Respectful Maternity Care, Social Determinants of Health Screening/Referral

The ILPQC Experience

August 2, 2023

Florida Perinatal Quality Collaborative

Mother-Focused Care
A special thank you from
William Sappenfield, MD, MPH, CPH
Executive Director, FPQC
USF Distinguished Professor, College of Public Health
Director, The Chiles Center
Disclosures

Nothing to disclose
Please note the following:

This webinar is being recorded.

Please mute yourselves until Q&A.

Please type your name and hospital into the chat.

We will be Live-Tweeting! @TheFPQC
• Review of learning objectives

• Speaker introductions

• ILPQC hospital team leads discuss RMC and SDOH screening/referral efforts

• Q&A

• Conclusions & announcements
Learning Objectives

• Describe how teams are measuring and educating on Respectful Maternity Care (RMC)

• Summarize how a sister collaborative is implementing screening/referral

• Explain how teams are engaging family advisors
Today's Speakers

ELENA JENKINS, RN, BSN
Nurse Manager - Labor & Delivery
SSM Health St. Mary’s Hospital - St. Louis

LAURA J. SMITH BSN, RNC-OB, C-EFM
Perinatal Educator, OB Services
Mercyhealth - Rockford, IL
Mother-Focused Care: Screening, Referrals, and Respectful Care

Hospital Level Implementation at St Mary’s Hospital STL

Elena Jenkins BSN, RN Nurse Manager Team Lead, Birth Equity Initiative
The Birth Equity Team

Members include multidisciplinary staff and management from Nursing, Community Health, SW, and Medicine in collaboration with Administration and system level Patient Experience and DEI leadership.
SSM Health is here for you and your growing family. We are also grateful for the partnerships we have with numerous organizations that provide services in many other areas.

Our Family Resource Guide includes information and links to agencies providing parenting support, transportation, utility and food assistance, education, home health services, and much more.

Scan the QR code to view the guide on our SSM Health website:

NOTE: To ensure you are viewing the resources in your area, please add your zip code to the “My location is” field at the top of the page.
SDOH Screening

Financial Resource Strain
How hard is it for you to pay for the very basics like food, housing, medical care, and heating?
- Very hard
- Hard
- Somewhat hard
- Not very hard
- Not hard at all
- Patient refused

Create Note

Housing Stability
In the last 12 months, was there a time when you were not able to pay the mortgage or rent on time?
- Yes
- No
- Patient refused

In the last 12 months, how many places have you lived?
- [Number]

In the last 12 months, was there a time when you did not have a steady place to sleep or slept in a shelter (including now)?
- Yes
- No
- Patient refused

Create Note

Transportation Needs
In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?
- Yes
- No
- Patient refused

In the past 12 months, has lack of transportation kept you from meetings, work, or from getting things needed for daily living?
- Yes
- No
- Patient refused

Create Note

Food Insecurity
Within the past 12 months, you worried that your food would run out before you got the money to buy more.
- Never true
- Sometimes true
- Often true
- Patient refused

Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.
- Never true
- Sometimes true
- Often true
- Patient refused

Create Note
SDOH Screening

Social Determinants of Health

- Tobacco Use
  - Mar 13, 2023: Medium Risk
- Alcohol Use
  - Jul 25, 2022: Heavy Drinker
- Financial Resource Strain
  - Jul 25, 2022: High Risk
- Food Insecurity
  - Jul 25, 2022: Food Insecurity Present
- Transportation Needs
  - Jul 25, 2022: Unmet Transportation Needs
- Stress
  - Jul 25, 2022: No Stress Concern Present
- Housing Stability
  - Jul 25, 2022: High Risk
- Depression
  - Jan 25, 2023: At risk

Housing Stability Vital Sign

- Jul 25, 2022: High Risk
- Unable to Pay for Housing in the Last Year
  - No
- Number of Places Lived in the Last Year
  - 1
- Unstable Housing in the Last Year
  - Yes

