Increasing Physician Awareness of Community Resources

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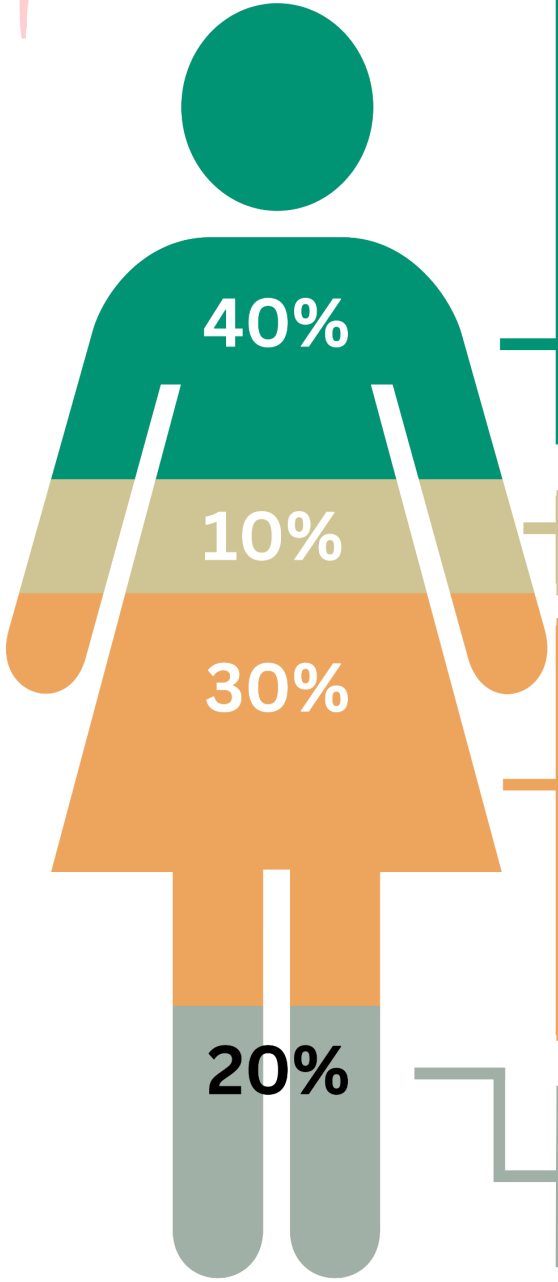
MFC
Mother-Focused Care

FPQC

FPQC Vision

All of Florida's mothers, infants & families will have the best health outcomes possible through receiving respectful, equitable, high quality, evidence-based perinatal care.

What is Health?



Socioeconomic Factors

Education

Job Status

Family Social Support

Income

Community Safety

Physical Environment

Health Behaviors

Tobacco Use

Diet & Exercise

Alcohol Use

Sexual Activity

Healthcare

Access to Care
Quality of Care

Adapted from the Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

Social Determinants of Health

- Social factors drive the majority of health status
- United States has comparatively lacked the financial investment in social services
- Holistic approaches to rising maternal morbidity are required

