

Staff Culture of Respectful Care in Obstetric Care Settings: A Qualitative Concept Elicitation Study

Moe Takenoshita, MBBChir, MRCS; Susan L. Perez, PhD; Aleesha Jethwa, MBBS, MS; Ruhi Nath, MPH; Elliott Main, MD; Pervez Sultan, MBChB, MD(Res), FRCA

Background & Aims

Background

- US maternal health **disparities persist** even **after controlling** for socioeconomic and clinical factors
- Organizational determinants likely play a role.
- **Culture of respectful care in hospital settings** are associated with **patient outcomes**.
- Existing literature focus on **patient** perspectives, and specific specialties
- The definition and determinants of culture of respectful care **among staff** remains **underexplored**.

Aim



To define and derive a **conceptual framework** of **staff culture** in the context of **respectful care in obstetric care settings**, according to themes and subthemes.

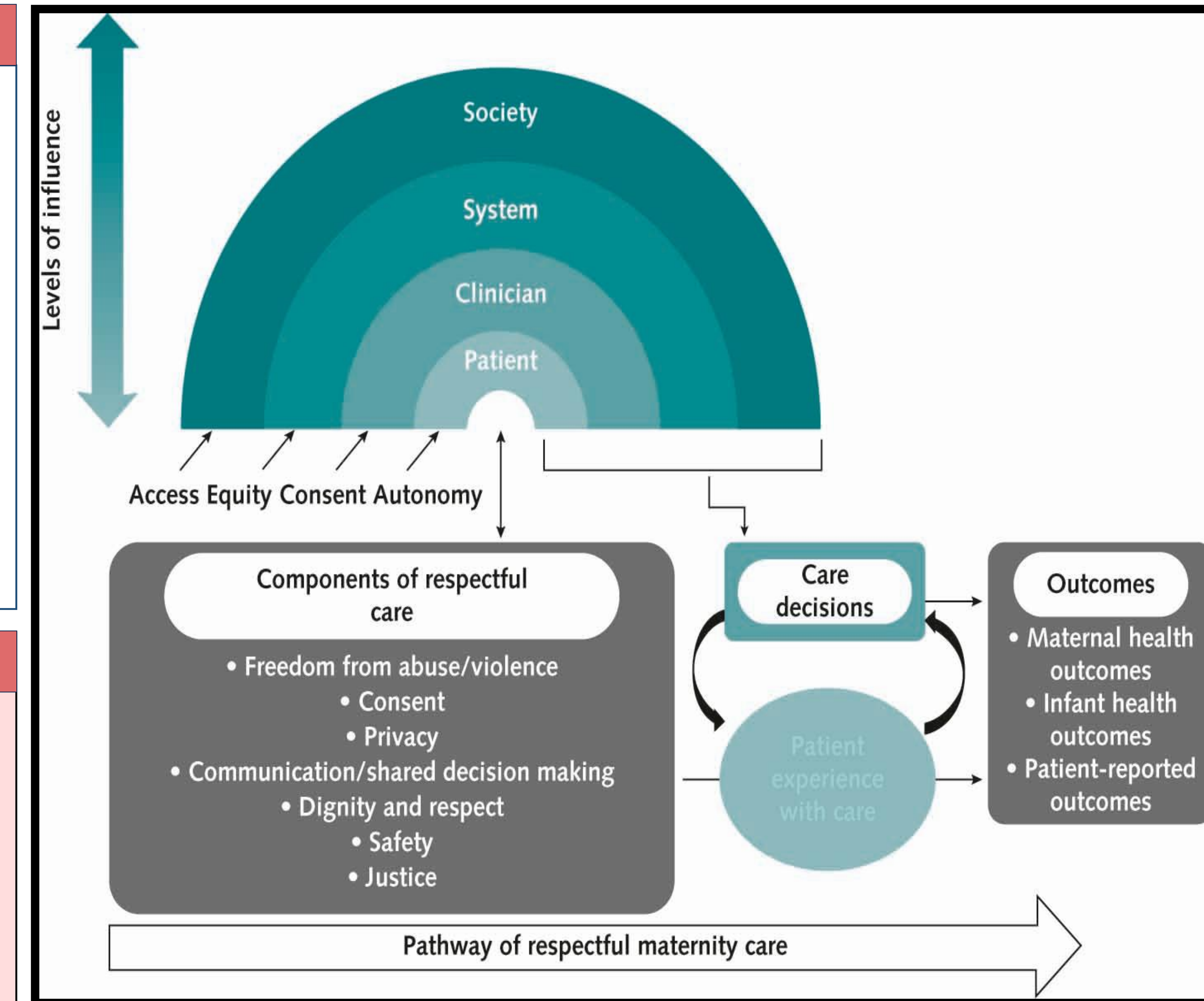


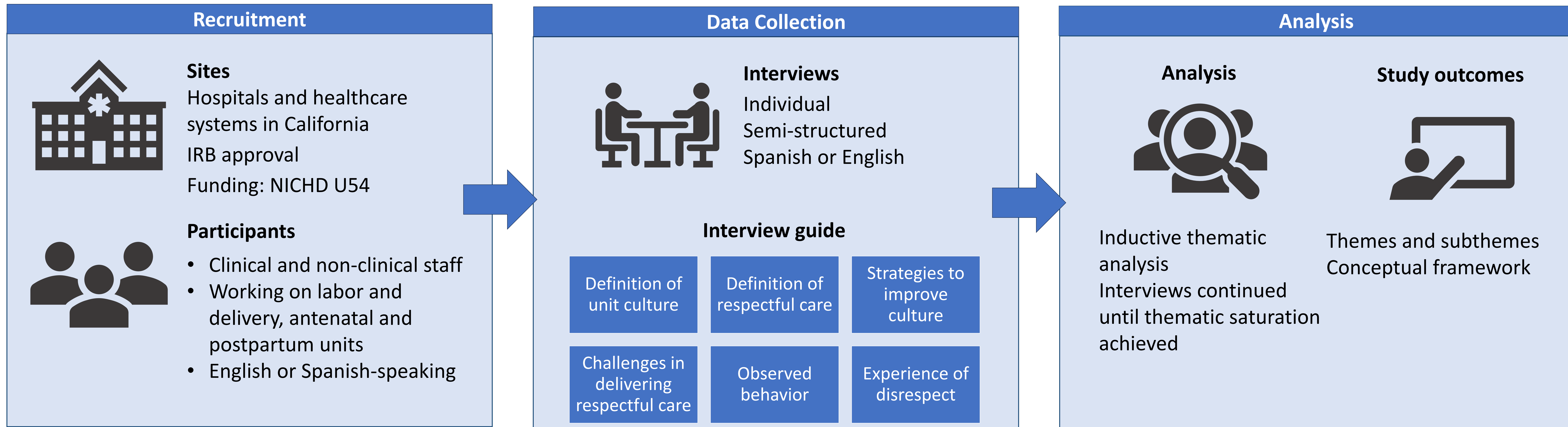
Figure 1. Conceptual framework of respectful maternal care (Cantor et al. 2024)

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Methods and Study Design

Exploratory qualitative study design



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Results

Participant characteristics

- 21/22 interviews analyzed (95%)
- **16 healthcare organizations**
- Northern (48%), Southern (48%), Central (5%) California
- Academic (24%), Private (33%), Public (24%), Community (19%) institutions

Characteristics	n=21	%
Sex		
Female	19	90
Male	2	10
Race		
Asian	2	10
Black/African American	7	33
White	9	43
Not disclosed	3	14
Ethnicity		
Hispanic	6	29
Profession		
Physician	9	43
Doula	4	19
Nursing	4	19
Midwifery	1	5
Non-clinical	3	14

