

# Respectful Maternity Care, Social Determinants of Health Screening/Referral

## The ILPQC Experience

August 2, 2023



Florida Perinatal  
Quality Collaborative

**MFC**

Mother-Focused Care

# Welcome

A special thank you from

**William Sappenfield, MD, MPH, CPH**

Executive Director, FPQC

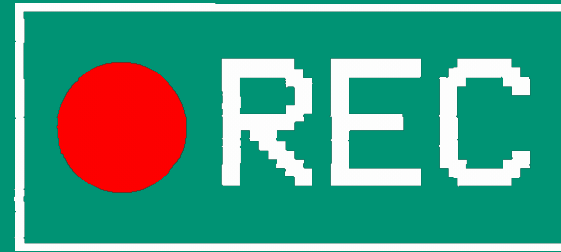
USF Distinguished Professor, College of Public Health

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](#)

# AGENDA

- 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



9



# SDOH: Gathering Resources

## Resources for your growing family

Support for parents  
after a new baby



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.

[ssmhealth.com/familyresources](https://ssmhealth.com/familyresources)

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### 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?

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

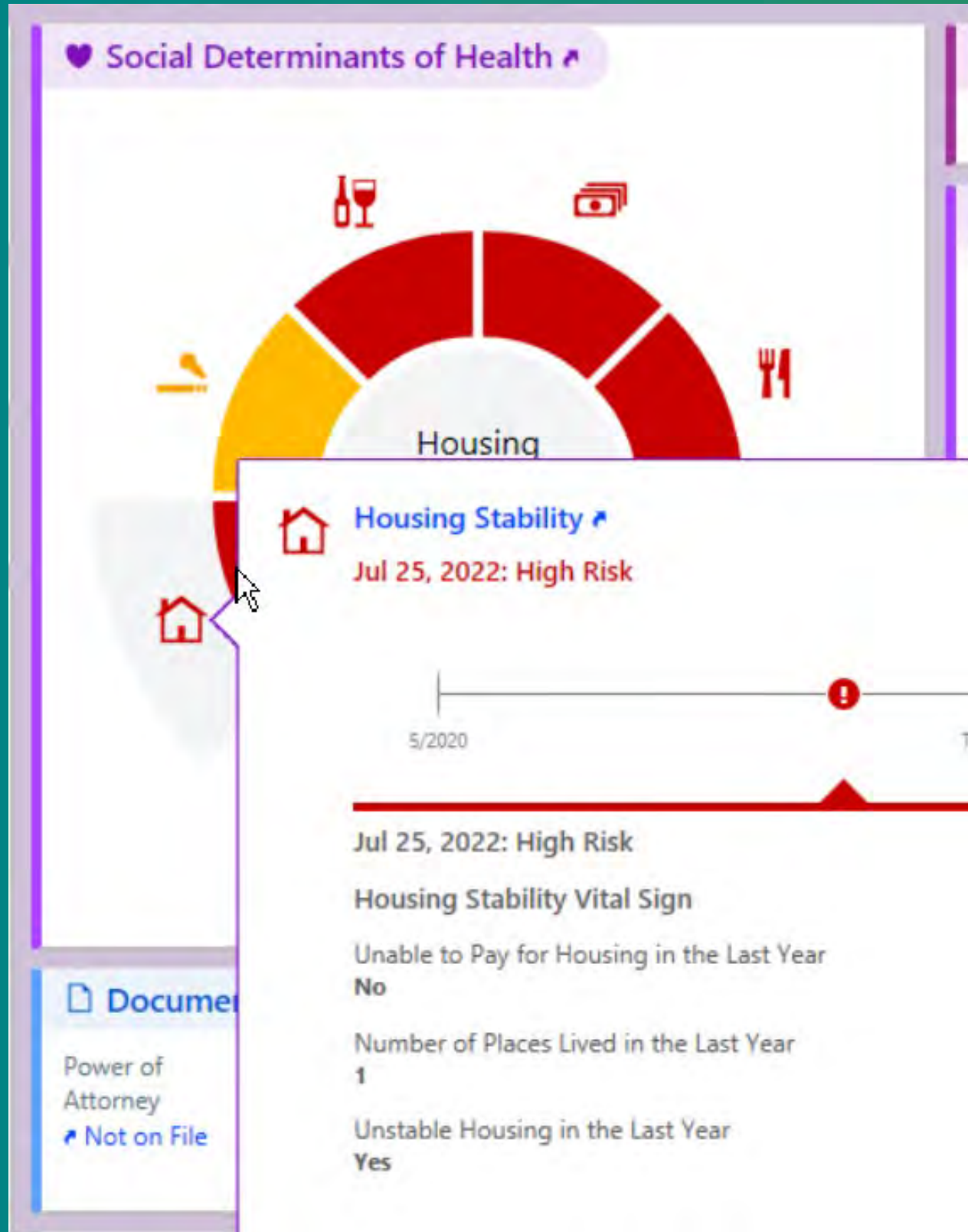
Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.

Never true  Sometimes true  Often true  Patient refused

[+ Create Note](#)

# SDOH Screening

# SDOH Screening



**SOCIAL DETERMINANTS**  
**Concern present**

# Putting the pieces together...

## Connection to resources



Clinic



<sup>13</sup>  
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



**Gabrielle Ballard** 314-398-0203 ballardgabrielle08@gmail.com

Gabrielle Ballard, also affectionately known as “Gabby” is a trained doula who has been supporting women and families since 2018. 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. Gabby believes when families are set up for success, childbirth is a very rewarding experience. Her goal is to help women develop the strength, hope, and encouragement to achieve an empowering birth through quality education, compassionate care, and nurturing support. She honors birth as a sacred rite of passage and is truly inspired by the strength and intelligence of women to intuitively bring life into this world. In addition to serving as a member of the On Up Doula Collective through

SSM Health’s WISH Center, Ballard is the owner of S.H.E. Creates LLC and a childbirth educator. She resides in St. Louis with her husband, son, and daughter, and enjoys traveling and spending time with family and friends.

**Services Provided:** Antepartum support, birth, postpartum, lactation, babywearing education, pregnancy, postpartum herbal education, first aid, and CPR certified. Learn more at shecreatesstl.com.

**Asia Jacobs** 314-922-0320 doulovelightlife@gmail.com

Asia Jacobs is the owner of Doula Love, Light, & Life LLC. She is a mom, community health worker, and a professional birth worker. Asia became a doula in 2020 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 baby. She wants to help with what questions to ask a provider, teach clients how to advocate for themselves, and know there is someone in their corner to support them through 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 PMAD consultant, birth and parent education, placental encapsulation, and prenatal yoga instructor. Learn more at doulovelightlife.com.



**LaKisha Redditt** 636-224-8337 lakisha@virtuouslybearthed.com

*B.S., CHW, Doula, CPST*

LaKisha Redditt is the owner of Virtuously B’Earthed Doula Services. She takes a (w)holistic approach to doula services empowering and elevating black and brown families. LaKisha equips families with tools to look within to advocate and achieve their safest, most supported, beautiful births! Redditt wants to help you bring that baby Earthside like the B’Earther (birther) you are!