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Mother-Focused Care

Primary Key Driver

Secondary Drivers

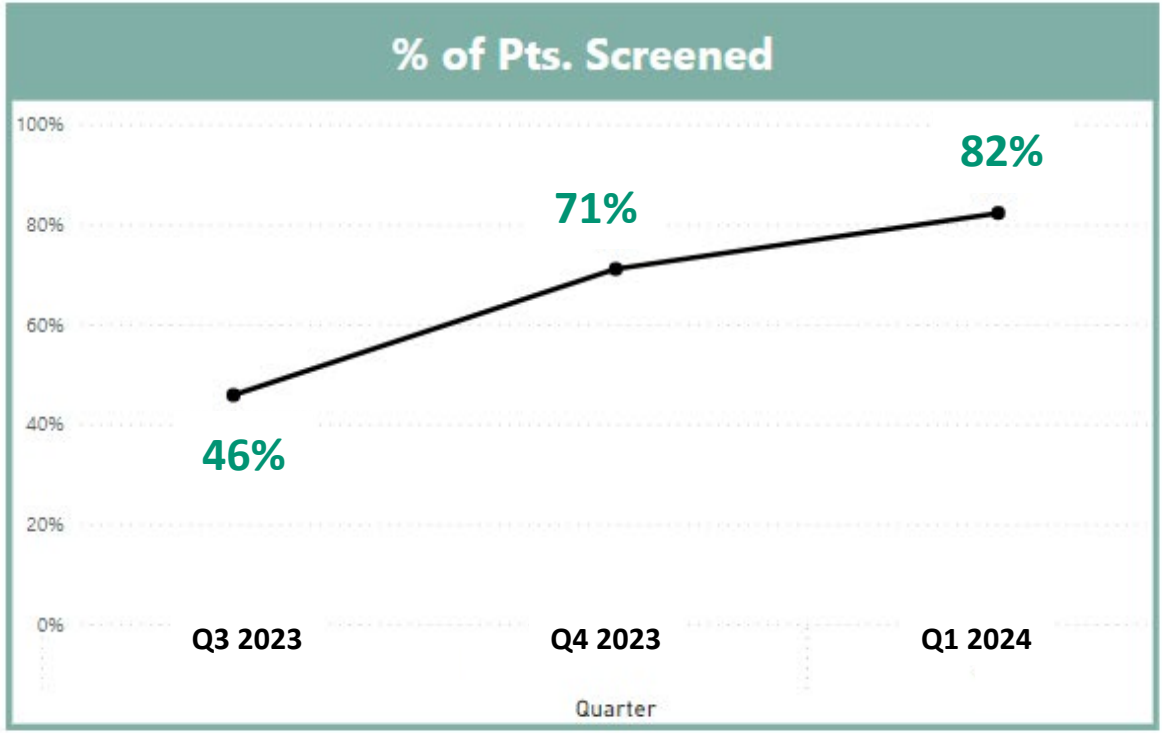
Universal SDOH Screening and Linkage to Services/Resources

Screen all mothers for SDOH. Assist & refer mothers to help meet needs in a successful and respectful way working with community partners

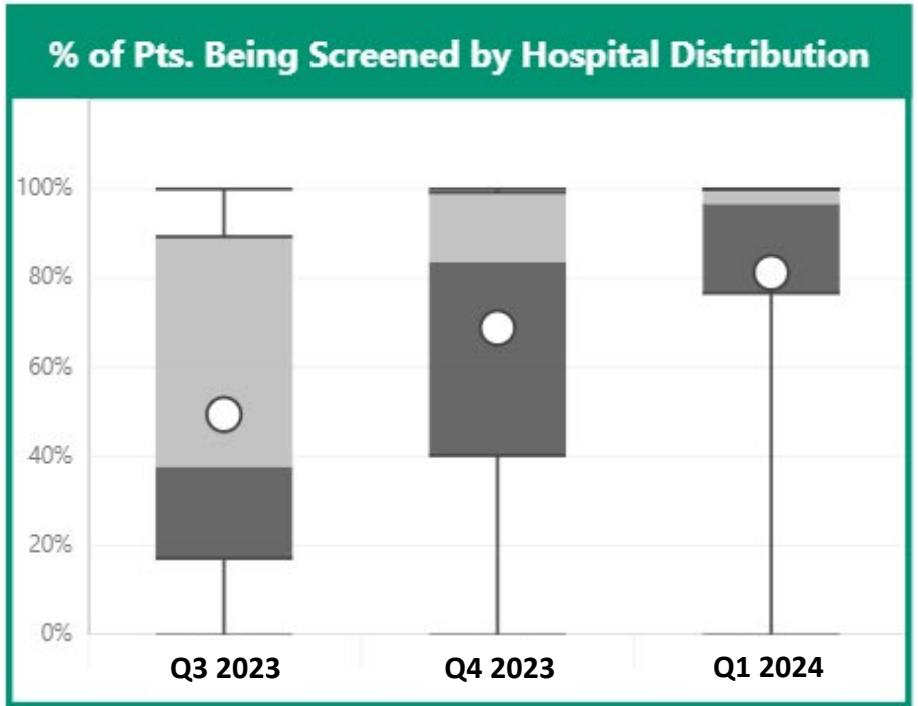
- Screen all mothers for SDOH using a standard process and format
- Link patients to available services and resources for identified SDOH using a community resource directory and other referrals

