



Listening to Mothers' Voices

*Office Hours
6/27/2024*



Florida Perinatal
Quality Collaborative



WELCOME!
Please type your name,
hospital campus, and your
role in healthcare into the
chat!



Please note
the following



This webinar is being
recorded



Please mute yourselves
until Q&A



Please type your name, job
title, and hospital name into
the chat

FPQC's Vision & Values

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

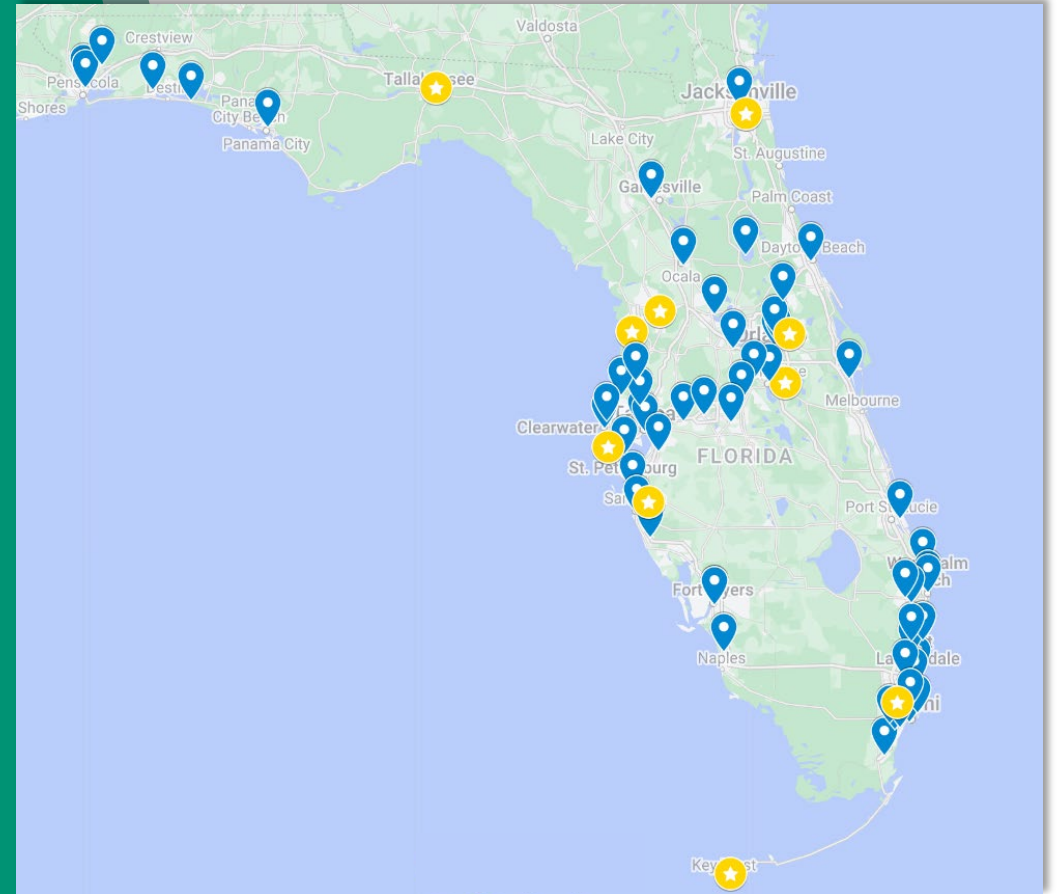


- Data-Driven
- Population-Based
- Evidence-Based
- Equity-Centered
- Value-Added

MFC

Mother-Focused Care

67 Participating Birthing Hospitals
64% of Florida Births



FPQC Partners & Funders



Centers for Disease
Control and
Prevention



AGENCY FOR HEALTH CARE ADMINISTRATION



ALLIANCE FOR INNOVATION
ON MATERNAL HEALTH



The American College of
Obstetricians and Gynecologists
WOMEN'S HEALTH CARE PHYSICIANS



