Case History #2: Jamaica Hospital

The Women's Health Center at Jamaica Hospital is a stand-alone clinic staffed by OB-Gyns and Midwives

Key Characteristics of the BABY BASICS Program:

Baby Basics PALS is an innovative volunteer waiting room program created at Jamaica Hospital. These multi lingual volunteers help Moms and Dads in the waiting room learn how to use Baby Basics materials and prepare for their visit with the provider.

1. Volunteers receive 12 hours of training on topics including health literacy, adult learning, common obstetric terminology and procedures, and the SOP (standard operating procedures) at The Women's Health Center and Jamaica Hospital Medical Center. They volunteer 2-3 shifts per week: 9:00 –1:00 or 1:00 to 4:00.

2. BABY BASICS PALS helps pregnant moms
    - Develop and practice asking a questions for their visit to the provider
    - Write questions for their provider in their planner
    - When necessary translate the question into English
    - Use the Index to look up answers to their questions in Baby Basics
    - Read the answers aloud from Baby Basics
    - Help patients navigate the hospital and healthcare system
    - Ask moms to find them after the appointment to confirm that their questions were answered
    - Offer peer, health literacy support and NOT health education

3. To recruit volunteers, Jamaica Hospital distributed 3,000 colorful flyers throughout community – in churches, schools, businesses, beauty shop. "You don't know until you ask them." The response has been overwhelmingly positive. Volunteers LOVE the program and there is a waiting list of women who speak many different languages from many different backgrounds.
4. The program was funded by a grant from the United Hospital Foundation. The training has been standardized and is ready for replication.

Next steps:

1. Training medical staff to integrate the Program into the clinical practice,
2. Hanging the BABY BASICS poster and other materials into the exam room.

3. Creating a Baby Basic Moms Club at the Queensboro Public Library Jamaica Branch. The library is 5 blocks from the clinic. The Health Educator from the Queens Perinatal Consortium will run these groups once a week, and the volunteers will promote them at the clinic.