

PROVIDER RELATIONS

Overview:

The Vision of this role committee is “to forge connections with the greater birth community and our fellow colleagues, providers and nurses”. The Mission being “to educate the provider community about doulas in general, and PALS as a referral organization, as well as to address mutual concerns and facilitate healthy dialogue”.

Hospital Ambassadors should be experienced doulas, with a demonstrated history of commitment to the greater doula community. Ambassadors should be able to effectively practice non-violent communication and hold an understanding of healthy boundaries, as well as be personable, approachable, and welcoming. Ambassadors should demonstrate a willingness to learn new skills, and have an openness to receiving feedback and constructive criticism.

The role of Provider Relations lead is one that encompasses several facets of communication.

Provider Relations Lead Duties:

- Attend initial Ambassador training with Lead and Volunteer Coordinator
- Building relationships with labor and delivery nurse management and staff.
- Build and maintain an ongoing contact information list with regional leads and managers.
- Providing a 1-hour presentation on PALS and the work of doulas, as well as facilitating dialogue during presentation.
- Send a 2-week check-in to hospital staff after PALS Presentation
- Maintain quarterly contact with charge nurse or nurse manager via email or phone (whichever they prefer), checking in, reminding them to communicate queries, compliments or concerns to you, as well as notifying hospital staff (via charge or nurse manager) of upcoming PALS ADT's, monthly meetings, board meetings, news on programming (i.e. REC), etc. If unresponsive via email, a phone call must be take place.
- Set up a line of communication between staff and doulas. This will be determined by collaboration with your individual hospital
- Organize monthly check-in meetings with Liaisons
- Submit monthly verbal reports to the PALS Board of Directors.
- Communicate to the committee chair as needed on topics the hospital would like known to PALS' doulas – updates on news at the hospital, suggestions, feedback, tips! Committee chair will then report these items to greater PALS community.