**Services Provided:** birth, bereavement/loss, postpartum, placental encapsulation, CPR classes, car seat safety/inspections, and safe sleep education. Learn more at virtuouslybearthed.com.

**Anna Sutkowski** 314-315-1763 annastdoula@gmail.com

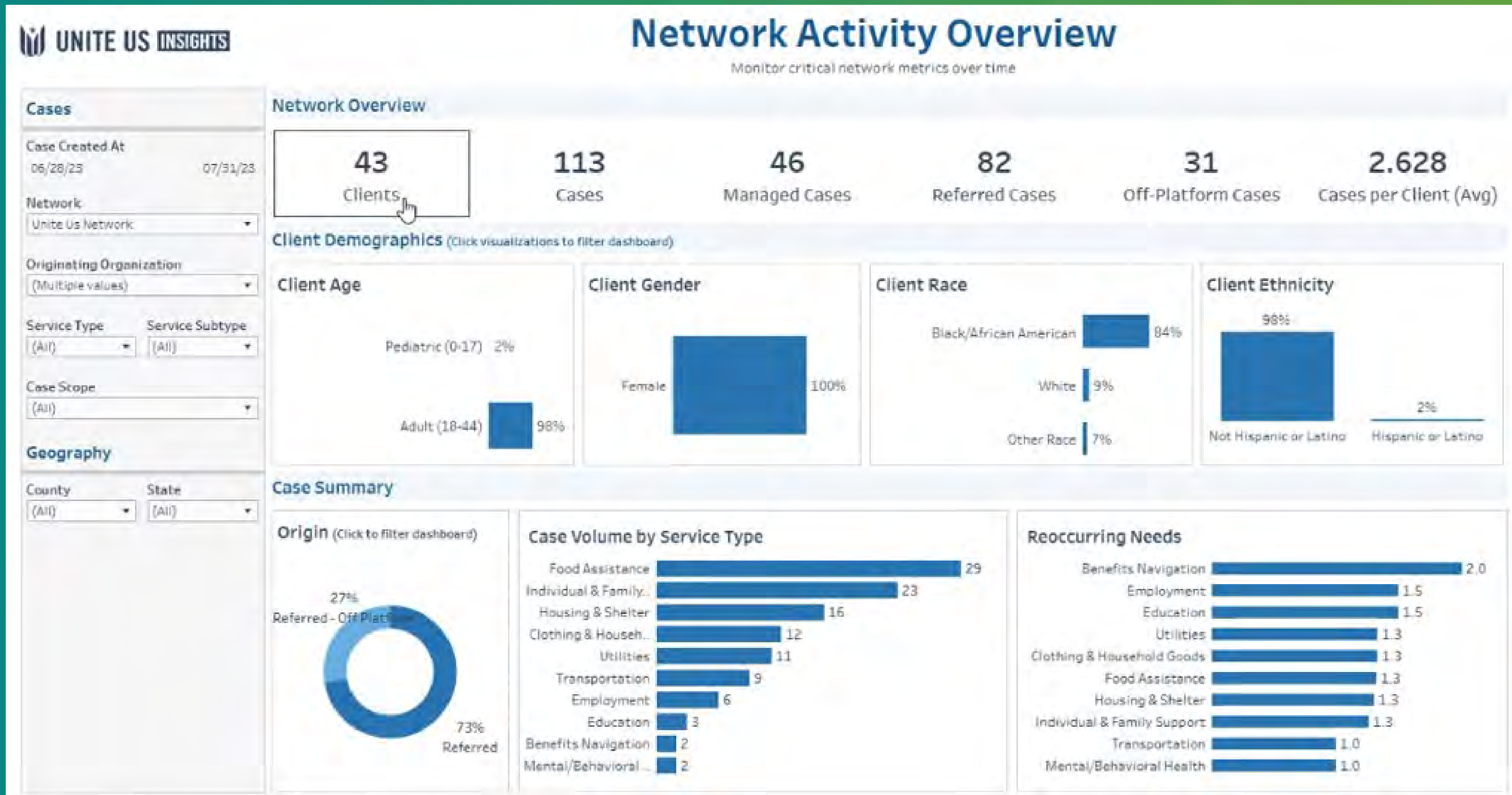
Anna Sutkowski is a birth and postpartum doula and Evidence Based Birth® instructor. She brings a calm presence, evidence-based guidance, and support with a warm human touch to St. Louis families. Anna believes birth is a transformative experience for parents and babies (coming earth side is no small feat). As your doula, she uses my knowledge and experience to calmly guide you by sharing 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 nourish you physically, mentally, and emotionally 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 to expect nearing birth, and a multitude of options for coping with labor. At birth, she is a continuous presence that calmly encourages and supports you. We talk through fears and emotions. I remind you that I believe in your intuition and power. Once your new family is home, I create space for your new family unit to bond and heal by offering gentle care for the parents and baby.



**Services Provided:** Pregnancy and birth support, postpartum support, and childbirth education. Learn more at annastdoula.com.