SSM Health
Putting the pieces together...
Connection to resources

Clinic
Inpatient
Community Based
Clinics

- Initial: resource list only
- New platform for connection to resources: live June 2023
  - **Closed loop referrals**
- Doula Pilot Program- early enrollment:
  - 3 prenatal visits, Labor support, 3 postpartum visits
  - Navigation of/connections for identified needs
Doula Registry

Gabrielle Ballard
262-258-0953
badiegb31@gmail.com

Gabrielle Ballard, also affectionately known as “Badie”, is a trained doula who has been supporting women and families since 2006. She found her calling after having complications during labor and delivery with her first child. This sparked her passion as she realized the importance of having a professional support person to guide her throughout her birth journey. Caring families often use a doula to support them during their future pregnancies, and the strength and support she provides help women through the process. Her role is to help women develop the confidence, knowledge, and skills to achieve an empowering birth through self-care, education, and support. She believes in a holistic approach to pregnancy and birth, focusing on the entire family unit.

Services Provided: Antenatal support, birth, postpartum, lactation, babywearing education, pregnancy, postpartum herbal education, first aid, and CPR certified.

Asia Jacobs
651-529-4020
asiamjacobsgmail.com

Asia Jacobs is the owner of Doula Love, Light, & Life LLC. She is a mother, community health worker, and a professional birth worker. Asia became a doula in 2028 because she wanted all birthing people to know they have options and a voice that can and will be heard when it comes to their bodies and birth. She wants to help with what questions to ask a provider, teach clients how to advocate for themselves, and ensure there is someone in their corner to support them throughout the pregnancy, birth, and postpartum journey. Motherhood is a beautiful thing but there is no manual on how to be a mother with the right support team it will be one of your greatest moments.

Services Provided: Fertility, pregnancy, adoption, surrogacy, bereavement/loss, birth, postpartum, breastfeeding, lactation support, certified PMI0 consultant, birth and postpartum education, prenatal nutrition, and prenatal yoga instructor.

LaKisha Redditt
253-234-0327
lakisha@virtuallyhearthed.com

LaKisha Redditt is the owner of Virtually HEARTed Doula Services. She takes a holistic approach to doula care, empowering and elevating black and brown families. LaKisha equips families with tools to look within to advocates and achieve their own, most supported, birth experience. LaKisha wants to help you bring that baby Earthside like the Earth is healthy, beautiful, and safe!

Services Provided: Birth, bereavement/loss, postpartum, placenta encapsulation, CPR classes, car seat safety/inspection, and safe sleep education. Learn more at virtuallyhearted.com.

Anna Sutkowski
262-258-5423
annasutkowski@gmail.com

Anna Sutkowski is a birth and postpartum doula and Evidence Based Birth® Instructor. She brings a calm presence, evidence-based guidance, and support with a non-judgmental attitude to St. Louis families. Anna believes birth is a transformative experience for parents and babies (even if one or the other is no small feat). As your doula, she uses my knowledge and experience to collate the game by using evidence-based information, so that you birth your baby in a way that resonates with you. Anna with you throughout pregnancy, birth, and postpartum to reach you physically, emotionally, and spiritually as you transform into parents. She begins working together with clients in pregnancy when she teaches you how to advocate for yourself by building relationships with your providers. With Anna, you will talk about questions to ask during pregnancy, what you expect during birth, and a multitude of options for coping with pain. At birth, she is a constant presence to calmly encourage and support you. We talk through tears and emotions. I remind you that you are an integral part of your child’s birth and comfort. Open your new family home, it is the best way for your new family to bond and heal by offering gentle care and support.

