

Improving Birth Center Onboarding: Development of Standardized Learning Modules to Support New Birth Center Providers and Facilitate Compliance

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Background

- New birth center staff have substantial learning needs during the onboarding and orientation period, especially those without birth center experience.
- There are multiple regulatory requirements related to training (e.g. HIPAA, CLIA, OSHA).
- Existing online education are often expensive and not relevant to birth center practice.
- As a result, there is variation in the quality and comprehensiveness of birth center onboarding.

Proposed Solution

There is an opportunity to improve birth center safety, spread best practices, and support regulatory compliance with standardized educational programs that are optimized for the birth center context. With funding from the Yellow Chair Foundation, the American Association of Birth Centers (AABC) sought to develop affordable, high-quality learning modules for five high priority topics. The aim is to provide these standardized programs to birth centers and their employees to supplement in-center orientation and onboarding.

Methods and Approach

1. Developed initial list of possible topics
2. Queried AABC membership and CABC Commissioners on priority topics
3. Established leadership team directed by Lead Consultant and including AABC representation from Board, Executive, and Program leadership
4. Selected topics based on input and deliberations
5. Established learning objectives for each program, based on CABC and other regulatory requirements and review of literature and practice
6. Recruited lead authors and reviewers for each program
7. Developed content based on best practice resources and input from subject matter experts
8. Obtained feedback from reviewers, who were birth center clinical leaders, CABC Commissioners, and subject matter experts
9. Tested each program with volunteers from two birth centers and solicited feedback.
10. Developed program in AABC Learning and Content Management Systems

Results

The following resources were developed:

- Birth Center Transfer and Transport: Optimal Practice for Safe and Satisfying Transitions of Care
- HIPAA Information Security Training for Birth Centers
- Safe Use of Medications in a Birth Center Setting
- Understanding the Birth Center Laboratory
- Infection Control in Birth Centers

Test group feedback was positive and learners were able to answer knowledge checks based on the content.

Conclusion and Implications

This project resulted in affordable, acceptable, and effective learning tools for birth center providers. Birth center directors and administrators can utilize these tools for onboarding and annual training programs. This will help develop and maintain key birth center knowledge and skills among providers and support compliance with regulatory requirements.