# Doula Registry

# Clinic referrals

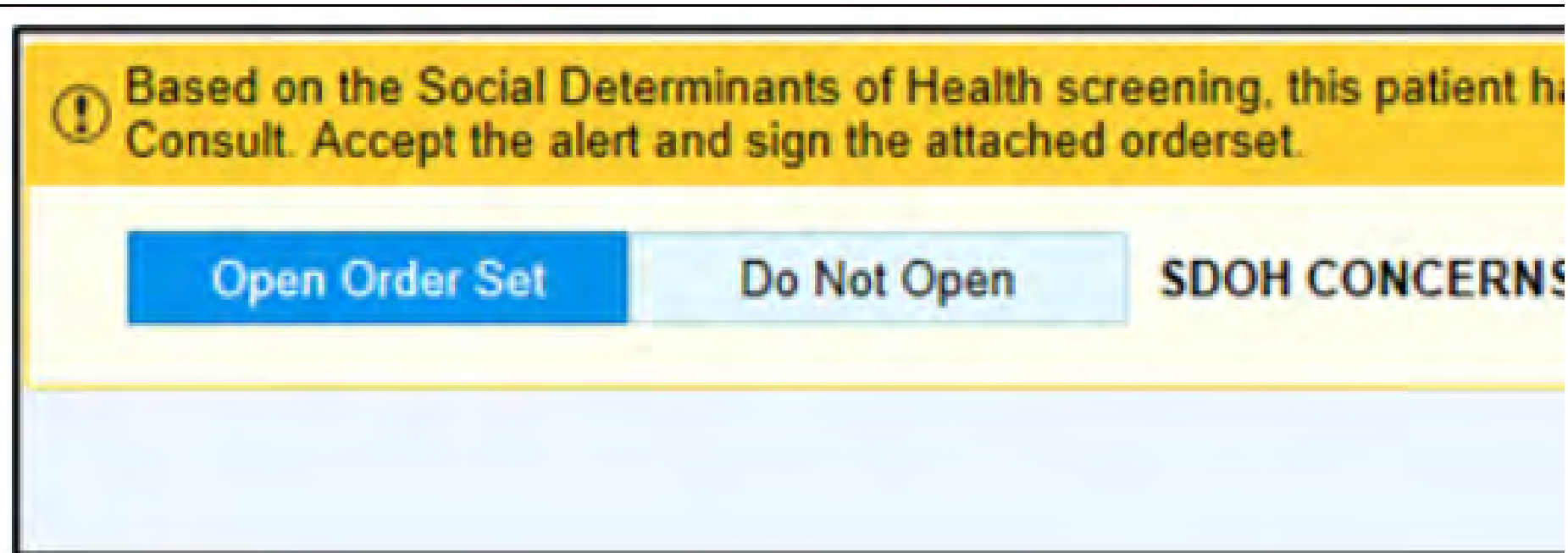




# Increased Resources:

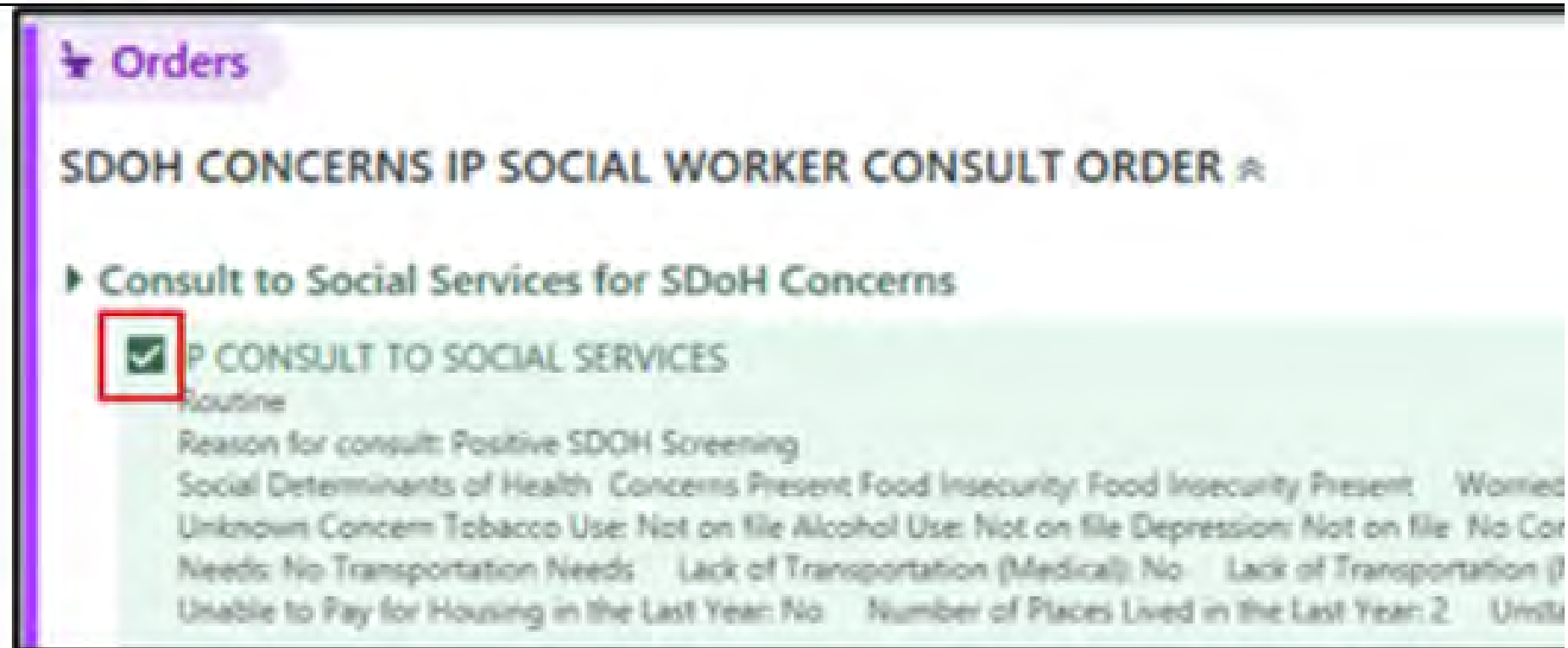
Banner notification

Automatic SW Consult Referral



Based on the Social Determinants of Health screening, this patient has been identified as having concerns. Consult. Accept the alert and sign the attached orderset.

**Open Order Set**   **Do Not Open**   **SDOH CONCERNS**



**Orders**

**SDOH CONCERNS IP SOCIAL WORKER CONSULT ORDER**

▶ **Consult to Social Services for SDOH Concerns**

- IP CONSULT TO SOCIAL SERVICES**  
Routine  
Reason for consult: Positive SDOH Screening  
Social Determinants of Health: Concerns Present Food Insecurity: Food Insecurity Present   Worried  
Unknown Concern Tobacco Use: Not on file Alcohol Use: Not on file Depression: Not on file No Cor  
Needs: No Transportation Needs   Lack of Transportation (Medical): No   Lack of Transportation (I  
Unable to Pay for Housing in the Last Year: No   Number of Places Lived in the Last Year: 2   Unsta

# Inpatient

- **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**

# Inpatient

# QI Processes



QUALITY IMPROVEMENT 5<sup>TH</sup> FLOOR OPERATIONS  
Saint Louis University/SSM Health Systems

**Date:** [Click here to enter text.](#)    **Name:** [Click here to enter text.](#)    **Record #:** [Click here to enter text.](#)  
**Reviewed By:** [Click here to enter text.](#)

**TRIGGERS FOR REVIEW:**  
Check all appropriate choices

<p><u>Maternal</u></p> <input type="checkbox"/> Maternal Death <input type="checkbox"/> Maternal Cardiopulmonary Arrest <input type="checkbox"/> Excessive Blood Loss (Roughly >2000cc) <input type="checkbox"/> Maternal ICU Admit – Unexpected <input type="checkbox"/> Seizures <input type="checkbox"/> Unplanned Postpartum Return OR <input type="checkbox"/> Unplanned Maternal Readmit Within 14 Days <input type="checkbox"/> Maternal Fall <input type="checkbox"/> Retained Foreign Object <input type="checkbox"/> Anesthesia Related <input type="checkbox"/> Home Birth Admits <input type="checkbox"/> ≥4 Units Product Replacement <input type="checkbox"/> Uterine Rupture <input type="checkbox"/> Transfer Out <input type="checkbox"/> Code Sepsis <input type="checkbox"/> <b>Other:</b> <a href="#">Click here to enter text.</a>	<p><u>Neonatal</u></p> <input type="checkbox"/> Thromboembolism In House <input type="checkbox"/> Stillbirth of a Baby Admitted Alive (Excluding Extreme Prematurity/Lethal Anomalies) <input type="checkbox"/> Cord pH <7.00 <input type="checkbox"/> Evidence of Neonatal Depression/Unexpected ICU Admission <input type="checkbox"/> Evidence of Neonatal Trauma <input type="checkbox"/> Base Excess <-12.0 <input type="checkbox"/> 5 Minute APGAR <3 <input type="checkbox"/> Shoulder Dystocia <input type="checkbox"/> Medication Errors/Adverse Reactions <input type="checkbox"/> Equipment/Supply Malfunction <input type="checkbox"/> Cord Gas Issues <input type="checkbox"/> Cord Prolapse <input type="checkbox"/> Communication Deficit <input type="checkbox"/> <b>Other:</b> <a href="#">Click here to enter text.</a>
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No deficiencies found – Care appropriate. Morbidity occurred despite appropriate and timely therapy.  
 Opportunity for Improvement Identified as:

