

**SERVICE STANDARD 13A****Critical Care Services – Labour / Delivery Services****PREAMBLE**

The Labour and Delivery Services (LDS) are provided in discrete areas within the healthcare Facility involving special facilities and specially trained staff for the management of mothers in the first, second and third stage of labour including care of the newborn.

The Labour and Delivery Services (LDS) require a high input of specialised nursing care and monitoring. The nursing services standards as in Service Standards No: 4 of this Standards of Accreditation shall also apply to these services.

**TOPIC 13A.1: ORGANISATION AND MANAGEMENT****STANDARD 13A.1.1**

The Labour Delivery Services shall be organised and administered to provide comprehensive, safe, efficient and effective services within a conducive environment.

**CRITERIA FOR COMPLIANCE:**

13A.1.1.1 There are documented purposes which may be termed Vision and Mission statements, Goals and Objectives that suit the scope of the Labour Delivery Services. When compiling the purposes, consideration shall be given to the following:

- a) They are what the services want to achieve.
- b) They support and contribute to the goals of the Facility.
- c) They are written and consistent with professional standards, guidelines and relevant legislation.
- d) They are monitored, reviewed and revised as required accordingly.

13A.1.1.2 There is an organisation chart which:

- a) provides a clear representation of the structure, function and reporting relationships of the services;
- b) is accessible to all Labour Delivery Services' staff;
- c) includes off-site services if applicable such as Low Risk Delivery Centre or Alternative Birthing Centre;
- d) is revised when there is a major change in:

- i) organisation;
- ii) functions;
- iii) reporting relationships;
- iv) goals and objectives;
- v) staffing norms or patterns.

13A.1.1.3 There are written and dated specific job descriptions for all staff that include:

- a) qualifications, training, experience and certifications required for the position;
- b) lines of authority;
- c) accountability, functions and responsibilities;
- d) review when necessary and when there is a major change in:
  - i) nature and scope of work;
  - ii) duties and responsibilities;
  - iii) general and specific accountabilities;
  - iv) qualifications required;
  - v) staffing norms or patterns;
  - vi) Statutory Regulations.

13A.1.1.4 Regular staff meetings are held to discuss issues and matters pertaining to the operations of the services. Minutes are kept and accessible to all staff.

13A.1.1.5 Personnel records on training, leave etc are maintained for every staff.

13A.1.1.6 The Head of the Labour Delivery Services (LDS) and/or Head of Department (HOD) is involved in the planning, management, and justification of the budget and resource utilisation of the services.

13A.1.1.7 The Head of the LDS and/or HOD is involved in the appointment and/OR assignment of the staff.

13A.1.1.8 The Head of the LDS shall ensure that the staff complete incident reports and are discussed by the department with learning objectives and are forwarded to the Person In Charge (PIC) of the Facility.

13A.1.1.9 Incidents reported monthly have had Root Cause Analysis done and action taken to prevent recurrence.

13A.1.1.10 Appropriate statistics and records shall be maintained and used for managing the services and patient care purposes.

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**STANDARD 13A.2: HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT****STANDARD 13A.2.1**

The Labour Delivery Services (LDS) are appropriately and adequately staffed and directed to achieve their goals and objectives.

**CRITERIA FOR COMPLIANCE:**

- 13A.2.1.1 The direction and staffing of the services are provided by individuals qualified by education, training, experience and certification to meet the demands of the position and to achieve the objectives of the services.
- 13A.2.1.2 The authority, responsibilities and accountabilities of the Head of Labour Delivery Services are clearly delineated and documented in a letter of appointment.
- 13A.2.1.3 Sufficient numbers of qualified personnel and support staff are employed to enable the LDS to meet its documented purposes. The number and grades of staff required will be based on current regulatory requirement.
- 13A.2.1.4 There is a structured orientation programme where new staff including medical practitioners are briefed on their services, operational policies and relevant aspects of the Facility to prepare them for their roles and responsibilities.
- 13A.2.1.5 There is evidence of a staff development plan, which provides the knowledge and skills required for staff to maintain competency in their current positions as the demands on the positions evolve.
- 13A.2.1.6 There are continuing education activities for staff to pursue professional interests and to prepare for current and future changes in practice. There is evidence that staff education and development needs have been appraised and identified.
- 13A.2.1.7 There is evaluation of clinical staff in relation to specific specialised skills such as cardiopulmonary resuscitation (CPR, ACLS, BLS etc), neonatal resuscitation program (NRP), Obstetric Life Saving Skills Course (OLSSC) and a system of ongoing re-certification.
- 13A.2.1.8 Staff including medical practitioners receive written evaluation of their performance at the completion of the probationary period and annually thereafter, or as defined by the Facility.