Services Provided: Pregnancy and birth support, postpartum support, and childbirth education. Learn more at annasutkowski.com.
Clinic referrals
Increased Resources:
Banner notification
Automatic SW Consult Referral
- Identify high needs patients:
  - Enroll in home visiting program (reinstating post Covid)
  - Access to medical/mental health, supportive health education, peer support, material support
- Continuity throughout pregnancy and up to two years of infant’s life
QI Processes

• Bimonthly review of trigger cases
  – Multidisciplinary team
  – OB & Neonatal Physicians, Nursing Leadership, Anesthesia, Perinatal Outreach, Quality Improvement
  – Previously discussed SDOH challenges as they were identified
  – Initiating formal process for integrating SDoH factors
Community Based Support

MOMS Line 314-768-MOMS

MOMS helping moms
Life with a new baby can be thrilling and rewarding, but it can also be stressful at times. The life changes that come with pregnancy can compound feelings of anxiety, overwhelm, and sadness.

The MOMS Line provides free peer support for expecting and postpartum moms through MOMS Groups and One-to-One Peer Telephone Coaching. Support is just a phone call away 314-768-MOMS.

If you need to talk to someone or would like more information about The MOMS Line Programs, visit us online at ssmhealth.com/moms or call 314-768-MOMS (6667).

Join us for The MOMS Group every 1st and 3rd Wednesday starting on May 3rd!

MOMS Group Is Coming to St. Mary’s Hospital This May!

1st Group Starts May 3, 2023
Location: St. Mary’s Hospital
Mother Odilia Conference Room
6420 Clayton Road
Richmond Heights, MO 63117
Days: 1st & 3rd Wednesdays
Time: 12:30pm-2:30pm
Patient Voices and Feedback: PREM Survey

Tell us about your care

Scan the QR code or enter the following link:
https://redcap.healthink.org/surveys/?s=JKYFMWN

Hospital Code
#74
Patient Voices and Feedback: PREM Survey

PREM Survey
Birth Equity Initiative

Purpose:
Many factors can cause and contribute to inequalities in obstetric care. Poor maternal-fetal outcomes are associated with racism, disrespect, and mistreatment (Williams, 2021, as cited in Bernstein, 2022). Implementing respectful maternity practices will help combat care inequities and improve patient outcomes. This survey will provide a baseline of what patients are experiencing. Administrators will evaluate this data and make necessary adjustments to improve the overall quality of obstetric care at St. Mary’s.

AIM Statement:
Increase patient completion of PREM survey at discharge to 90% by May 2023

Recent Data:
Recent data from the survey have shown...
- some patients have felt pressured into accepting care they did not want or understand
- majority of patients felt as though they were treated with respect and compassion from the healthcare team

This and the rest of the data show us we are doing some things well, and need to improve on others!
Patient Feedback: Analyzing the PREM Survey

• PREM Survey:
  - Introduced in June 2022
  - No results first 4 months
  - Revamp in October 2022
  - Significant participation October 2022 – present
    - 30-40% completion rate
Patient Feedback: Analyzing the PREM Survey

• Areas of Opportunity Identified: Communication and Shared Decision Making
  • Action Strategies:
    – Commit to Sit
    – Team Discussions
    – Debriefs
    – Education
Mother-Focused Care

Laura Smith, OB Educator

Team Lead, Birth Equity Initiative
Hospital Demographics

- Mercyhealth Javon Bea Hospital is a level 3 Regional Perinatal Center located in Rockford, in Northern IL
- Approx. 900 deliveries annually
Our Journey

Team Members:

- OB Physician, MFM Physician, CNM, and Resident Physicians
- Director of Perinatal Services
- Manager of Obstetric Services
- Manager of outpatient OB clinics
- RNs from inpatient and outpatient services
- Case management
- IT specialist
- OB nurse navigator
Our Journey

QI Timeline:

- Launched in April 2022
- 1st step – standardize postpartum discharge education to include post-birth warning signs & build reports to stratify data according to race and insurance.
- 2nd step – build resource mapping tool and staff diversity education
- 3rd step – build SDOH screening tool and PREM survey
- Launched SDOH screening, linkage to resources, and PREM survey in Dec. 2022
- Aftershock event in January 2023
- Next goal is to engage the community in our QI efforts.

