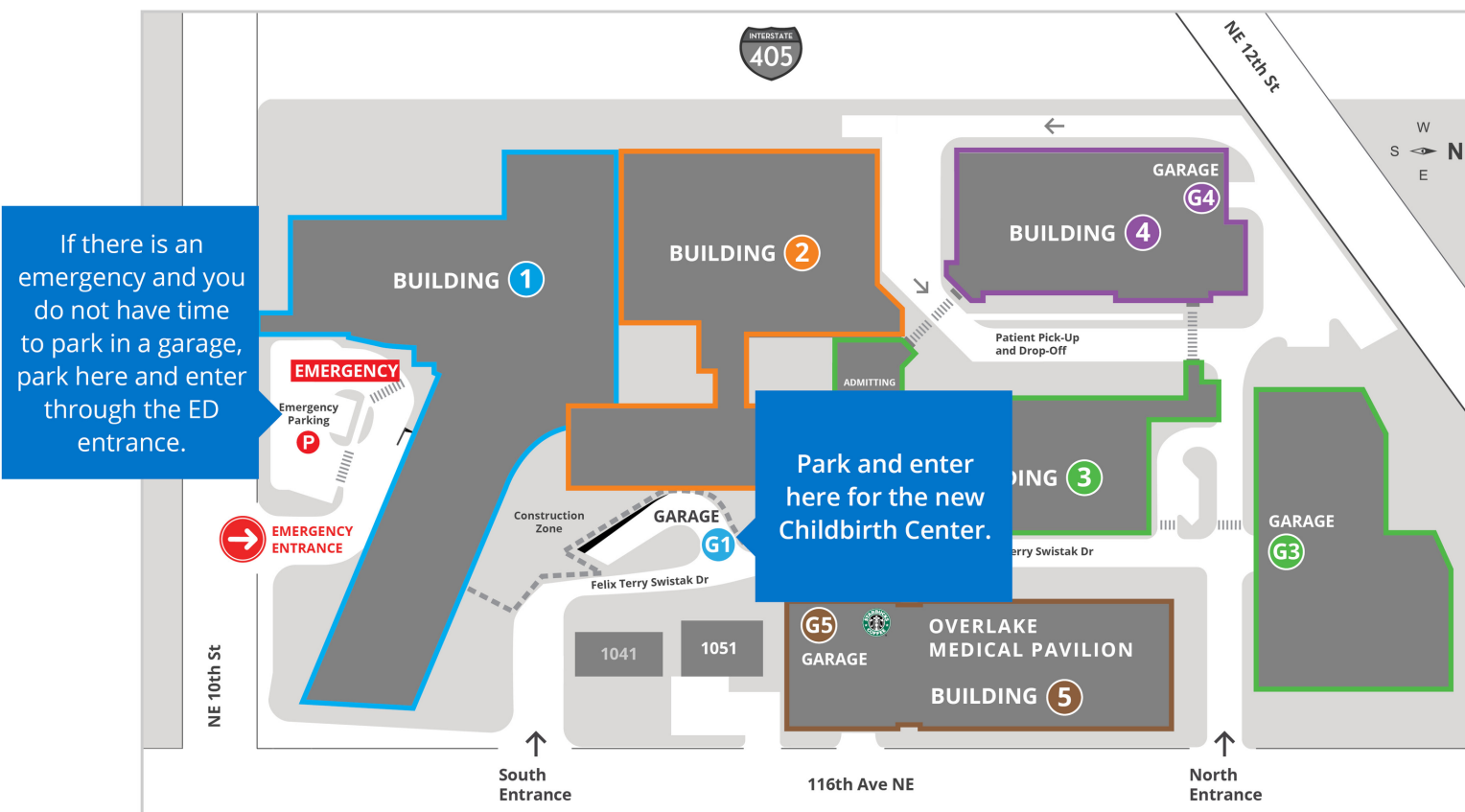
Admitting Desk: 425.688.5326

Postpartum Baby Unit: 425.688.5344

Neonatal Intensive Care Unit: 425.688.5283

Lactation Support: 425.688.5516

Parent & Baby Care Center: 425.688.538



OVERLAKE MEDICAL CENTER
& CLINICS

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(425) 688-5000