

Mother-Focused Care: Highlights from the Day

- Schedule meeting with Healthy Start to hear your Mother's Voices!
- Screening for SDOH should be offered multiple times – timing is important
- Screens should be done without other people in the room
- Paper/ipad screens are a good option that offer more privacy for patients
- “I'm not a person who asks for help. I figured I just needed to figure it out on my own.”
- 7% of patients felt pressured into unwanted or unclear care – results differed by ethnicity/race
- A higher percentage of NH-Black and Hispanics patients reported being treated differently due to their insurance, mental health status, skin color, ethnicity or culture than NH-white patients
- Having Healthy Start staff on site at hospital helps with engagement & referrals for patients with positive SDOH screens
- Housing is by far the hardest resource to find.
- ***Housing is by far the hardest resource to find.*** Connecting with Healthy Start may be helpful.
- 98% of patients reported being treated with respect and compassion, but 95% at discharge
- QR codes are a great way to share resources – for MOST people. But paper information is still important for others.
- We need help training physicians for RMC
- Include RMC training in residency education, add to perinatal safety meetings, share pearls at huddles



But Wait, There's More!

- Build screening and referral processes into your EMR, including triggers
- Training is required for all staff members involved with screening, including at registration
- Plan, Do, Study, Act – if it didn't work, try a different approach
- Meet frequently with your IT team to support your screening and referral efforts
- Huddles with team and HSC
- A QR code is not a warm handoff!
- Incorporate CONNECT into your EHR
- OB nurse navigators are a huge help
- Include case managers in rounds/huddles
- Use intentional scripting/messaging related to surveys
- Evening shift has fewer conflicting demands, could be an easier timeframe for surveys
- Incorporate Rounding, Gemba walk for RMC survey participation, post scores, numbers
- Emphasize importance of respectful care in Press Ganey/HCAPS results

Thank you, teams!