Themes and subthemes

- Total interview time: **23 h 9 min**
- **Nine themes and 33 subthemes**

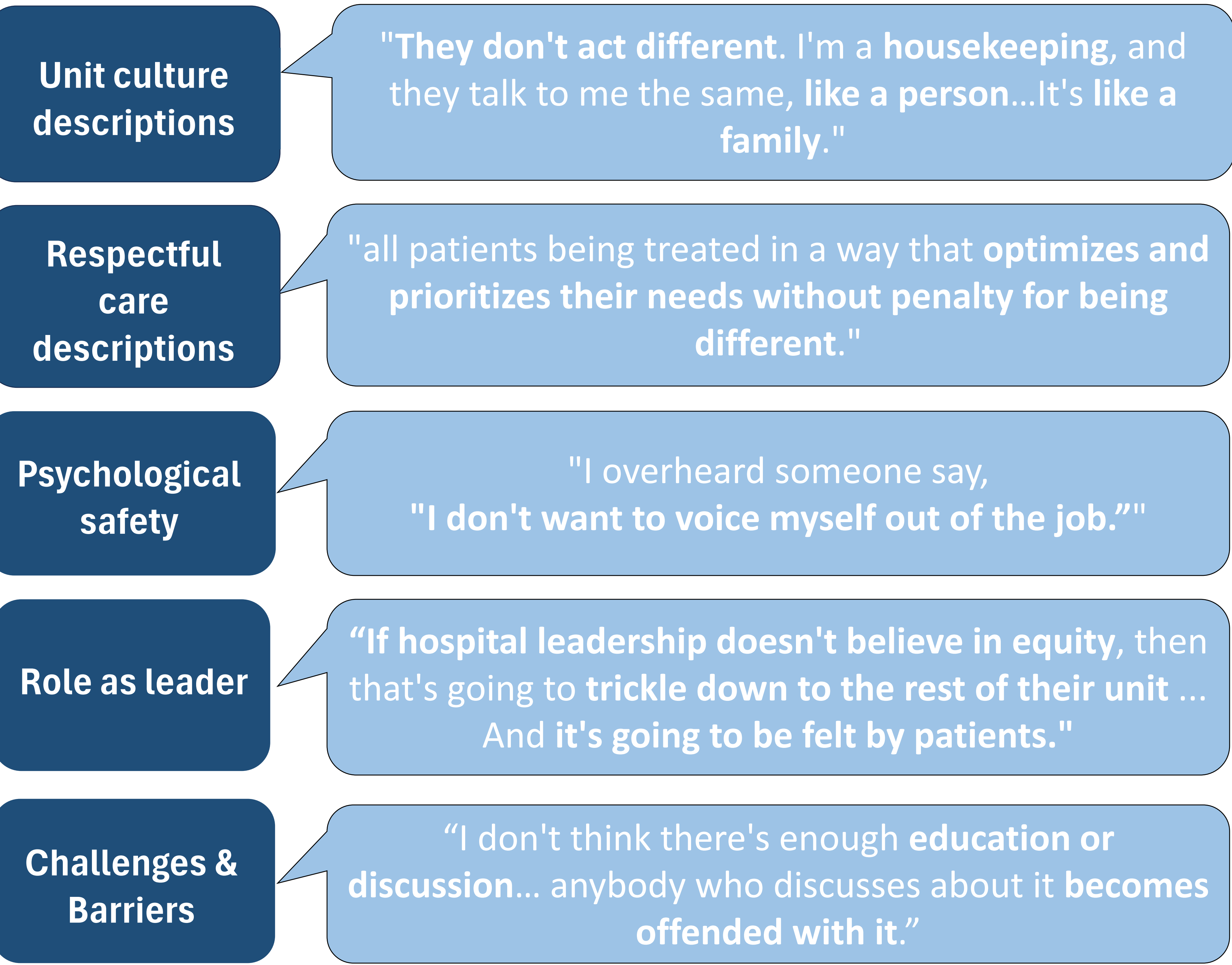
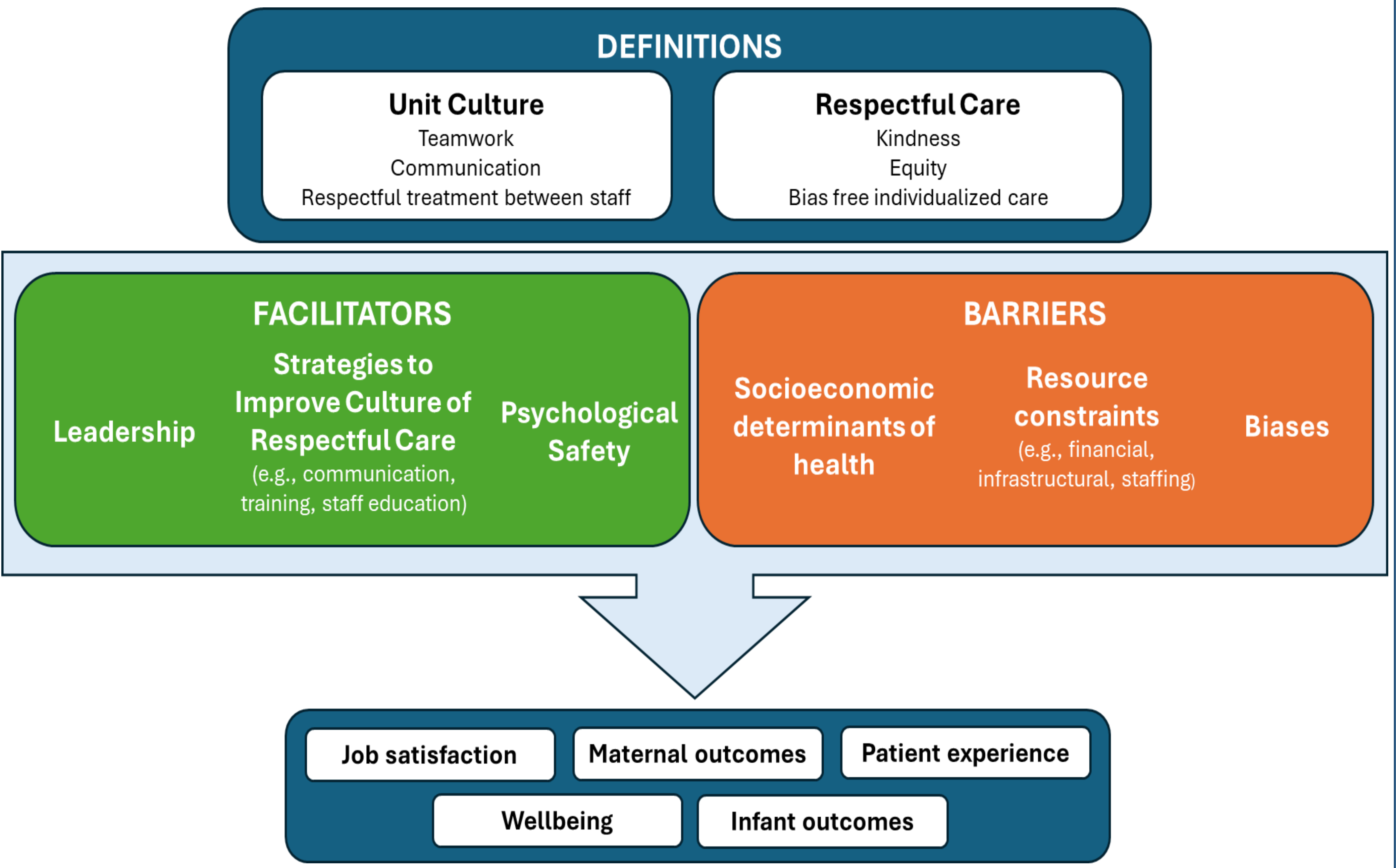


Figure 2. Conceptual framework of staff culture of respectful care in obstetric care settings



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Discussion and Conclusion

Discussion

- Staff culture of respectful care defined by:
 - **teamwork, communication, and respectful treatment** among staff
 - **bias-free care, collaboration, kindness, consistent** standards
- Integrates **staff-to-staff, staff-to-patient, and patient-to-staff** interactions from the perspective of diverse **clinical and non-clinical** stakeholders.
- Application:
 - **Guide discussions**
- Next steps:
 - Larger sample sizes across institutions **nationally**
 - Develop **measures** for assessing staff culture of respectful care
 - Identify **effective strategies** to improve staff culture

Limitations

- Participants may not be **representative**
- Recruitment restricted to institutions in **California**
- **Subcultures** may also exist within and across hospital unit

Conclusion

- Staff culture of respectful care in obstetric settings were defined by **teamwork, communication and unbiased respect.**

Thank you

Special thanks to my co-authors:
Sultan, P., Main, E., Jethwa, A.,
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References



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