Joanne tele interview 3 Mel

Midwife

Clients - wide range. Pregnant, couples (partners often involved in meetings) high international Indian, Shri Lankan, a Chinese Japanese a few kiwis

I am Canadian.

How long a midwife 14 years almost 15 years

How many years now in CH

June 2019

In NZ model I am an LMC so work in community – from early preg, pregnancy thru to birth up to – 4-6 weeks post natal so most are in their community. Most visits out of clinic in home in lockdown zoon

How was it ‘weird at first works reasonably well antenatal I did a far a number of bookings

Found could share screen – at first used 2 devices but then with a shared screen they could see what I was doing

**Typing up notes ?** –

Yes

**Can you describe a booking?**

When we have met and they decided to sign up with me , Longest we do med history etc a reasonably involved one

**Length time?**

Usually 1 and a half to 2 hours

Yes 1 and a half minimum.

**How many during lock down?**

Probably at least 8

One thing that zoom meetings did - I found links to handouts and give them in the notes so I have gone more paper less because of lock down

(Summary by Mel)

Shared link in an AP - They can down load app and see all notes – its almost able to be seen as soon as I type

A lot of things on that, a tab for resources and there is where I had the midwifery web site and antenatal info

**So a change from paper to technology in way designed implemented did it in lockdown**

I have some printed but let them choose

**Then you said antenatal appts – how did they work ?**

They were Ok – at time told to limit face to face to 15 mins

Call first before you saw them

Took a long time organising 2 appts for everyone

I tried to do them back to back

Thank goodness I was not too busy in that time

Found that when doing face to face it would end up taking longer than the 15 mins

Most women would say morethen, than on zoom

**So while told to limit 15 - so when in room opened up more?**

‘Yes esp with post-natals

On phone one women said Breast feeding going fine but when I got there mentioned cracked nipples

I gave up on zoom post-natal

MostI had been with in labour so I was a little slack postnatally

So ante-natally tried to do pre appointment discussion and then visit – but drawn not more convestaion at that time

We did do fewer meetings fact to face

Eg if just had a scan done did not need to listen to heart beat could wait

In thirds trimester did not want to miss BP

**Did you use your phone?**

Some had no access, some I would zoom and if using iphone and they were moving around

Most of the time it worked out well

Some clients were better with tech showed me what to do

**Some couldnt use zoom was that access?**

They did not have a compute or internet

One I did a booking in person as she had no computer . She then went missing for months so……. ??

**When you did that booking face to face did you wear PPE – that’s what they said to do**

No, we tried to sit 2meters apart

Where were guidelines coming from ?

Every where, but read college of midwives

Got things from Southland still, and Ministry health,

It seemed we were totally overwhelmed with emails about changes to practice

Full time job keeping up with emails

**When started what was your level of comfort with technology?**

I had done a few zoom workshop from the states so use to using zoom a little and then we did practice meetings by zoom

So we did have a practice meeting by zoom just before lock down. I practised for that by zooming my son.

**What do you cover in practice meetings?**

Practice meeting debrief any issues with births at beginning ………..(missed a bit)

We managed these the whole time

**How many ?**

There were 5 of us (one on holiday)

Practice meetings our way to connect, we make it our priority

Worked quiet well to do zoom

**Debriefing about births Did you talk about future pts etc at that time?**

We usually reviewed clients due in next month , the ones that had burst, then then coming up or wanted complain about (laughter joke)

Did you choose zoom yourself – we you aware of other modalities

Fairly aware of others prior to lock down more confutable on zoom

One person wanted to use face time and I did that but did not like it as not as familiar.

**Did you need a camera look be able to see the other person?**

Def I like to see people and that made it more personable , They could see what I was typing . I liked that. Would not want to do all by zoom though

After lockdown the Rolleston client we did by zoom when she did not want to travel

**Would you have done that before?**

No probably only people moving to chch had not thought about doing it locally before

**Where were the women?**

Everyone talked to at home

**Partners, children running around?**

Partners def there, a few kids not a huge distraction

????? (I missed a piece in here)

Sounded like bookings went well but pre appt then make another appt (15moins) doesn’t work

**What tips or strategies did you have that worked?**

He first in lock down found some courses on zoom. Practice cie with my son taught me abou the different view settings

Tried to learn about the technology

**You also said you learnt to share screen**

Yes

Sharing tips with others on practice was fun so having the group support was benefical when life changing so fast

**Any situations when not an affective way**

Made it work

**You said you have a range of ethnicities Did that change things for some?**

Do not think so

**Some did not have English first language?**

In that scenario often one on the couple can be interpreter so did not have worry too much. Harder in labour revert to mother tongue at that time

**Where there any complexities that arose to work out using zoom – critical instances**

Probably no but there were a few who did not make contact as early as they would have

Eg the women said all fine then had cracked and bleeding nipples not the right story

**So zoom impacted on telling the story**

But in that circumstances had been a phone cal would I pick up with cameras on, maybe?

**Did you get any feedback from the women?**

They seemed to think it was ok for the times; but relieved when back to regular fact to face meetings

They coped at the time

**But Joyful to get back to face and Face (Mel)**

May be times hungry for contact or was it the midwifery aspect?

**Using telehealth – Did you have a structure ?**

No did what I would do in person

Chat answer questions

If nothing to say would ask a question then carry on form there

**Not diff than in person?**

No

**You sai already you were ware of guidelines?**

I think they came out when further into it I got tired of reading stuff then

**Using College of midwives (Mel)**

Yes

**Based on experience in lock down what would you have liked know beforehand?**

**You mentioned learning on line?**

I found what I needed at the time but had done a few seminars by zoom

What was foreign was me initiating meetings

**Has it changed practice e.g. the women in Rolleston ?**

Potentially if someone lived out of town e.g. repeat I may consider that but would depend on her anything else

If someone was hesitant to get together I know we have the tools to do it

Would use as an option sooner than a year ago

**Mel - on line then met**

What worked well was when we did not need to do the physical part

They did not like doing the two meetings for one appointment

**(Mel referred back to aligning the scan meeting or seen an obstetrician)**

I have head other people talk about telehealth but did not think about it as telehealth I was just doing appointments.

**(Trying to make midwifery work)**

Yes basically.

(Talked about how hard for pysio on telehealth )

**Do you want a Copy?**

No ,

**Will send collated data**

interesting yes