<input type="checkbox"/> Insufficient Documentation of Care <input type="checkbox"/> Incomplete Preoperative Evaluation or Prenatal Care <input type="checkbox"/> Inappropriate Care Attributed To: <input type="checkbox"/> Attending Physician <input type="checkbox"/> House Staff <input type="checkbox"/> Nursing <input type="checkbox"/> Communication Deficiencies	<input type="checkbox"/> System Deficiencies In: <input type="checkbox"/> Nursing <input type="checkbox"/> Ancillary Services <input type="checkbox"/> Other Departments (ie. pathology, anesthesiology, etc.) <input type="checkbox"/> Administration <input type="checkbox"/> Other
--	--

Disclosure: Completed  N/A       Preventable: Yes  No  Uncertain

Action Items	Responsible Party	Target Date	Results
			<input type="checkbox"/> Issue Resolved <input type="checkbox"/> Item Corrected <input type="checkbox"/> Other

- **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



**SSMHealth.**

**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](http://ssmhealth.com/moms) or call 314-768-MOMS (6667).

**Join us for The MOMS Group every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday starting on May 3<sup>rd</sup>!**

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



**1<sup>st</sup> Group Starts May 3, 2023**

**Location: St. Mary's Hospital**

**Mother Odilia Conference Room**

**6420 Clayton Road**

**Richmond Heights, MO 63117**

**Days: 1<sup>st</sup> & 3<sup>rd</sup> Wednesdays**

**Time: 12:30pm-2:30pm**

# Patient Voices and Feedback: PREM Survey

Tell us about your care



Hospital Code  
**#74**



Scan the QR code or  
enter the following link:

<https://redcap.healthlink.org/surveys/?s=JKYFMWN>



# Patient Voices and Feedback: PREM Survey

## PREM Survey

Birth Equity Initiative

### How do I give the survey?

At the time of discharge, bring the iPad into the patient's room with the survey pulled up. Then ask them to complete the survey based on their experiences at St. Mary's. Remind the patient that the survey is completely anonymous.

### How long does it take?

Giving the survey only takes a couple of minutes. Giving them alone time to complete the survey is important as well - you can drop off the iPad and come back after a couple of minutes when they are done to give their discharge education.

### What if the wifi is out?

If they have their own device, show the patient how to use the QR code provided on the printed sheets to complete the survey.

### What's in it for me?

Implementing these surveys helps improve the quality of care for St. Mary's patients. Also, starting in the new year, will be keeping track of completed surveys, and nurses with the high completion rates will be rewarded with gift cards!

### 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.

Reference  
Bernstein, S. L. (2022). Respectful Maternity Care. MCN: The American Journal of Maternal Child Nursing, 47(4), 227. <https://doi.org/10.1097/NMC.0000000000000828>

### AIM Statement:

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

### Recent Data:

Recent data from the survey have shown...

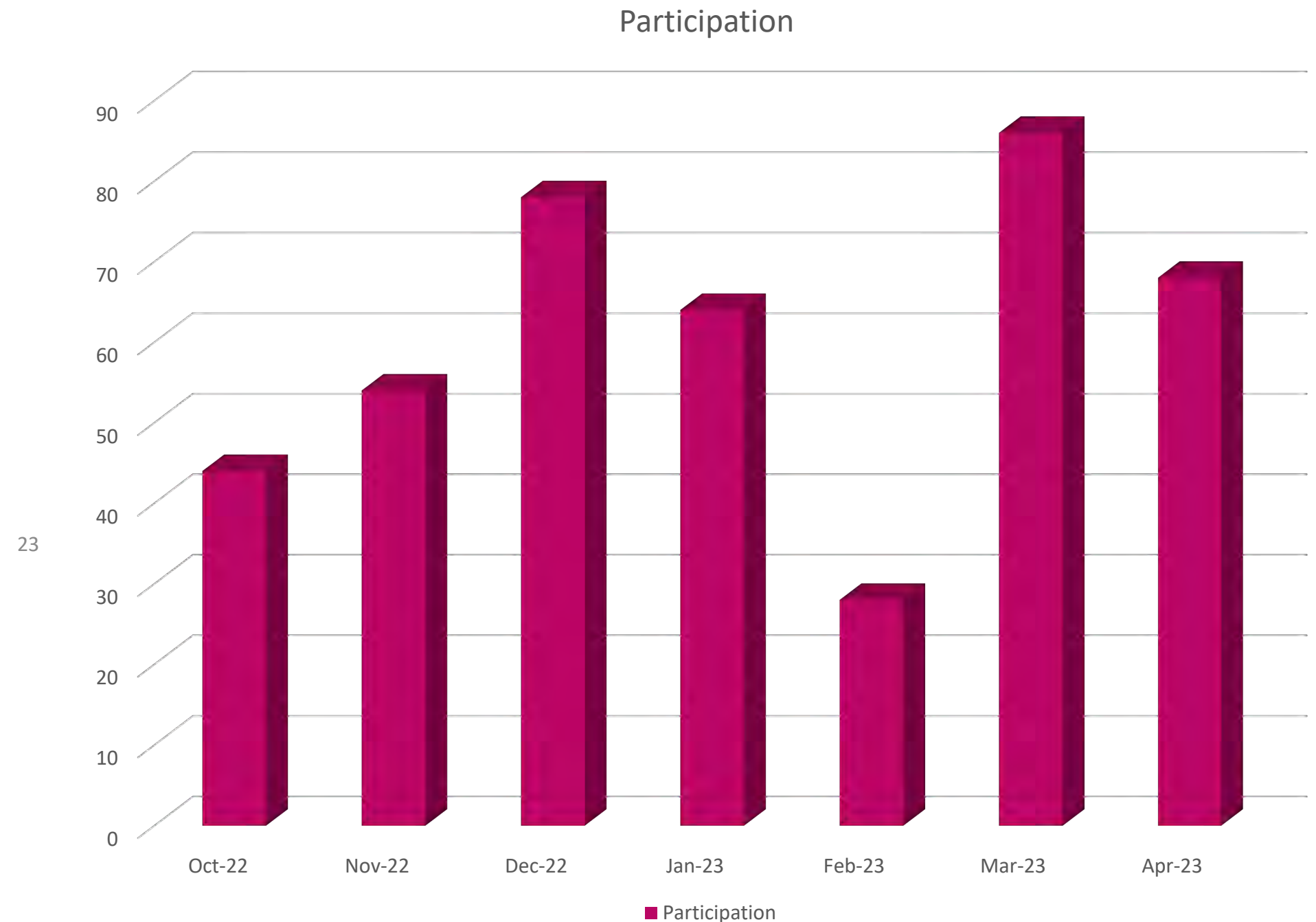
- some patients have felt pressured into accepting care they did not want or understand
- majority of patients felt as though they were treated with respect and compassion from the healthcare team