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2022</td>
<td>BE Project Launch</td>
</tr>
<tr>
<td>May 2022</td>
<td>Key Stakeholders Goal Planning</td>
</tr>
<tr>
<td>June 2022</td>
<td>Resource mapping tool complete</td>
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<tr>
<td>July 2022</td>
<td>Launch Diversity Education</td>
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<tr>
<td>December 2022</td>
<td>SDOH screening and PREM survey Go Live</td>
</tr>
<tr>
<td>January 2023</td>
<td>100% staff &amp; physician completed diversity training</td>
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<tr>
<td>May 2023</td>
<td>Community outreach - Rockford against Racism</td>
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- June 2022 Resource mapping tool complete
- July 2022 Launch Diversity Education
- December 2022 SDOH screening and PREM survey Go Live
- January 2023 100% staff & physician completed diversity training
- May 2023 Community outreach - Rockford against Racism
## SDOH

Please answer the following questions so we can better serve your individual needs throughout your pregnancy and after you deliver.

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Sometimes true</th>
<th>Never true</th>
<th>Often true</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you currently unemployed or looking for work?</td>
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<tr>
<td>How hard is it for you to pay for the very basics like food, housing,</td>
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<td>Do you feel stress-tense, restless, nervous, anxious, or unable to</td>
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<td>sleep at night because your mind is troubled all the time?</td>
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</table>

### Financial Resource Strain

- Very hard
- Hard
- Somewhat hard
- Not very hard
- Not hard at all
- Patient refused

### Housing

- Not hard at all
- Taken 1 month ago

### Transportation Needs

- Yes
- No

**Notes:**

- SDH Notes
- Admission Screen
- Hereditary Risk
- FPH Risk Score
- Skin Screen
- Substance Use S.
- STOP BANG
- Acuity
- Results Console
- Whiteboard Notes
- Episodes
- Assessments
- Nurse Census R.
- Nutrition Risk Score
- Discharge Planning
- Last Food/Beverage
- Best Practice
# Social Determinants of Health

<table>
<thead>
<tr>
<th>Financial Resource Strain</th>
<th>Housing</th>
<th>Transportation Needs</th>
<th>Food Insecurity</th>
<th>Stress</th>
<th>Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not hard at all</td>
<td>No</td>
<td>No</td>
<td>Never true</td>
<td>Not at all</td>
<td>No</td>
</tr>
<tr>
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<td>No</td>
<td>No</td>
<td>Never true</td>
<td>Not at all</td>
<td>No</td>
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<td>2152</td>
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</tbody>
</table>

**Initial Prenatal from 1/25/2023 to Mer...**

- 1/25/2023: 1434
- 2/17/2023: 1324
- 7/30/2023: 2039

**Mercyhealth Physician Clinic-River...**

**Jeron Bea Hospital-Riverside Labor & Delivery Scheduling**

- 2152

**Mercyhealth**
Progress Note:

- Smart Phrase
- Patient answers
- Drop box for RN to select the identified need
# SDOH Resources

Smart phrase built into discharge AVS

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAR SDHOFINANCIALEN</td>
<td>Financial Services (English) SDOH OB Winnebago County</td>
</tr>
<tr>
<td>STAR SDHOFINANCIALSPA</td>
<td>Financial Services (Spanish) SDOH OB Winnebago County</td>
</tr>
<tr>
<td>STAR SDHOBHOUSINGENG</td>
<td>Housing Services (English) SDOH OB Winnebago County</td>
</tr>
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<tr>
<td>STAR SDHOBMENTALHEALTH</td>
<td>Mental Health Services (English) SDOH OB Winnebago County</td>
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<td>Mental Health Services (Spanish) SDOH OB Winnebago County</td>
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<tr>
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<td>Nutrition Services (English) SDOH OB Winnebago County</td>
</tr>
<tr>
<td>STAR SDHOBNUTRITIONSPA</td>
<td>Nutrition Services (Spanish) SDOH OB Winnebago County</td>
</tr>
<tr>
<td>STAR SDHOBSCREENINGS</td>
<td>Additional screening questions on SDOH OB questionnaire</td>
</tr>
</tbody>
</table>
SDOH Resources

