



Doula Job Description

Developed for the HUSKY Health Maternity Bundle Payment Doula Integration Toolkit

Background for this document

The Connecticut Department of Social Services (DSS) plans to implement a Maternity Bundle Payment program (called “the bundle” for the remainder of this document) for the HUSKY Health program beginning January 2024, pending federal approval. The bundle is part of DSS’ overarching goal to move toward paying for equitable care in a value-based way. In addition to providing a new payment structure, DSS has allocated additional funds for doula and lactation services as an integral component of the bundle. Doula and lactation support services will be rendered and reimbursed under the medical provider through the bundled payment.

How to use this tool

This document contains a sample doula job description, intended to reflect a traditional birth doula role, which would include working with HUSKY Health members prenatally, at birth, and postpartum. This document may be adapted to suit specific doula roles.

Doula Job Description

A doula is a trained non-clinical support person who educates, assists, and supports childbearing clients during pregnancy, labor and delivery, and in the postpartum period. Doulas at [insert practice name] provide services to HUSKY Health members through the HUSKY Health Maternity Bundle Payment program, under the supervision of a provider. We are proud to include doulas in our practice as part of our efforts to address inequities in birth outcomes.

Qualifications

- Completed training that meets [competencies](#) put forth by the CT Department of Public Health.
- Evidence of attendance to at least [insert number] births.
- Interest in working with a medical practice in a team-based environment to provide optimal care for childbearing people and their families.
- Exceptional communication and interpersonal skills.

Additional Requirements

- Maintains continuous doula professional liability coverage with \$[insert amount] M/\$[insert amount]M limits.
- Able to add [insert practice name] as additional insured on professional liability policy.
- Completes [insert required trainings, such as HIPAA; OSHA; fraud, waste, and abuse; workplace violence; sexual harassment] annual trainings in a timely manner. Training will be provided by practice.
- Maintains thorough and detailed client records that can be used for non-identifiable data aggregation and analysis.

Scope of Practice

Doulas work within a collaborative agreement with providers. This means that the provider sets the overall plan of patient care, and doulas use their professional judgment in performing services to the full extent of their scope of practice, to align their services with the provider's plan of care.

Doulas perform the following tasks

Antenatal Support

- Provide basic education on the anatomy and physiology of pregnancy, labor and delivery, and postpartum.
- Provide childbirth education and assist with childbirth preparation, including helping clients develop birth and postpartum plans.
- Educate clients on how to get relief from common aches and pains of pregnancy.
- Educate clients on how to evaluate pregnancy discomforts, so clients know when and how to contact their healthcare providers when questionable symptoms arise.
- Educate clients on the signs and symptoms of preterm labor, and when to contact their healthcare providers.
- Engage in active listening and provide compassionate support for clients, their partners, and support teams.

Labor/Birth Support

- Provide continuous support during labor and delivery.
- Provide non-medical comfort measures such as massage, position changes, and guided imagery.
- Remain with clients while epidurals are placed and during cesarean sections, as indicated.
- Obtain snacks, blankets, and/or ice/cold packs for clients in labor, as indicated.
- Remain with clients for up to two hours immediately after birth.

Postpartum Period

- Provide support and education on newborn care and infant feeding.
- Provide screening and education on perinatal mood and anxiety disorders.
- Discuss concerning findings with the supervising provider to ensure the client is connected to appropriate support and diagnosis/management of postpartum conditions.
- Provide education, support, and resources for optimum postpartum recovery.

Professional Conduct

- Respond to referrals within 24-48 hours.
- Communicate clearly and professionally with members of the healthcare team, as well as with clients and their families.
- Use professional, respectful language.
- Dress appropriately for a medical setting to keep both the doula and the birthing person safe. Refer to practice's dress code policy, where applicable.

- Ensure information provided to clients is evidence-based and includes sharing resources to help clients make decisions that are not influenced by the doula's personal beliefs.
- Encourage clients and partners/family members to ask questions and to advocate for themselves.
- In cases where there are differing opinions on the treatment plan, encourage clients to ask questions and gain clarity around the treatment plan prior to deciding. Do not contradict the medical advice of the supervising provider.
- If a conflict should arise, respectfully engage with the care team while advocating on behalf of your client.
- Record notes of patient encounters within 24-48 hours. A doula's client notes should be clear, neat, and easy to read and understand.