

2023 Time Use Study: Findings from SisterWeb

Background of the 2023 Time Use Study

SisterWeb and HealthConnect One, in collaboration with five other community doula organizations, supported a study aimed at enhancing existing data on the tasks performed and time invested by community-based doulas during their workday. The Time Use study dove deeper into the services provided and the time dedicated to doula care, including activities beyond direct client interactions. The study documented the daily routines of 32 community-based doulas across 6 organizations, with **8 full time doulas participating from SisterWeb**. Participants logged their work in 15-minute intervals for a range of activities from direct client care, training, administrative tasks, and other client care such as resource finding and reminders/follow-ups, from October 1, 2023–October 31, 2023.



Key Results from SisterWeb (n=8):

- Doulas spent 640 hours of their time doing client care and other client directed work
- 8 babies were delivered
- 5 doulas worked on their off day for a total of 76 collective hours devoted to clients outside business hours
- 100% of doulas identified in the same racial/ ethnic group as their clients
- 3 doulas held second jobs in addition to dedicating time to their clients

Main Takeaways from Overall Time Use Study (n=32)

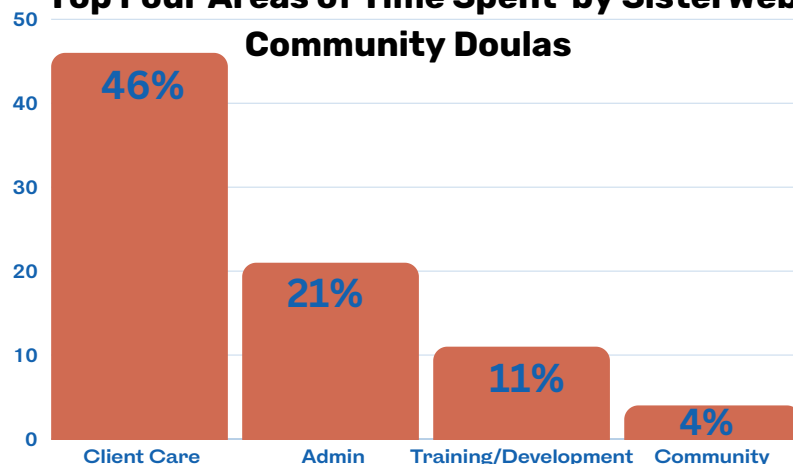
For every hour that doulas spent with clients in prenatal and postpartum visits, on average, they also spent:

- 40 additional minutes on administration & documentation tasks
- 39 additional minutes gathering research and resources for clients
- 21 additional minutes communicating with clients outside of visits

Recommendations: Data drives change!

- Use the study outcomes to guide reallocation of daily tasks, identifying opportunities to advance sustainability
- Utilize study outcomes to advocate for improved reimbursement rates from Medicaid and other insurance providers
- Build upon study in the future using a longer study period and a larger sample size

Top Four Areas of Time Spent by SisterWeb Community Doulas



Link to 2023 Time Use Study Report For Full Findings:

<https://qrco.de/2023TimeUseStudyReport>

How to Cite the 2023 Time Use Study Report

Ramakrishnan V., Veal D., Budzyn S. October 2023 Community Doula Time Use Study Report. 2024. <https://qrco.de/2023TimeUseStudyReport>

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