Winnebago County Resources

**Financial**

**State and federal programs**

- Temporary Assistance for Needy Families (TANF)
  - Provides temporary financial assistance for pregnant women and families with one or more dependent children: [www.dhs.state.il.us/page.aspx?item=80338](http://www.dhs.state.il.us/page.aspx?item=80338)
- Earned Income Tax Credit (EITC)
  - Provides a tax break for people who work: [www.dhs.state.il.us/page.aspx?item=30363](http://www.dhs.state.il.us/page.aspx?item=30363)
- Aid to the Aged, Blind, and Disabled (AABD)
  - Cash assistance program for persons who are aged, blind, or disabled: [www.dhs.state.il.us/page.aspx?item=80870](http://www.dhs.state.il.us/page.aspx?item=80870)

**Help looking for work**

- Illinois Department of Employment Security (IDES)
  - Provides access to career development tools and career information resources. Also provides listings on the latest job postings so you can find employment quickly: [ides.illinois.gov](http://ides.illinois.gov)
- Goodwill Community Foundation
  - Provides information on looking for work, writing a resume, and other job search topics: [edu.pofglobal.org/en/subjects/career](http://edu.pofglobal.org/en/subjects/career)

**Improving your skills and job training**

- EarnFare
  - Provides adults who receive SNAP benefits and who volunteer an opportunity to gain valuable work experience, earn cash assistance and become self-sufficient: [www.dhs.state.il.us/page.aspx?item=31772](http://www.dhs.state.il.us/page.aspx?item=31772)

**Local resources and programs**

- Prairie Street Legal Services
  
  300 N. Main St, Suite 600, Rockford
  
  (815) 965-2902
- Illinois Department of Human Services (IDHS)/Family Community Resource Centers (FCRC)
  
  Medical expense assistance, health insurance application assistance, temporary cash assistance for families
  
  171 Executive Pkwy, Rockford
  
  (815) 987-7155
- YWCA Northwest Illinois
  
  Financial assistance for child care/Child Care Assistance Program (CCAP)
  
  4990 E. State St, Rockford
  
  (815) 464-9448
- Family Credit Management
Respectful Care

Birth Equity Key Strategies

1. Implement universal social determinants of health screening prenatally and during delivery admission and connect patients to needed resources and services.

2. Review hospital-level maternal health quality data by race, ethnicity, and Medicaid status to identify disparities and opportunities for improvement.

3. Engage patients and community members to provide input on quality improvement efforts.

4. Implement a strategy for sharing expected respectful care practices during delivery admission with patients, labor support persons, and obstetric staff, and survey patients before discharge on their care experience to obtain feedback.

5. Standardize postpartum patient safety education prior to hospital discharge on urgent warning signs, including tips for communicating with health care providers and early follow-up.

6. Implement patient-centered staff and provider training to promote respectful care and active listening to patients and address implicit bias.

Respectful Maternity Care (RMC)

Learn, define, commit, and implement respectful care for mothers and learn over time how well they are performing.

- Educate provider and staff about respectful maternity care and its components and strategies
- Develop a hospital commitment with providers and staff support
- Implement and use an ongoing respectful maternity care survey and other methods of maternal feedback to improve care

