Frequently Asked Questions (FAQs)

ULaB Facility Index

1. Why is PCMCH implementing the ULaB Facility Index in Ontario?
PCMCH is partnering to implement the ULaB Facility Index to help organizations identify strengths and opportunities in the conditions that support undisturbed labour and physiological birth, while generating system-level learning to inform regional and provincial quality improvement efforts across Ontario.

2. Why should my facility participate?
Facilities will be able to:

- Identify organizational strengths and opportunities to better support undisturbed labour and birth.
- Gain information to support local quality improvement.
- Access shared resources and provincial learning opportunities.

The assessment can also support multidisciplinary discussion and collaboration within organizations.

3. How does supporting undisturbed labour and birth align with clinical safety?
The ULaB Facility Index supports physiologic labour and birth when clinically appropriate. The initiative recognizes that interventions are often necessary and essential for safe care. The goal is to better understand and strengthen the conditions that support safe, evidence-informed, person-centred care.

4. Is the ULaB Facility Index a performance assessment or clinical report card?
No. The ULaB Facility Index is a facility-level quality improvement tool, not a clinician-level evaluation or a report card. It assesses conditions across 18 domains, including the physical environment, respectful and culturally safe care, and the undisturbed birth rate. Facilities use their results to identify priorities for improvement.

5. How much time will participation require?
The time required will vary by organization. While completing the assessment itself will take 1.5-2 hours, organizations should anticipate additional time to gather information, engage relevant stakeholders, and review responses before submission.

6. Who should complete the assessment?
The ULaB Facility Index is best completed by a multidisciplinary team. The team at each facility may look different and could include relevant clinical and program leaders, frontline care providers, quality improvement staff, and decision support or data teams.

7. What support is available for the facilities?
Selected data elements will be pre-populated using existing BORN Ontario data, where available, to help reduce participation burden. PCMCH and the Birth Place Lab will also provide guidance and implementation supports throughout the assessment process.

8. Will there be an opportunity to learn more about the ULaB Facility Index and ask questions?
Yes. PCMCH and the Birth Place Lab will host an informational webinar on **November 27, 2026, from 12:00 p.m. – 1:00 p.m. (EST)** to provide an overview of the ULaB Facility Index, review the assessment process, and answer participant questions.

Register here to attend the webinar.

9. Who will my site's data be shared with, and for what purposes?
Documents and responses entered into the tool are accessible to your facility team, PCMCH and Birth Place Lab. Facility level results will remain anonymous. Any summary reports will not identify, or be linked to, individual facilities. Summary reports will be used to support continuous quality improvement at the provincial and regional level.

10. How will facilities be compared?
The ULaB Facility Index accounts for the fact that facilities serve different patient populations and operate at different levels of care and resource environments. Benchmarking compares similar facilities, using the Facility Context questions, to support facility teams to prioritize domains for improvement within real world hospital environments. Comparisons are not shared publicly and do not name individual facilities.

11. Is participation associated with funding or accountability requirements?
No. The ULaB Facility Index is a quality improvement initiative designed to support reflection, learning, and improvement. Participation does not include nor impact hospital funding or Levels of Care designation. It is intended to help organizations identify strengths, opportunities, and priorities for future quality improvement activities.