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

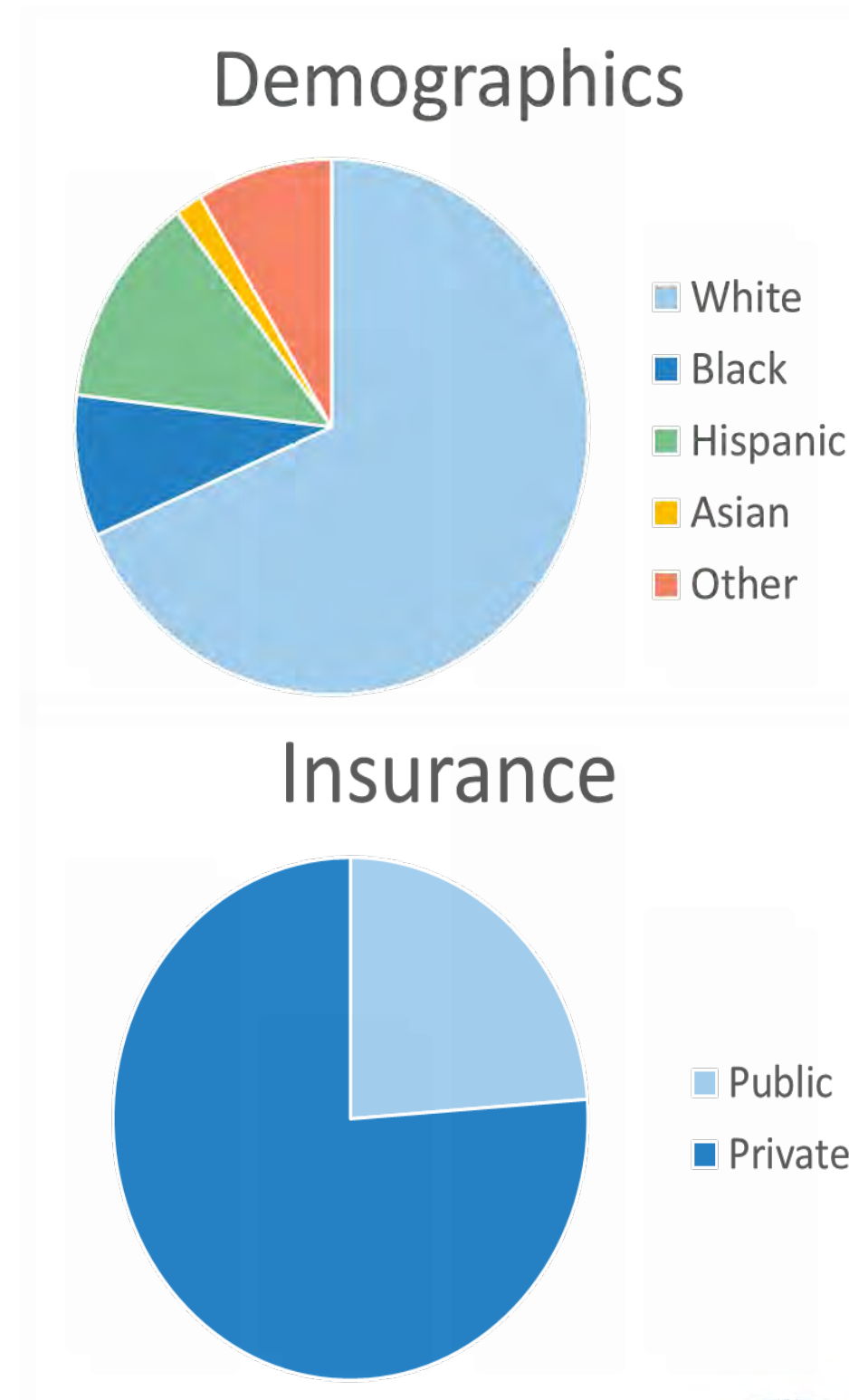
Laura Smith, OB Educator

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:

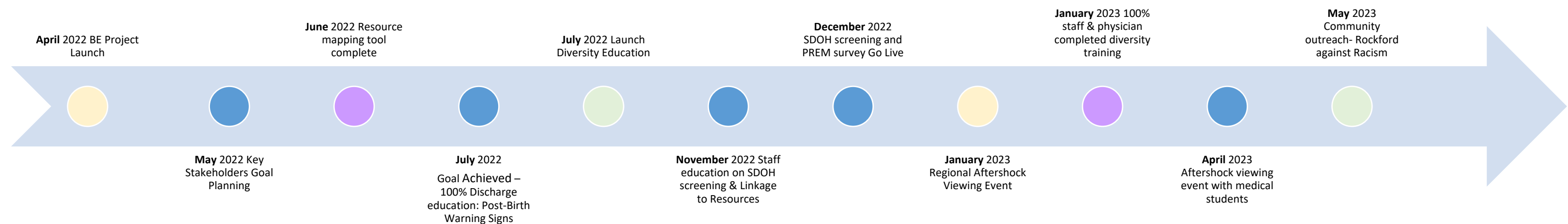
- OB Physician, MFM Physician, CNM, and Resident Physicians
- Director of Perinatal Services
- Manager of Obstetric Services
- Manager of outpatient OB clinics
- RNs from inpatient and outpatient services
- Case management
- IT specialist
- OB nurse navigator



# Our Journey

## QI Timeline:

- Launched in April 2022
- 1<sup>st</sup> step – standardize postpartum discharge education to include post-birth warning signs & build reports to stratify data according to race and insurance.
- 2<sup>nd</sup> step – build resource mapping tool and staff diversity education
- 3<sup>rd</sup> 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.



# SDOH

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

Are you currently unemployed or looking for work?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.	<input type="checkbox"/> Never true <input type="checkbox"/> Often true <input type="checkbox"/> Sometimes true
How hard is it for you to pay for the very basics like food, housing, medical care, and heating?	<input type="checkbox"/> Very hard <input type="checkbox"/> Not very hard <input type="checkbox"/> Hard <input type="checkbox"/> Not hard at all <input type="checkbox"/> Somewhat hard	Is there anyone in your life that is threatening to hurt you and/or your children?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In the past 12 months, has lack of transportation kept you from medical appointments or getting medications?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have trouble with childcare or finding care for a family member?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In the past 12 months, has lack of transportation kept you from meetings, work, or from getting things you need for daily living?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Do you have a plan for who will care for your child(ren) while you are in the hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Do you feel stress-tense, restless, nervous, anxious, or unable to sleep at night because your mind is troubled all the time?	<input type="checkbox"/> Not at all <input type="checkbox"/> Rather much <input type="checkbox"/> Only a little <input type="checkbox"/> Very much <input type="checkbox"/> To some extent	Do you have any barriers to understanding instructions given to you by your provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In the last 12 months, was there a time when you were not able to pay the mortgage or rent on time?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Have you looked into any community resources available to families/pregnancy?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If you answered yes to any of the previous questions, would you like to be connected to resources?	<input type="checkbox"/> Yes <input type="checkbox"/> No

### Navigators

Triage Admit Discharge

- Immun. Rpt
- PN Vaccine Screen
- Immunizations
- ADMISSION INFORMATION
- Notification
- Care Everywhere**
- Reconcile Outsid...
- Visit Info
- Dating
- Overview & Plan
- Prenatal History
- OB SDOH**
- SDOH Notes
- Admission Scree...
- Hemorrhage Risk
- PPH Risk Score
- Skin Screen
- Substance Use S...
- STOP BANG
- Acuity
- Results Console
- Whiteboard Notes
- Episodes
- ASSESSMENTS
- Nurse Consult R...
- Nutrition Risk Scr...
- Discharge Planning
- Last Food/Drink
- BestPractice

### Social Determinants of Health

Responsible Create Note Show Las

#### Financial Resource Strain

How hard is it for you to pay for the very basics like food, housing, medical care, and heating?

