Barriers and Facilitators to Quality Nursing Care of Vulnerable Populations

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Background

Disparities in Maternal Health

Disparities in Cesarean Rates

Nurse Shortages & Work Environment
Significance

- Nurses provide the majority of the care and education to new mothers during labor and delivery and in the postpartum period

- The Intersection
  
  ○ What is the association between the quality of care from a nurse and maternal health disparities?
  
  ○ After reviewing the survey data, how can we take the responses of nurses to mitigate barriers and increase facilitators in a sustainable and equitable manner?
Research Question Development

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1. Learned about qualitative study designs

2. Decided to approach the data inductively vs. deductively

3. Familiarized ourselves with the data

4. Extracted preliminary themes
Methodology

Nvivo Coding

Survey Questions

Aimed to assess:
Stress in the work environment, Perceived barriers and facilitators to care of vulnerable populations, Quality of care, etc.

Developed Codes:
Language barrier, racism, nurse-nurse relations, burnout, lack of functional resources, lack of education, lack of resources for vulnerable populations, cultural competence, safety culture
4 Core Themes of Barriers & Facilitators to Care of Vulnerable Populations

Identified from Coding 1500 Survey Responses by L&D and Postpartum Nurses

- **Personal Responsibility**: Anti-racism, LGBTQ, and cultural sensitivity training
- **Hospital Resources**: Interpreters, social workers, CNAs, computers
- **External Factors**: Low SES, low health literacy levels, limited access to transportation
- **Internal Factors**: Workplace culture, working relationships, hospital organization
“Pts that come to my facility sometimes do not follow through with follow up appointments and do not report adverse effects of meds ordered, resulting in readmissions”

“Patients that don’t speak English, limited housing and/or transportation”

“Poor education/understanding poor to no follow up in care.”

“low income patients with little support at home, high incidence of domestic violence, exposure to secondary trauma”

“distrust in the medical system”

“Sometimes I wish that we could somehow teach the public the nurses are there to care for you but not there to meet your every wish and demand. There is too much entitlement especially with some of the younger generation.”
Internal Factors

Identification of hospital culture, management, and working relationships as barriers or facilitators

Varying action potential

“Burnout is rampant at my workplace and staff feel like they cannot provide the best possible care because of ratios. This includes working with high risk patients that should be 1:1 but may need to be doubled because of numbers. Racism exists and there is an undercurrent, and sometimes more obvious, bias that occurs in the way the primarily white nursing staff and management make accommodations and discuss patients of color”

“I feel like there is organizational racism at my organization, I am hispanic and was recently passed over for a charge nurse position and two white nurses were hired over me. Even though I was more qualified and had more experience than the two white nurses. One of the nurses had less experience than me and the other nurse did not hold all the roles necessary for the charge position. Leadership is majority white, there are not many minorities in leadership roles. Managers treat nurses like just another body, not like a person or individual.”
“I feel like our unit is an accident waiting to happen. I have never seen our equipment in such bad shape and the level of nursing skill is scary when dealing with 2 lives. There is no one to go to who will listen and actually do something to make changes”

“Well NorthShore fired all of our interpreters. Having them back would be nice”

“I am unaware of resources for pregnant patients other than phone numbers for clinics. I don't know how to help them find supplies or access free childbirth or breastfeeding classes. I want to offer videos and teaching about normal pregnancy things and when to reach out but I am unsure of those resources and do not always feel like I have the time, because of other patient care, to have those long conversations with patients.”

“increase staffing - for the last 5 days, they've asked for extra staff 14 times. Stop making RNs draw labs. Stop making RNs do general housekeeping stuff. Stop making RNs run all over the unit hunting down supplies.”

Hospital Resources

Identification of hospital culture, management, and working relationships as barriers or facilitators

Varying action potential
“Lack of education regarding high risk patients. Lack of mental health education and laws regarding such.”

“Improved implicit bias and diversity training. More staff and improved morale”

“Treating all people as truthful and having empathy for their concerns regardless of race or socioeconomic status.”

“We provide excellent care to all ethnicities and have translators to help us. Both video and phone translators.”

“Nothing hinders me from caring for vulnerable populations”

“I treat everyone equally. I wish everyone had access to excellent healthcare. Our department provides great care but at the expense of the nurses well-being.”

“Nothing. All populations are treated equally in our institution.”

Personal Responsibility

Awareness of or lack thereof internal implicit bias

Highly actionable because of the identification of themself as the source
Next Steps

- Complete the coding
- Evaluate the frequency of responses
- Generate reports
- Draft papers
Lessons Learned & A Look to the Future

Allie Schroeder

1. Approach a qualitative study

2. Analyze survey data

Will apply this to my future investigation to disparities in dentist-patient communication and treatment planning.
Lessons Learned & A Look to the Future

I now look forward to remaining part of this research project as well as using what I learned to help mitigate the current disparities between Black and non-Black birthing people as an aspiring OB/GYN and public health researcher.

Jasmine Phillips
Thank you!

Rebecca, Patrina, Joanne, Irene, ITS, CHOPR
Questions