Respectful care is a universal component of every driver & activity

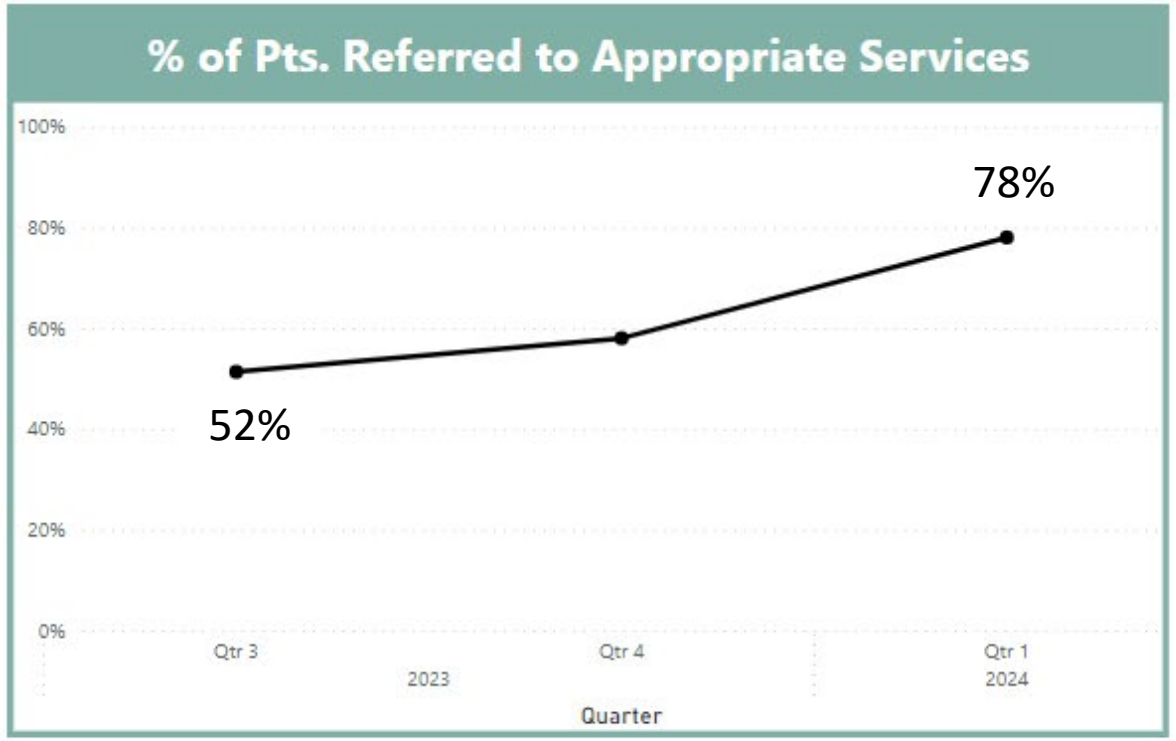
Universal SDOH Screening

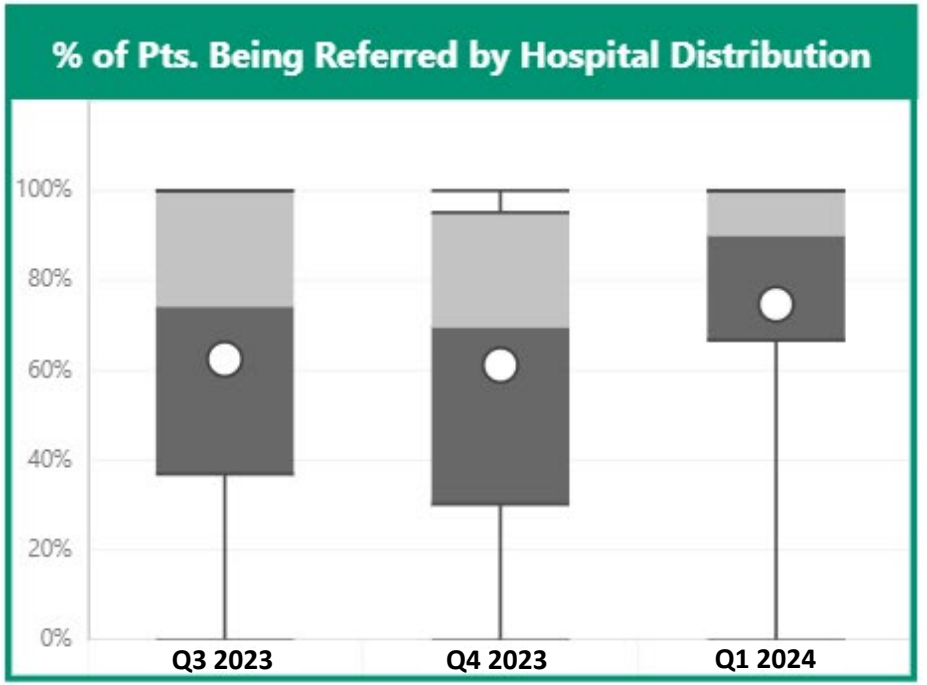


9% of all Screens have resulted in positive SDOH Screening

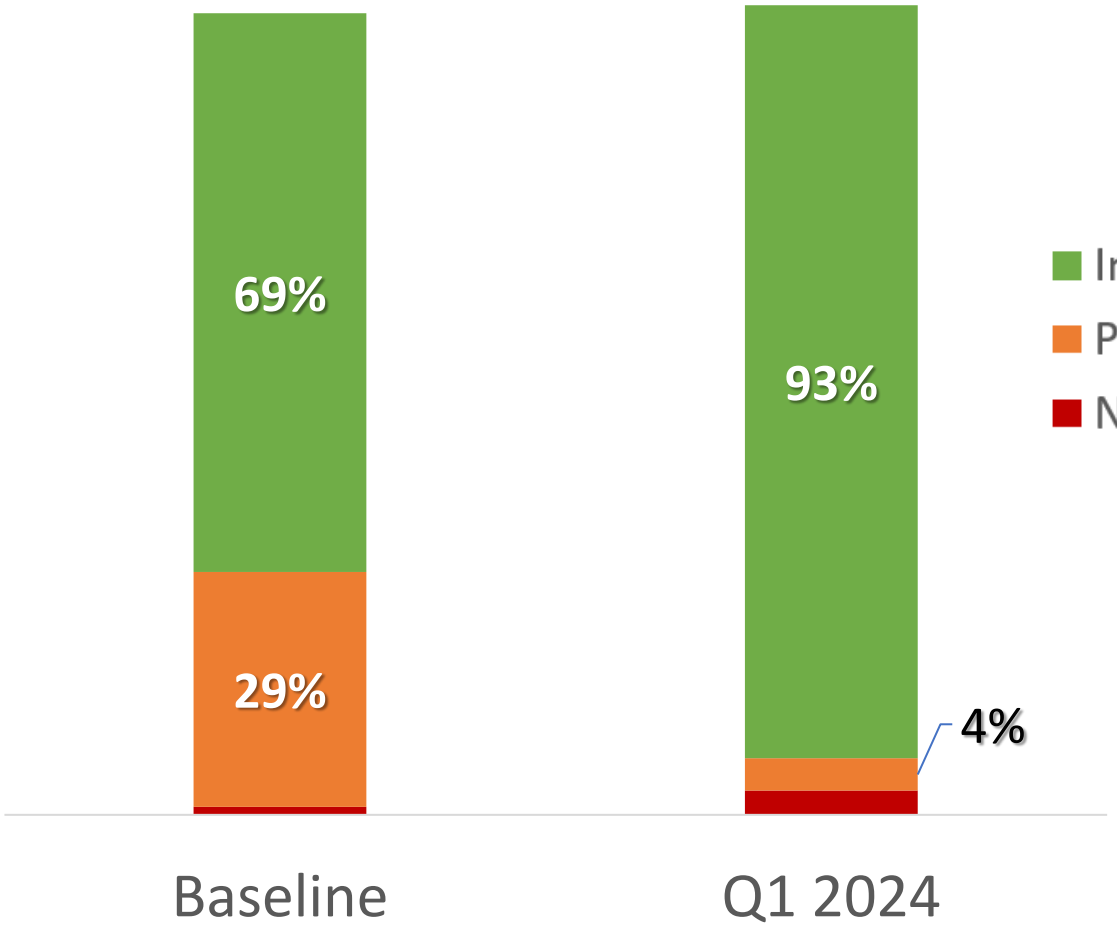


Referrals to Appropriate Services

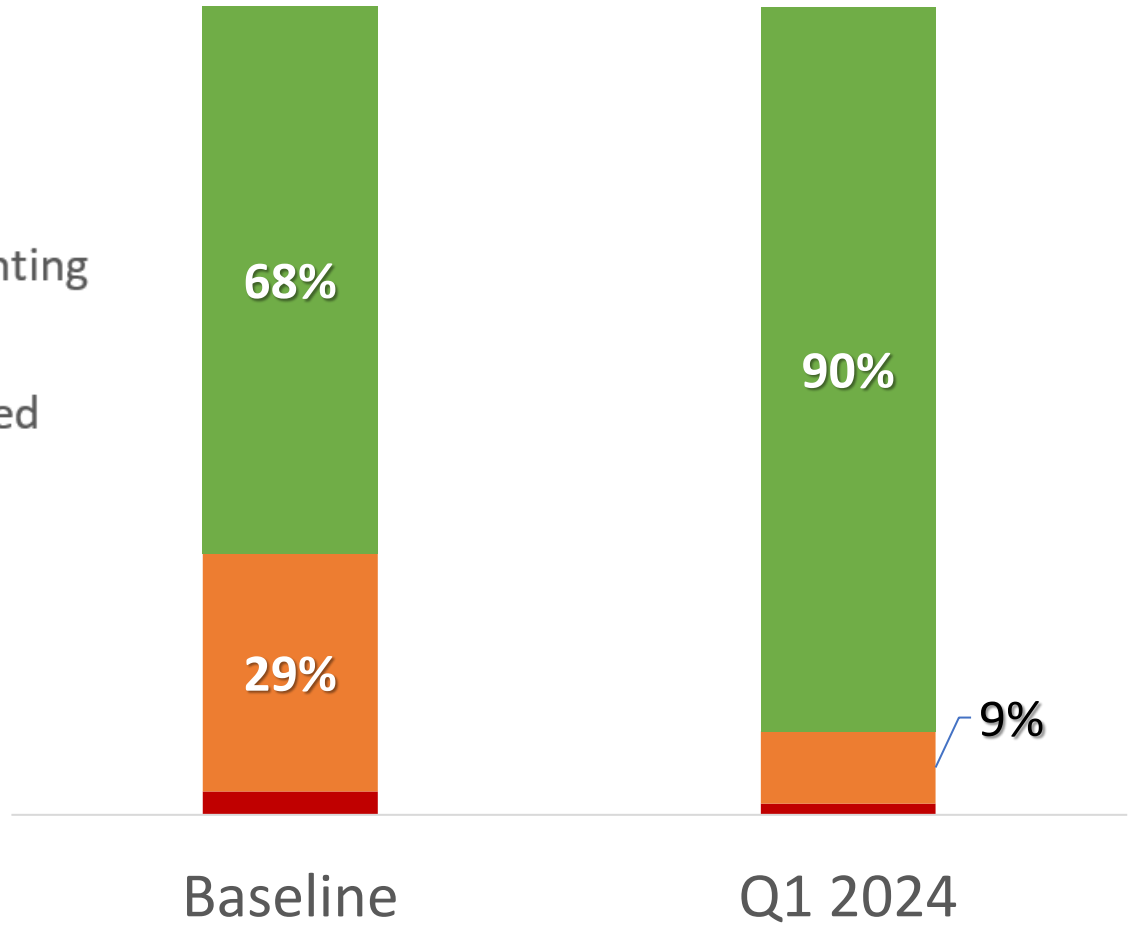




Implementing a protocol, process, or guideline for screening patients for SDOH during delivery admission



Implementing a protocol, process, or guideline for referring patients to available community resources and services



Housing Insecurity Referral Rates

Food Insecurity	# of Pos. Food Insecurity Screens	824
	Referrals	60%
Housing Insecurity	# of Pos. Housing Insecurity Screens	522
	Referrals	24%
Interpersonal Violence	# of Pos. Interpersonal Violence Screens	166
	Referrals	53%
Transportation Needs	# of Pos. Transportation Needs Screens	511
	Referrals	58%
Utility Needs	# of Pos. Utility Needs Screens	494
	Referrals	52%
Other Needs	# of Pos. Other Needs Screens	986
	Referrals	59%

Referrals to Housing Insecurity considerably lower than other Domains

POLL

What are your biggest challenges engaging physicians in SDOH screening and referral?