[Not hard at all](#) taken 1 month ago

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

#### Housing

In the last 12 months, was there a time when you were not able to pay the mortgage or rent on time?

[No](#) taken 1 month ago

Yes     No  
 Patient refused

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)?

[No](#) taken 1 month ago

Yes     No  
 Patient refused

#### Transportation Needs

In the past 12 months, has lack of

# SDOH

## Social Determinants of Health

+ New Reading

	Initial Prenatal from 1/25/2023 in Mer...	Mercyhealth Physician Clinic-Rive...	Javon Bea Hospital-Riverside Labor & Delivery Scheduling
	1/25/2023 1434	5/9/2023 1324	7/30/2023 2039
	2152		
<b>Financial Resource Strain</b>			
How hard is it for you to pay for the very basics like food, housing, medical care, and heating?	Not hard at all	Not hard at all	Not hard at all
<b>Housing</b>			
In the last 12 months, was there a time when you were not able to pay the mortgage or rent on time?	No	No	No
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)?	No	No	No
<b>Transportation Needs</b>			
In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?	No	No	No
In the past 12 months, has lack of transportation kept you from meetings, work, or from getting things needed for daily living?	No	No	No
<b>Food Insecurity</b>			
Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.	—	Never true	Never true
<b>Stress</b>			
Do you feel stress - tense, restless, nervous, or anxious, or unable to sleep at night because your mind is troubled all the time - these days?	Not at all	Not at all	Not at all
<b>Employment</b>			
Are you currently unemployed or looking for work?	—	—	No

# + SDOH

OB SDOH

connected to resources?

**SDOH Notes**

Admission Scree...  
Hemorrhage Risk  
PPH Risk Score  
Skin Screen  
Substance Use S...  
STOP BANG  
Acuity

**SDOH Notes**

+ Create Note in NoteWriter   + Create Note   See All Notes   Refresh

You have no filed Progress Notes for this patient within the last 24 hours. A new note is open and in progress which has not saved.

## Progress Note:

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

**Employment**  
Are you currently unemployed or looking for work?: No

**Safe at Home**  
Feels Unsafe at Home or Work/School: yes  
Within the last year, have you been afraid of your partner or ex-partner?: No

**Concerns about childcare**  
Do you have trouble with childcare or finding care for a family member?  
Do you have a plan for who will care for your child(ren) while you are away?  
: Yes

**Resources**  
Do you have any barriers understanding instructions given to you?  
Have you looked into any community resources available to families?  
If you answered yes to any of the previous questions, would you like to be connected to resources?:  
No

Nutrition  
Housing  
Childcare  
Dental  
Education  
Financial  
Exposure to Violence  
Mental Health  
Family Support  
Transportation  
State Programs

Resources given: {MHS OB SDOH RESOURCES:90012008}

**Laura J Smith, RN**

# SDOH Resources

Smart phrase built into discharge AVS

**Patient Instructions**

★ | **B** | 🔍 | abc | ↶ | ? | + | Insert SmartText | 📄 | ⬅️ | ➡️ | ☰ | ↻

.sdohob|

Name	Description	↻
☆ SDOHOBFINANCIALEN...	Financial Services (English) SDOH OB Winnebago County	↕
☆ SDOHOBFINANCIALSPA...	Financial Services (Spanish) SDOH OB Winnebago County	
☆ SDOHOBHOUSINGENG...	Housing Services (English) SDOH OB Winnebago County	
☆ SDOHOBHOUSINGSPA...	Housing Services (Spanish) SDOH OB Winnebago County	
☆ SDOHOBMENTALHEALT...	Mental Health Services (English) SDOH OB Winnebago County	
☆ SDOHOBMENTALHEALT...	Mental Health Services (Spanish) SDOH OB Winnebago County	
☆ SDOHOBNUTRITIONEN...	Nutrition Services (English) SDOH OB Winnebago County	
☆ SDOHOBNUTRITIONSP...	Nutrition Services (Spanish) SDOH OB Winnebago County	
☆ SDOHOBSCREENINGS	Additional screening questions on SDOH OB questionnaire	↕



# 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=30358](http://www.dhs.state.il.us/page.aspx?item=30358)
- Earned Income Tax Credit (EITC)
  - Provides a tax break for people who work: [www.dhs.state.il.us/page.aspx?item=30365](http://www.dhs.state.il.us/page.aspx?item=30365)
- Aid to the Aged, Blind, and Disabled (AABD)
  - Cash assistance program for persons who are aged, blind, or disabled: [dhs.state.il.us/page.aspx?item=30370](http://dhs.state.il.us/page.aspx?item=30370)
- **Help looking for work**
  - Illinois Department of Employment Security (IDES)
    - Provides access to career development tools and career information resources. Also provides with leads 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.gcfglobal.org/en/subjects/career](http://edu.gcfglobal.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**  
303 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) 484-9448
- **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

# Respectful Care



## 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



**ILPQC**  
Illinois Perinatal Quality Collaborative

*Supporting respectful care for all patients:*  
The Illinois Perinatal Quality Collaborative (ILPQC) works with patients, physicians, midwives, nurses, hospitals, and community groups to reduce maternal disparities and promote birth equity by ensuring all patients receive safe, high-quality compassionate, and respectful 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 commit to these respectful care practices with every patient.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

[fpqc.org/mfc](https://fpqc.org/mfc)

V. 7/18/23



# Respectful Care Buy-In

## Staff Education – multiple approaches

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

### Is “Non-Compliance” a Bias Term?

While attending a recent conference on Implicit and Explicit Racial Bias education, participants were challenged to eliminate the term “non-compliance” in our nursing practice. Labeling a patient as non-compliant can be a form of a microaggression, cause an unhealthy stigma, creates bias when giving report from clinician to clinician, and can have long-term negative effects on a patient’s ability to access care. The term non-compliant does not consider all aspects of patient decision making. Instead, the terms voluntary/intentional non-adherence or involuntary/unintentional nonadherence should be adopted. Clinicians should explore the *why* to gaps in patients not following their healthcare plan.

Definitions to consider:

**Noncompliant** means to resist authority, refuse, disobedient.

The World Health Organization (WHO) defines **adherence** as “the extent to which a person’s behavior – taking medication, following a diet, and/or executing lifestyle changes, corresponds with the agreed recommendations of a health care provider.”

