

# Patient and Family Support Checklist for Postpartum Hemorrhage



Insert Hospital  
Logo Here



Supporting patients and families during a serious maternal event is a vital aspect of patient care. Use this checklist to help ensure patients and their family members have their emotional needs met when a postpartum hemorrhage occurs.

## Prior to the Event

- Identify a staff person who will provide continuous updates to the family and facilitate completion of the below listed support items. \*\*\*Whenever possible, identification of this person should occur during morning huddle (using a previously prescribed process) so that the assigned individual is immediately ready to support families in the event of an emergency. \*\*\*

## Immediately Following the Event

- Introduce yourself and your role to the family
- Offer to move the family to a new room, away from where the hemorrhage took place; explain that the purpose of maintaining soiled linens etc. is to enable accurate measurement of blood loss
- Explain to the family what has happened and what they can expect to occur in the next few hours, including the length of surgery (if applicable) and how often you will be in touch with them (at least every hour); provide them with your contact information; act as a liaison between the family and other units in order to provide timely updates

## If the Patient is in Critical Care

- Prepare family members for what they might see (e.g., patient is intubated)
- Communicate with the family about what the patient already knows (e.g., does she know she's had a hysterectomy)
- Provide the patient with updates about her baby and provide pictures, etc.; if possible, bring baby to patient and identify ways she can be involved with the care of her baby (e.g., first bath)
- If patient is intubated or unable to speak clearly, provide a whiteboard or comparable way for her to communicate
- Ask patient what her needs are and facilitate support (e.g., ensure mom wanting to breastfeed has lactation support)
- Assess patient's understanding of her medical status/care plan and provide support as needed (e.g., patient may fear extubation and need reassurance from clinician)
- Offer emotional support by way of a social worker, psychologist or chaplain

## Prior to Discharge

- Acknowledge the trauma of what the patient has experienced and provide anticipatory guidance to patient and family regarding physical and emotional recovery
- Provide postpartum resources about "what to expect" after discharge (e.g., PQCNC resource, *Life After Postpartum Hemorrhage*)
- Encourage early follow-up with provider upon discharge
- Invite patient to schedule time with her provider to debrief the event