Mercyhealth
Our Respectful Care Commitments to Every Patient

1. Treating you with dignity and respect throughout your hospital stay.
2. Introducing ourselves and our role on your care team to you and your support persons upon entering the room.
3. Learning your goals for delivery and postpartum. What is important to you for labor and birth? What are your concerns regarding your birth experience? How can we best support you?
4. Working to understand you, your background, your home life, and your health history so we can make sure you receive the care you need during your birth and recovery.
5. Communicating effectively across your health care team to ensure the best care for you.
6. Partnering with you for all decisions so that you can make choices that are right for you.
7. Practicing “active listening”—to ensure that you, and your support persons are heard.
8. Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you.
9. Recognizing your prior experiences with healthcare may affect how you feel during your birth, we will strive at all times to provide safe, equitable and respectful care.
10. Making sure you are discharged after delivery with an understanding of postpartum warning signs, where to call with concerns, and with postpartum follow-up care visits arranged.
11. Ensuring you are discharged with the skills, support, and resources to care for yourself and your baby.
12. Protecting your privacy and keeping your medical information confidential.
13. Being ready to hear any concerns or ways that we can improve your care.

Our Respectful Care Commitments for Every Patient

1. Treating the patient with dignity and respect throughout their hospital stay. Working to understand the patient (their background, home life, and health history) so we can make sure they receive the care they need during their birth and recovery.
2. Communicating effectively across the patient’s health care team to ensure the best care for them. Introducing ourselves and our role on the patient’s care team to the patient and their support persons upon entering the room. Practicing “active listening”—to ensure that the patient, and their support persons are heard. Being ready to hear any concerns or ways that we can improve patients’ care.
3. Learning the patient’s goals for delivery and postpartum: What is important to the patient for labor and birth? What are their concerns regarding their birth experience? How can we best support them?
4. Welcoming the patient’s chosen support persons to be present throughout their stay.
5. Following evidence-based guidelines and partnering with the patient for all decisions so that they can make informed choices that are right for them.
6. Valuing personal boundaries and respecting the patient’s dignity and modesty at all times, including asking their permission before entering a room or touching them. Protecting the patient’s privacy and keeping their medical information confidential.
7. Recognizing a patient’s prior experiences with healthcare may affect how they feel during their birth. We will strive at all times to provide safe, equitable and respectful care to reduce the risk of harm and mistreatment.
8. Making sure the patient is discharged after delivery with an understanding of postpartum warning signs, where to call with concerns, and with appropriate postpartum follow-up care visits arranged. Ensuring the patient is discharged with the skills, support, and resources to care for themselves and their baby.

As a provider, nurse, or staff member caring for pregnant and postpartum patients on this unit, I have reviewed and committed to these respectful care practices with every patient.

Signature: __________________________
Date: __________________________

MFC 
Mother-Focused Care
fpqc.org/mfc

Florida Perinatal Quality Collaborative

V. 7/16/23
Barriers to Buy-In

Respect & Bias:
- Subjective
- Perceptions
- Healthcare is a field of caring
- Awareness & acknowledgement
- Work environment
- Patient load
- Psychological & physical needs
Respectful Care Buy-In

Staff Education – multiple approaches

- Case reviews
- Monthly newsletter
- Staff meetings
- Sharing patient feedback
- Safety huddles
- Survey results
RCP Education

Began with Optional Education

- Anonymous results
- Offered a prize for participation

Gradually implemented required education

- Online modules through hospital learning platform
RCP Education

Aftershock Viewing Event

Viewing of the Aftershock Documentary followed by panel discussion and Q&A.

Date: Wednesday January 25, 2023
5pm - 8:30pm

Location: Franchesco’s Ristorante
7128 Spring Creek Rd
Rockford, IL 61107

Heavy Hors d’oeuvres and light refreshments provided
RCP Monthly Education

RCP of the month

- Strategies presented in our monthly unit newsletter & posted on the unit

**Our Respectful Care Commitments to Every Patient**

*Provide Respectful Care Practice #3*

**Learning patient goals for delivery and postpartum:**

Questions to ask patients:
1. What is important to you for labor and birth?
2. What are your concerns regarding your birth experience? How can we best support you?

**Strategy:**

Share expected respectful care practices during pregnancy, on admission, and survey patients before discharge on their care experience (using the PREM tool) to provide feedback. (PREM survey coming soon)
Sharing Respectful Care Practices

- Respectful Care Practices Posters
- Patient Folders
- Nursing Education
- Commitments
- Nursing Validations
- Prenatal classes
BE Apparel to promote RCP
PREM Survey Education

*Rate how strongly you agree or disagree with the following statements about your care.*

I could take part in decisions about my care

“I want you to feel included in your care.”