**Intentional noncompliance**—premeditated effort to go against or not adhere to medical advice

**Involuntary**—not by choice. The choice to not follow recommendations is being forced on him or her.

**Unintentional nonadherence**—refers to unwillingly (forgetting) going against the healthcare advice.

Examples of Underlying Reasons for Involuntary Non-adherence:

- ⇒ Gaps in knowledge
- ⇒ Limited recommendations or Education
- ⇒ Psychological factors—fear of stigma, history of trauma, denial, discouragement from slow improvement, lack of control
- ⇒ Financial barriers
- ⇒ Child care issues
- ⇒ Lack of transportation
- ⇒ Lack of availability due to working hours or other obligations
- ⇒ Social factors - lack of help or support

Dive deeper by **ASKING WHY?**

References:  
“Voluntary and Involuntary Nonadherence: Terminology for Labeling Patient Participation”, The Journal of Healthcare Ethics & Administration Vol. 7, no. 3 (Summer 2021): 1-7, <https://doi.org/10.22461/jhea.1.71629>  
Douglas, D., (2017). Noncompliant and Non-adherent patients: when all else fails, whatrole do you play?. Cooperative of American Physicians.  
Radolph, D. (2022). The Issue of Noncompliance in wound care patients. Woundsource.com

### Advocacy, Education, Action!

Fight the Fight to TAKE ACTION NOW!

Watch ones family's story shared at a recent Perinatal Seminar  
<https://youtu.be/05u8CBfrY4g>

**Centering Equity in Your Advocacy**

A critical step is to consider your own power, privilege, and identity, especially when determining the make-up and diversity of your allies, and how decisions are made.

To ensure your advocacy is equitable and inclusive, be sure to include, center, and uplift patients, especially those who have lived experience, historically been marginalized, or left out of decision-making.

Sharing stories, experiences, and acknowledging the data continues to raise awareness and support change.

Identifying a shared vision can help pinpoint the best way to make change:

- Change attitudes and beliefs through education
- Share resources and information to build understanding
- Increase motivation for change

Everymothercounts.org

**60% OF PREGNANCY DEATHS ARE PREVENTABLE**

**1 IN 6 WOMEN REPORT FEELING DISRESPECTED BY HEALTHCARE PROVIDERS DURING PREGNANCY**

# RCP Education

## Began with Optional Education

- Anonymous results
- Offered a prize for participation

## Gradually implemented required education

- Online modules through hospital learning platform



### Implicit Bias

The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.


In an effort to educate and raise awareness about implicit bias, take the anonymous **Harvard Implicit Bias Test**.

- The test takes approx. 10 min to complete. [Take a Test \(harvard.edu\)](https://www.harvard.edu/implicit-bias-test)
- Print or submit a screenshot of your Completed test certificate to Laura Smith for a chance to **WIN A Starbucks GIFT CARD!** Submit by July 15th to [lausmith@mhemail.org](mailto:lausmith@mhemail.org) or text to 815-742-6640



# 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



**HEAR**  
HEAR HER CONCERNS

**Listening can be your most important tool.**

Taking the time to build trust with your patient and engage them in their care can lead to positive outcomes. Encourage patients to share any concerns they may have. Many people feel that their concerns during and after pregnancy are not heard. Although healthcare settings are often busy and time is limited, taking a few moments to actively listen to what is being said can make all the difference in better understanding your patient's needs and providing quality care.

Active listening involves receptive body language, practicing empathy, repeating back questions or concerns, and asking clarifying questions to make sure you understand. It is respectful and non-judgmental. Active listening helps build trust with your patients through shared knowledge.

Recognizing that stereotyping patients using presumed cultural beliefs can negatively affect patient interactions, especially when patients' behaviors are attributed solely to individual choices without recognizing the role of social and structural factors.

Stigma has consequences for the person who is stigmatized. They often feel ashamed and unworthy, resulting in self-stigma, lower self-esteem, and depression. The connection between stigma and barriers to health and wellness is supported by research. Although the types of stigma may vary by health condition and across cultures, the effects are notably alike.

Stigma or the fear of stigma may stop someone from sharing their health condition with partners or family members and from accessing the health services and support services they need. They know if they disclose their health condition, they will be labelled and stigmatized. For example, re-

search shows that the more people living with HIV are stigmatized, the less willing they are to get tested for HIV.

**People who experience health-related stigma also experience:**

**Social isolation:** A study found that 56% of people do not want to spend an evening socializing with someone with a mental illness.

**Poor quality of life:** A study on people with lung cancer found that stigma was associated with lower levels of quality of life.

**Less access to healthcare:** Numerous studies found a link between stigma related to substance use disorder and avoiding seeking treatment. Other studies found that many healthcare providers hold stigmatizing attitudes toward people who have substance use disorder.

**Delayed diagnosis of a condition:** A study on men living with HIV found that a high level of internalized stigma was associated with less frequent HIV testing.

**Reduced adherence to treatments:** A study with people living with serious mental health disorders found that people who had higher levels of self-stigma were less likely to adhere to their treatments.

**Illness and death:** A study showed that stigma has been found to be associated with overdoses related to substance use disorders.

[HEAR HER Campaign | CDC](#)  
[March of Dimes Beyond Labels](#)