AWHONN
FLORIDA
PROMOTING THE HEALTH OF
WOMEN AND NEWBORNS



FLORIDA AFFILIATE of the
AMERICAN COLLEGE
of NURSE-MIDWIVES
With women, for a lifetime®



Florida Association of
Healthy Start
COALITIONS, INC.
Every baby deserves a healthy start

Florida Society of Neonatologists

Advancing the Care of Neonates in the Sunshine State



FLORIDA ACADEMY OF
FAMILY PHYSICIANS
SUPPORT FLORIDA'S FAMILY PHYSICIANS



Mission to Care. Vision to Lead.



FLORIDA ALLIANCE
FOR HEALTHCARE VALUE

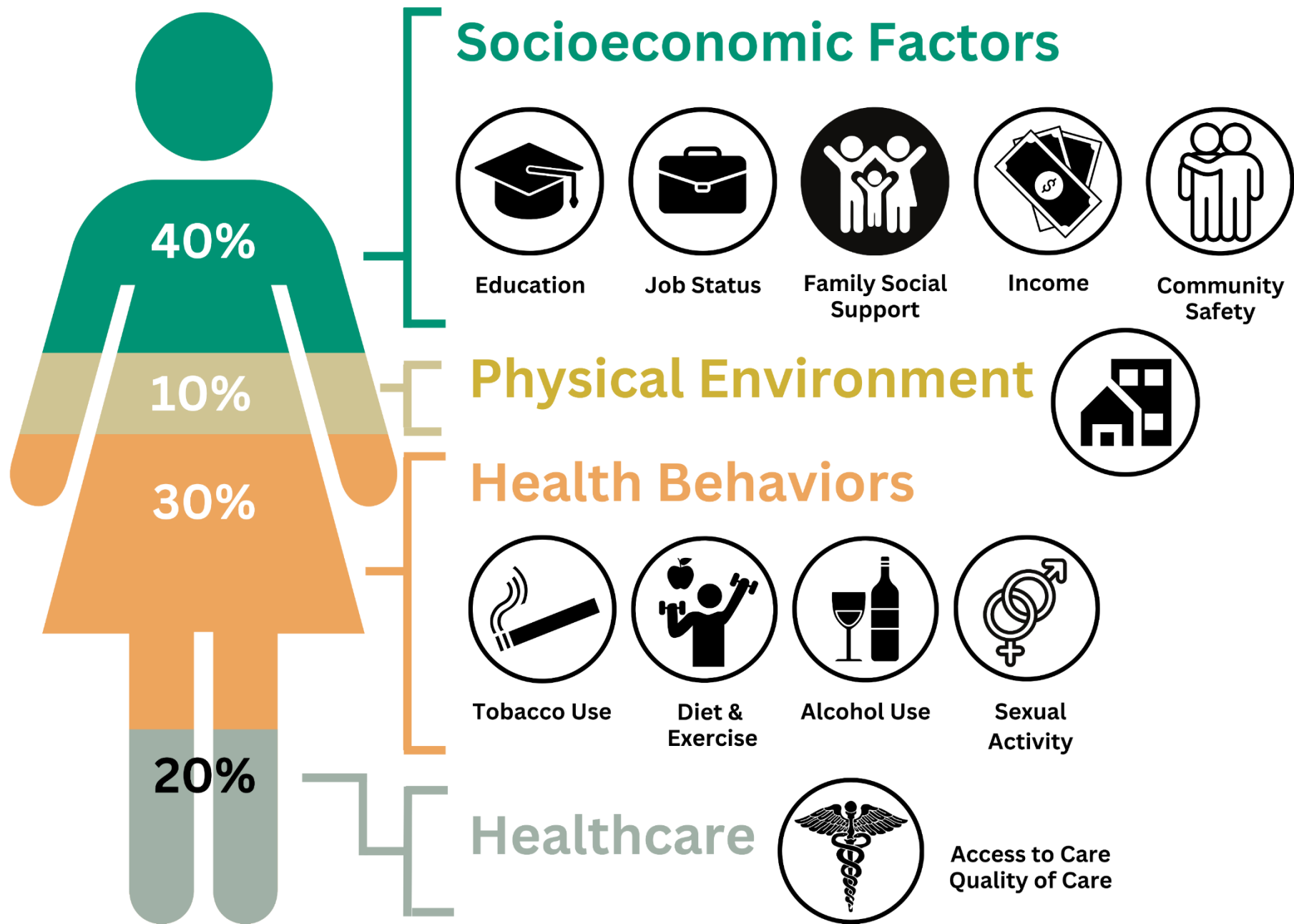


PREECLAMPSIA
foundation



United
Healthcare®
Community Plan





Improve maternal health by transforming hospital culture and environments to respectfully serve all mothers and their families, and by helping them meet needs related to social determinants of health.

Mother's Voices