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**TOPIC 13A.3: POLICIES AND PROCEDURES****STANDARD 13A.3.1**

There are written and dated policies and procedures for all the activities of the Labour Delivery Services (LDS). These policies and procedures reflect current standards of LDS practices, relevant regulations, requirements of statutory authorities, and the goals and objectives of the services.

**CRITERIA FOR COMPLIANCE:**

- 13A.3.1.1 There are written policies and procedures for the services, and the policies and procedures are consistent with the overall policies of the Facility.
- 13A.3.1.2 Policies and procedures are developed in collaboration with all staff, medical practitioners, Management and consumers, and other internal and external service providers; and consistent with current international standards for critical care services.
- 13A.3.1.3 New and revised policies and procedures are communicated to all staff.
- 13A.3.1.4 There is evidence of compliance with policies and procedures.
- 13A.3.1.5 Policies and procedures are reviewed at least once every three years and revised as required, signed and dated accordingly.
- 13A.3.1.6 Copies of relevant regulations and statutory requirements are available to staff.
- 13A.3.1.7 The LDS is a discrete service and has:
  - a) defined admissions, discharge, and referral policies;
  - b) the capability of instituting isolation procedures;
  - c) procedures for formal audit and review;
  - d) 24-hour access to laboratory services;
  - e) 24-hour access to imaging and other diagnostic facilities;
  - f) support available from all surgical, medical, allied health, and diagnostic specialities, together with appropriate clerical, scientific, and other support staff;
  - g) support for postgraduate education for clinical staff.
  - h) provision of 24 hours security for mother and newborn.

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- 13A.3.1.8 The Labour Delivery Services shall ensure a high level of medical and maternity care through the following policies:
- a) medical staff with appropriate training in maternity care;
  - b) resident medical staff coverage on a 24-hour basis with access to consultant support at all times where no specialist is available on site;
  - c) resident specialist medical coverage available at all times;
  - d) a Head of service with overall responsibility;
  - e) the expectation of staffing level at registered nurse to patient ratio is appropriate to patient dependency needs;
  - f) a nurse manager with an accredited post-basic midwifery qualification and experience, and nursing staff with similar qualifications;
  - g) facilities for providing all aspects of appropriate maternity care monitoring and therapy;
  - h) a team approach to patient care.
- 13A.3.1.9 High Dependency Unit should not have facilities for ventilation but with a lower level of monitoring and intervention. High dependency units may be separate from LDS and have policies for the following:
- a) a discrete area, preferably close to areas which have the greatest requirements for its services;
  - b) defined admission, discharge and referral policies;
  - c) medical support always available;
  - d) sufficient number of registered nursing staff to commensurate with the dependency of the patients.
- 13A.3.1.10 Policies of each unit are appropriate to the Facility's scope of medical and surgical care.
- 13A.3.1.11 A policy and procedure manual is kept up to date and is readily available to all staff. The manual shall include at least the following:
- a) functions and authority of the unit managers, howsoever named, with special emphasis on the working relationships that exist among the attending medical staff including obstetricians, nursing staff, the unit manager and/or other specialists;

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- b) specifications as to who may perform special procedures, under what circumstances and under what degree of supervision; special procedures in this context may include intubation, tracheostomy, insertion of central lines, or any other invasive procedures;
  - c) the use of special equipment and supplies and where they are located;
  - d) the assignment of responsibility for preventive and corrective maintenance programme, including procedures to follow in the event of the breakdown of essential equipment;
  - e) infection control policy and procedures;
  - f) policies for visitors and access control;
  - g) core activities of the Labour and Delivery Services (LDS) which shall cover all the major aspects of patient care processes from admission to discharge and shall include but not limited to the following policies:
    - i) admission;
    - ii) assessment;
    - iii) triaging;
    - iv) monitoring;
    - v) interventional procedures and therapies;
    - vi) obstetric emergencies and contingency plans;
    - vii) analgesia;
    - viii) instrumentation;
    - ix) normal deliveries and care of the newborn;
    - x) staff supervision;
    - xi) handling and disposal of placenta;
    - xii) pre-discharge assessment of mother and baby;
    - xiii) discharge advice;
    - xiv) referral and transfer of patients;
    - xv) Baby Friendly Policy
    - xvi) Husband-Friendly Policy
  - h) reflect current standards of LDS practices, relevant regulations and statutory requirements;
  - i) specifications as to who may perform special procedures/relevant care of the labouring mother and newborn;
  - j) the provision and use of protective gear;
  - k) observation of universal precautions;
  - l) cord blood banking and stem cell therapy according to national guidelines.
  - m) Policy on occupational accidents in line with existing facility policy
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- n) Placement and handling of DDA drugs

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**TOPIC 13A.4: FACILITIES AND EQUIPMENT****STANDARD 13A.4.1**

There are appropriate and adequate physical facilities and equipment for the efficient operations of the Labour Delivery Services (LDS).