# 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 question 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.

 Discharge Checklist

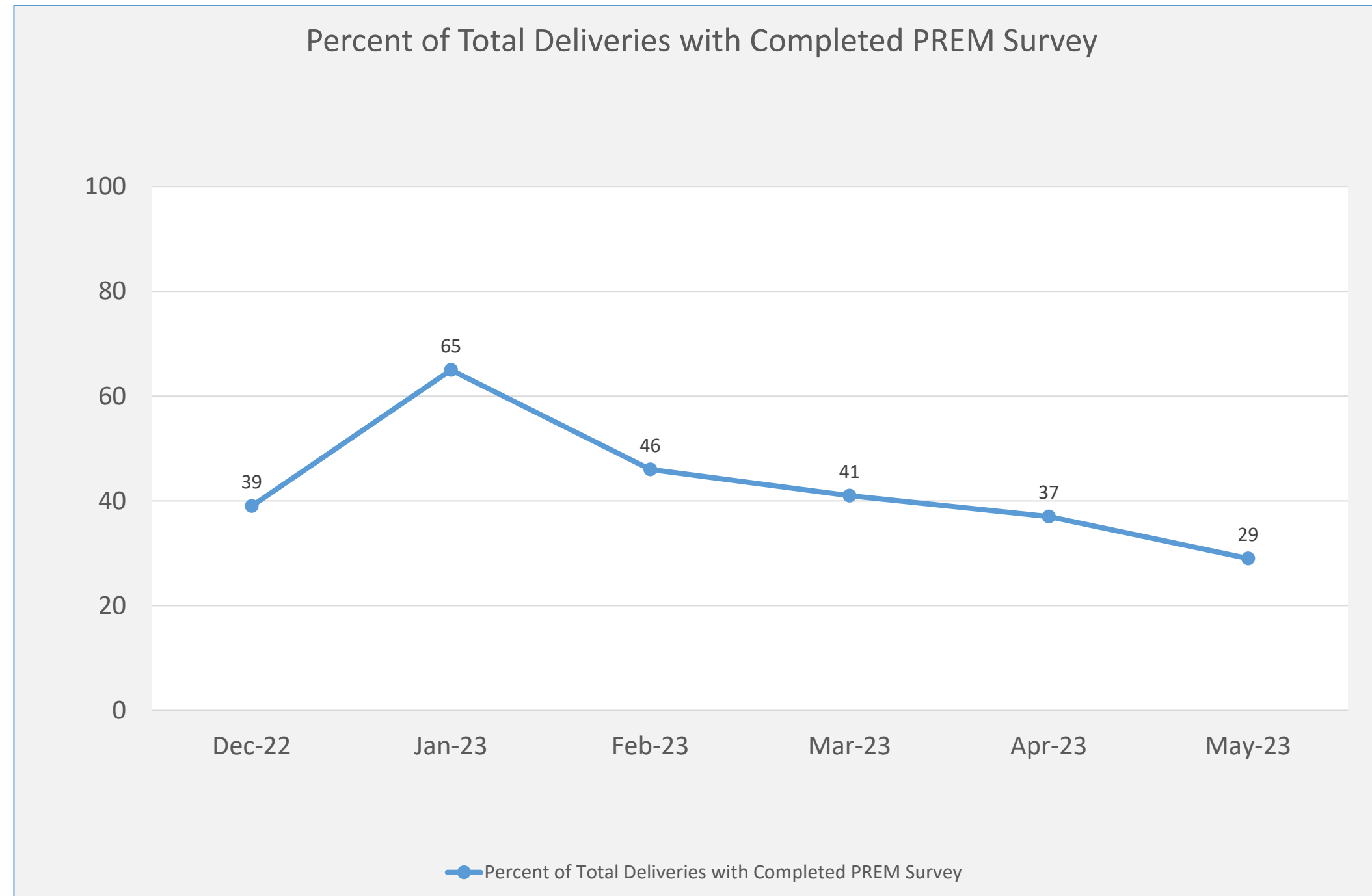
PREM Completed (IL only)

Yes

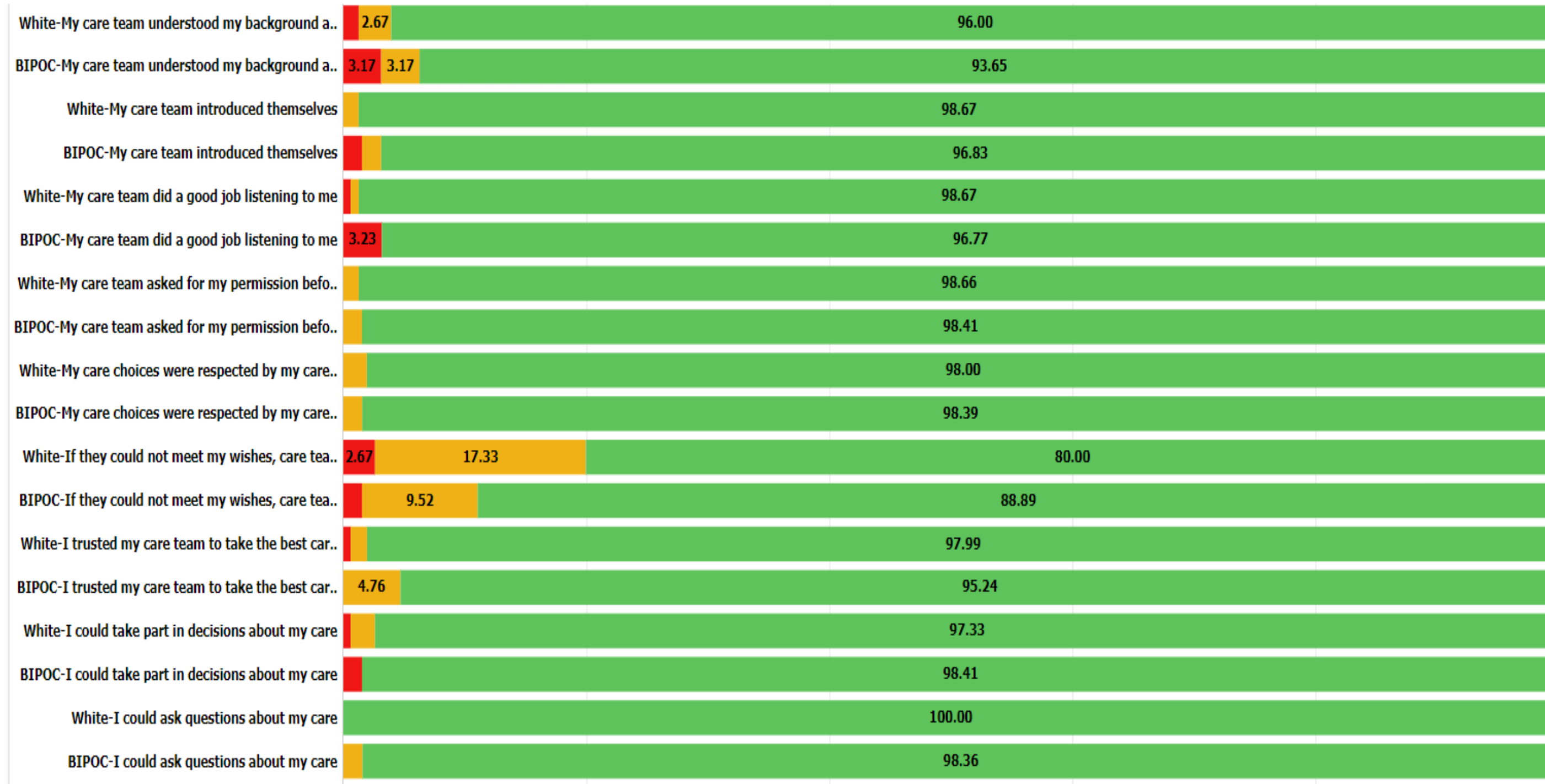
No



# PREM Success

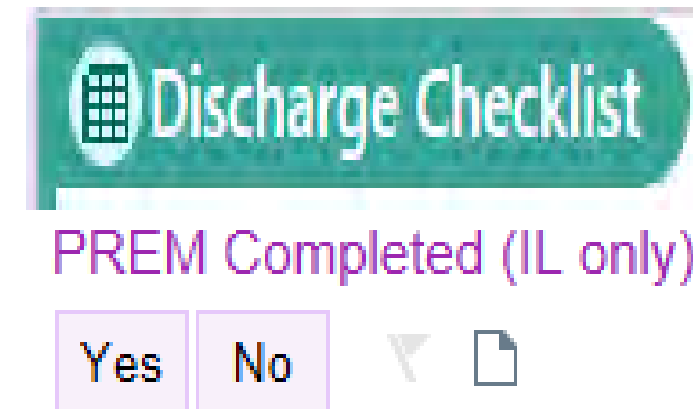


# PREM Results



# 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](https://fpqc.org/mfc)  
Email: [fpqc@usf.edu](mailto:fpqc@usf.edu)

Follow us!



Florida Perinatal  
Quality Collaborative

**MFC**

Mother-Focused Care