- To support hospital efforts, FPQC worked with Healthy Start to anonymously capture diverse mothers' voices on their recent delivery care experience in their community.
- Addressing Health Related Social Needs includes understanding challenges faced by women during pregnancy and postpartum.
- Audio recordings are available to enable hospital teams to hear directly from mothers and share with others.



Who are We Hearing?

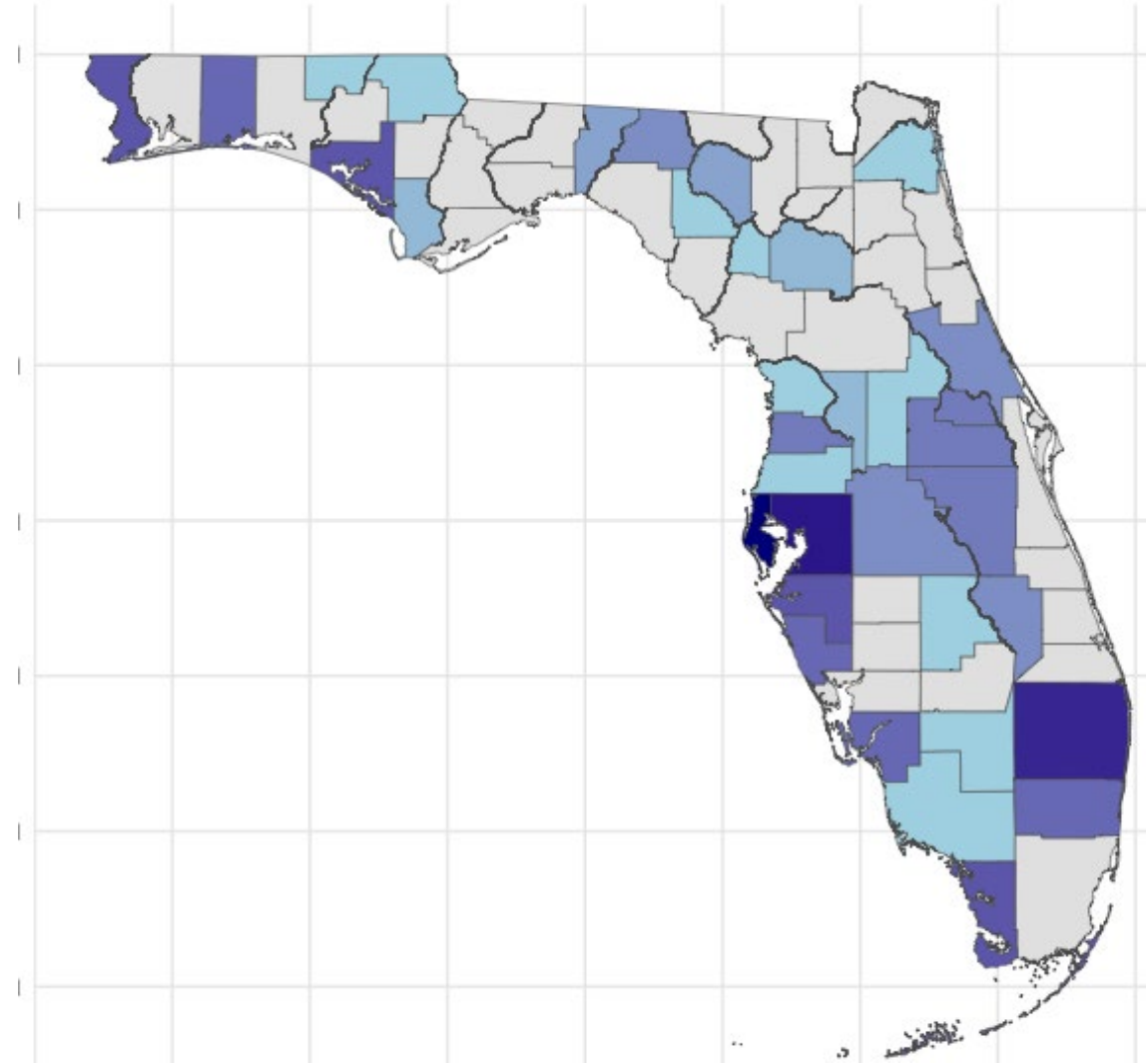
- Women were recruited through a wide variety of partner networks, community organizations, parent/child groups and others.
- Some-but not all-are Healthy Start participants.
- Healthy Start Coalitions did recruitment only and had no role in collecting or conducting actual interviews.
- All information is provided by women who have been promised anonymity and all identifying information is scrubbed from the recordings.