Constraints on Obstetricians and Midwives

- A significant shortage of maternity care providers in the US
- Limits providers' time and ability to address their patients' social needs

Integrated Care

- Social workers, RNs, and other Care Coordinators are key team members to address these unmet needs

- Focus on care coordination strategies to address social drivers of health specifically

SDOH Screening and Referrals

- Provide care services that are seen as an extension to the OB provider
- Improve visit and treatment plan adherence
- Connect patients to ancillary services that provide support between prenatal and hospital visits
- Facilitate Healthy Start screening and referrals

FPQC MFC Primary Driver

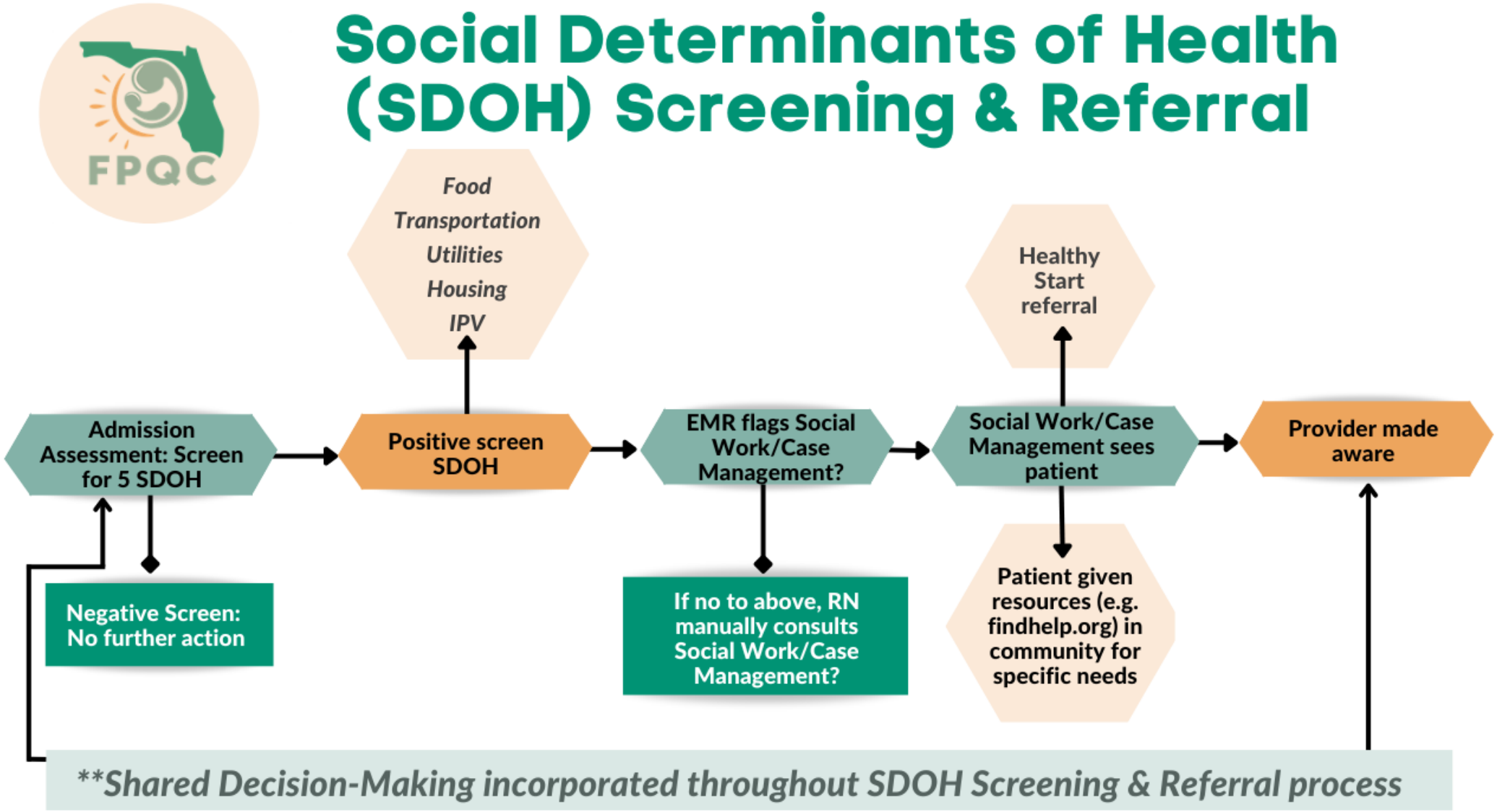
Universal SDOH Screening and Linkage to Services/Resources