**CRITERIA FOR COMPLIANCE:**

- 13A.4.1.1 There are adequate space and equipment to enable staff to carry out their professional and administrative functions.
- 13A.4.1.2 The level of monitoring as well as intervention shall be appropriate to the scope of services provided by the unit.
- 13A.4.1.3 Whatever the design or purpose of the unit, enough space as defined in the Private Healthcare Facilities and Services Acts 1998, Regulations 2006 is provided around each bed to make it easily accessible for routine and emergency care of the patient, and also to accommodate bulky equipment which may be needed and comply with the relevant regulatory requirements.
- 13A.4.1.4 The immediate physical environment of the patient is as unobtrusive and as aesthetically pleasing as possible.
- 13A.4.1.5 There **shall** be adequate facilities for infection control in the unit, e.g. hand washing facilities.
- 13A.4.1.6 There must be provision for isolation of certain categories of patients, e.g. those with airborne infectious diseases.
- 13A.4.1.7 Facilities and equipment are appropriate to the unit and may include the following:
- a) an alarm system for LDS personnel to summon additional staff in an emergency;
  - b) appropriate air conditioning and/or specialised airflow patterns which comply with regulatory requirements;
  - c) variable lighting systems provide at least a day and night mode;
  - d) facilities for patients, relatives, and staff; these shall include quiet and private areas with beverage facilities, toilets, and a separate area for distressed relatives and access to a prayer room;
  - e) adequate supplies of medications and intravenous fluids available 24 hours a day;
  - f) separate areas for the sanitation and storage of equipment;
  - g) alternate emergency lighting, gas and power sources or other appropriate mechanisms available to operate all life support systems including suction apparatus.

- 13A.4.1.8 There are adequate numbers of nitrous oxide, oxygen, compressed air, and suction facilities as well as properly grounded electrical outlets with duplicate or independent circuits available to every patient.
- 13A.4.1.9 The bed is readily adjustable to various therapeutic positions, easily moved for transport. It has a locking mechanism for a secure stationary position, cot sides, and a removable headboard.
- 13A.4.1.10 All other emergency and life support equipment is readily accessible and functional.
- 13A.4.1.11 There is documented evidence that equipment complies with relevant standards, e.g. those set by SIRIM Berhad.
- 13A.4.1.12 Expert advice concerning the safe use of and maintenance for all biomedical devices and electrical installations are readily available at all times. Documentation of safety testing is provided on a regular basis to the unit head.
- 13A.4.1.13 There is evidence that the facilities and equipment are maintained in good working order and subject to ongoing planned preventive maintenance and calibration.
- 13A.4.1.14 Where specialised equipment is used, there is evidence that only qualified and privileged staff, operate such equipment, e.g. ultra sound, CTG and defibrillator.
- 13A.4.1.15 There shall be designated blood storage facilities in the LDS. Where such facilities do not exist, blood must be made available from the blood bank within 15 minutes.

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**TOPIC 13A.5: SAFETY AND QUALITY IMPROVEMENT ACTIVITIES****STANDARD 13A.5.1**

The Head of Labour Delivery Services (LDS)/and or Head of Department shall ensure the provision of high quality performance with staff involvement in the safety and quality improvement activities of the Facility.

**CRITERIA FOR COMPLIANCE:**

- 13A.5.1.1 There are clearly assigned responsibilities for safety and quality improvement activities within the services.
- 13A.5.1.2 There are planned and systematic safety and quality improvement activities that monitor and evaluate the performance of the services including a plan for action and follow up to ensure that the action taken is effective in continually improving the quality of care.
- 13A.5.1.3 There are safety and quality improvement activities in place which support the Facility's safety and quality improvement activities including tracking and trending of specific performance indicators which include but not limited to the following indicators:
- a) caesarean rate
  - b) maternal Mortality
  - c) timeless in surgery for very urgent case i.e. Caesarean Section for cord prolapsed
  - d) percentage of improvements done from quality improvement activities
  - e) average time a discharge order is written until the patient actually leaves the room
  - f) percentage of delayed discharges
- 13A.5.1.4 Appropriate documentation of safety and quality improvement activities is kept and confidentiality of staff and patients is preserved.
- 13A.5.1.5 There are safety and quality improvement activities that address staff safety.
- 13A.5.1.6 The availability of all departmental policies and guidelines to all staff to be available 24 hours.

**BACK TO STANDARDS REFERENCE**