- Think back to your experience in the hospital after your baby was born....What was one thing that went well for you in the hospital?
- Overall, what would be your rating for how well the hospital supported you, from 0 (not at all) to 10 (perfectly)?
- Can you share any more about how you were asked about this and what resources were shared? What, if anything, would have helped to ease your transition back home? (e.g. items for you, the baby, or your family/household).
- Were you connected with the resources you needed?
- Do you feel that you were treated with respect? Why/why not?
- Thinking about information you may have needed, were your questions answered? Do you have any suggestions for improvements regarding your care in the hospital? Or anything else you'd like to mention?
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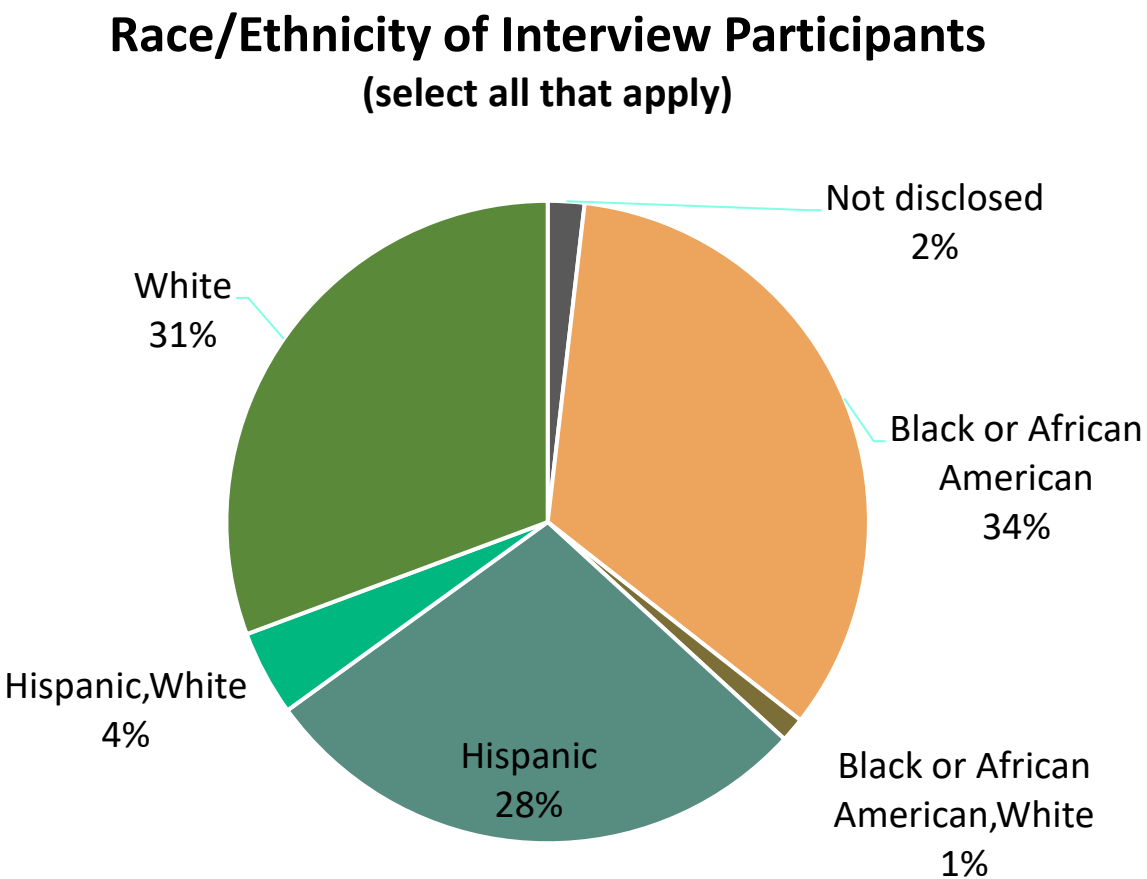
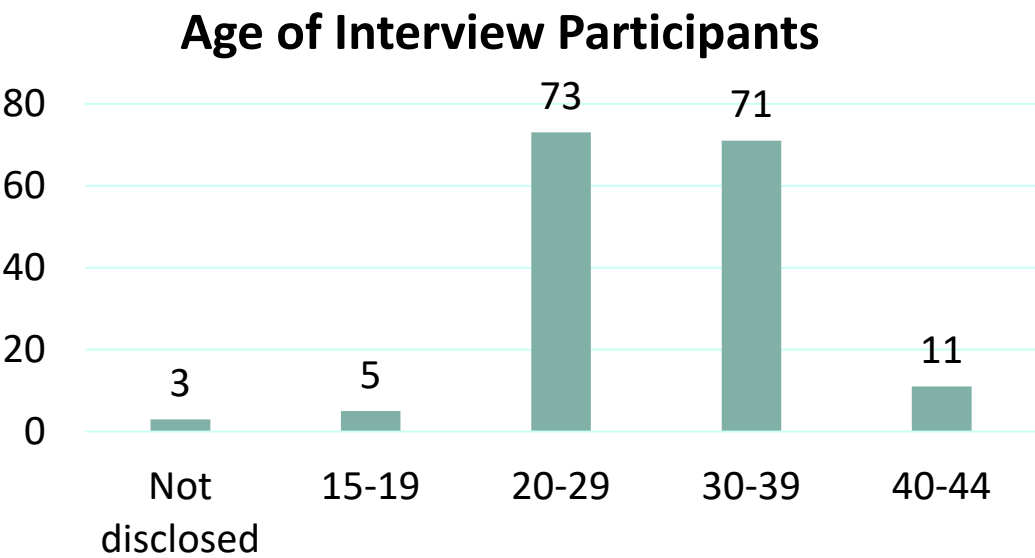
Completed Interviews