I could ask questions about my care.

"I want you to feel comfortable asking questions about your care throughout your stay; please feel free to ask any questions as they come up“

My healthcare choices were respected by the healthcare team.

"I want to ensure that you feel your choices are respected while we care for you. What things are important to you during your birth experience and hospital stay?“

My healthcare team understood my background, home life, and health history, and communicated well with each other.

"Your care team wants to ensure we understand your background, home life, and health history. This is one way we can provide better care for you and communicate effectively with each other“

I felt pressured by the team into accepting care I did not want or did not understand.

“ I want to ensure you understand the plan and agree to proceed.”

When the health care team could not meet my wishes, they explained why.

“ I know this goes against your wishes, but I want to explain why the treatment plan has changed.”
PREM Survey Implementation

- Laminated cards
- Staff scripting
- Discharge checklist

Respectful Care For all Patients
Please answer a few questions about your care. All responses will remain anonymous. Your individual answers will not be shared with your provider.

Use the QR code to
Access the PREM Survey!

Select Hospital
Number 49

Javon Bea Hospital
PREM Scripting

PREM Survey Drop-Off

We are working to ensure all of our patients are treated with respect and dignity.

This survey, focused on Respectful Care, is completely anonymous and individual responses will not be shared with the team.

Scan this QR code, select hospital #49 at the top, and answer a few questions to let us know if we exceeded your expectations.

I am going to step-out out of the room to gather your discharge gifts, and allow you a few minutes to complete the questionnaire.
PREM Success

Percent of Total Deliveries with Completed PREM Survey

Percent of Total Deliveries with Completed PREM Survey
# PREM Results

<table>
<thead>
<tr>
<th>Category</th>
<th>White</th>
<th>BIPOC</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>My care team understood my background.</td>
<td>2.67</td>
<td>3.17</td>
<td>2.92</td>
</tr>
<tr>
<td>My care team introduced themselves</td>
<td>2.17</td>
<td>3.17</td>
<td>2.67</td>
</tr>
<tr>
<td>My care team did a good job listening to me</td>
<td>3.23</td>
<td>2.83</td>
<td>3.03</td>
</tr>
<tr>
<td>My care team asked for my permission before</td>
<td>98.66</td>
<td>98.66</td>
<td>98.66</td>
</tr>
<tr>
<td>My care choices were respected by my care.</td>
<td>98.41</td>
<td>98.41</td>
<td>98.41</td>
</tr>
<tr>
<td>My care was respectful and inclusive</td>
<td>98.39</td>
<td>98.39</td>
<td>98.39</td>
</tr>
<tr>
<td>My wishes could be met if they were known</td>
<td>2.62</td>
<td>17.33</td>
<td>9.25</td>
</tr>
<tr>
<td>My wishes could be met if they were known</td>
<td>95.2</td>
<td>95.2</td>
<td>95.2</td>
</tr>
<tr>
<td>I could take part in decisions about my care.</td>
<td>97.23</td>
<td>97.23</td>
<td>97.23</td>
</tr>
<tr>
<td>I could ask questions about my care</td>
<td>98.41</td>
<td>98.41</td>
<td>98.41</td>
</tr>
<tr>
<td>I could ask questions about my care</td>
<td>100.00</td>
<td>100.00</td>
<td>100.00</td>
</tr>
</tbody>
</table>
Future Opportunities

• Track refusal rate, add to documentation

• iPad implementation for PREM

• Utilize PREM results to drive focus of future respectful care education

• Engage community in our QI efforts
Q & A

- Please unmute yourself if you would like to speak
- Questions can also be typed into the chat
Thank you for attending!

MFC Resources: fpqc.org/mfc
Email: fpqc@usf.edu

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