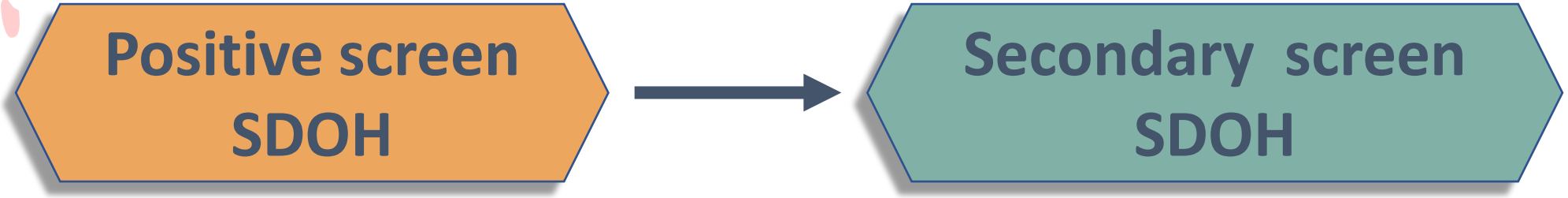
- Screen all mothers for SDOH.
- Assist & refer mothers to help meet needs in a successful & respectful way working with community partners.

Screening Items

- Transportation
- Housing
- IPV
- Food
- Utilities

Suggested Process for SDOH Screening





- Suggested FPQC secondary screening questions
- Tailored specifically for new mothers
- Framed by the Maternal Advisory Group
- Designed for share decision-making
- Should be asked privately
- Screening process should define who asks these

Link Patients to Available Community Services

- Connect with Health Start Coalition
- Resource Directory for your community
- Review quarterly

Florida Healthy Start
Florida Association of Healthy Start Coalitions

Linkages to Services & Resources Recommendations

Florida Healthy Start
Florida Association of Healthy Start Coalitions

findhelp

UNITE US

Others?

FPQC

Shared Decision-Making Model


Step 1
Seeking participation.
Step 2
Helping you explore & compare treatment options.
Step 3
Assessing your values and preferences.
Step 4
Reaching a decision with you.
Step 5
Evaluating your decision.

Source: AHRQ

Source: AQUA—National Health Service Great Britain

Putting it all together

Mother-Focused Care (MFC)

Focus: Assist hospitals and providers in transforming their culture and environment to respectfully serve all mothers and their families and helping them to meet their need

Aim: By 12/2024, each hospital will:

1) Achieve a 20% increase from baseline in the % of patients with a positive SDOH screen who were referred to appropriate services

2) Have 80% of providers and nurses attend an RMC training~ since January 2023

~RMC training that includes topics defined by FPQC

Primary Drivers	Secondary Drivers
Data Insights Learn about the mothers served: characteristics, risk factors, & outcomes across social determinants	Improve the collection of individual patient characteristics & SDOH
	Use PQI and **Perinatal Outcomes** dashboard to identify **differences**. Share findings, and build ongoing plans to address identified gaps
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
Universal SDOH Screening and Linkage to Services/Resources Screen all mothers for SDOH. Assist & refer mothers to help meet needs in a successful and respectful way working with community partners	Screen all mothers for SDOH using a standard process and format
	Link patients to available services and resources for identified SDOH using a community resource directory and other referrals
	Educate hospital staff on processes for developing a mutually agreed-upon plan of care utilizing a shared decision-making model
Family & Community Engagement in Hospital QI Work Include family and community representatives in defining and implementing their hospital's QI initiative	Educate QI Team and leadership about family and community advisor involvement
	Engage family and/or community advisors to provide ongoing input on QI efforts and care provision