- **163 interviews completed**
 - Conducted June 26-August 25
 - 85 slots available in June, 405 in July, 275 in Aug
 - 25 Spanish, 3 Haitian-Creole
 - Ranged 4-36 minutes (9 >15min, 7 >20min, avg. 9min)
- **25 coalitions, 1-14 per coalition**
 - Range 1-14 per coalition
 - 261 registered between June 27-Aug 25 [+10 registered after study closed]



Completed Interviews

- 163 interviews
 - 45% had given birth within 1 month
 - 46% single, 50% married
 - 9% <HS, 29% HS graduate, 61% >HS/College



What we hoped to learn....

What are Florida parents' experiences in birth hospitals?

What do postpartum parents need?

How can we improve respectful maternity care?

Preliminary Results: What do postpartum parents need?

- **Responsiveness**

alert, prompt, follow-up

- **Information & resources**

items stocked and prepared, listening, offering

- **Supplies**

- Formula, diapers, housing, schooling, snacks, mothers' postpartum care

- **Lactation support**

...ask the consultant right there; sometimes Google can be all over the place

...I was ready to go home, and the baby was ready to go home. But I feel like I was not at 100% ready with breastfeeding. ...needed to see a lactation lady just to ease my own my own fears

- **Considerations for home, safety, work**

- *...I was in a bad relationship. So, I was asking them about housing and stuff.*

- *...I won't be getting paid tomorrow.*

- **Accommodation & welcome for family members**



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How can we improve respectful maternity care?



I mean, everybody was nice to me. It didn't matter like, like what race or anything like that. Like everybody just treated me equally.

The doctor in the NICU and he came and checked on me and the baby every single day and made sure that everything was going well. He was very supportive. And he made sure to answer every question that I had when it came to my baby, be in there.

It was really good. It wasn't feel like anything said was that I was being judged upon or anything. It's just like, they were genuinely there just to help.

The Power of Voices

- Hospital teams working on the Mother-Focused Care initiative can benefit from hearing from women about their successes and challenges related to health-related social needs, respectful care, and their overall experience
- Audio recordings represent select voices from your community putting voices behind hospital survey findings.
- The mother's recording may not necessarily be from your specific hospital.

Private Hospital & Healthy Start Meeting

- Share recordings
- Discuss findings
- How can hospitals use this information to improve care in their hospital, their community and Florida?

Recordings: Dos & Don'ts

Out of respect for our participants who have graciously provided their time and personal experiences, please observe the following:



- Use for respectful maternity care and other trainings
 - Make a case to leadership about the importance of including patient advisors
- Use to spark conversation about how your hospital can contribute to improved quality of care in your area—make your hospital the place that people want to give birth in your community!



- Share outside of your hospital
- Use for hospital marketing purposes

How MFC Hospitals have used the recordings

St. Mary's Medical Center

Listening to Mother's Voices TA Session

SMMC was contacted by Healthy Start/Healthy Beginnings Coalition of PBC partner/ HomeSafe Chief Program Officer, Amanda Stone.

- Amanda provided a Zoom link invite to FPQC Data Lead and Women's Services Nurse Manager.
- During the Zoom call, Amanda played the audio of the patient interview.
- After the Zoom call, Amanda emailed the transcript of the patient interview.
- Amanda was unable to email the audio file due to size. Amanda stated that she will provide a flash drive or separate the file into separate emails.
- SMMC staff will be provided with the opportunity to listen to the audio file upon receipt.



The participant was very shy but she shared how some nurses and doctors and labor didn't translate for her. Some did, but not all of them. She was not able to ask all the questions she had because she wasn't sure, and maybe she was just being timid. Her suggestions is improving the language barrier

How were the listening sessions received?

They were well received and it always good to hear the patients' perspective of their experience. It is humbling to remember that it is the patients' experience and not yours or the hospitals. We are there to guide and support them through the narrative of THEIR story. I think these sessions help mold the way our facility cares for our community moving forward.

In what settings were the sessions held? Was it multiple sessions or just one session?

We watched via Zoom.

Who attended these sessions?

All of our leadership team: team leaders & charge nurse, educator and director. They were offered to the other staff but were too long to have them participate whilst working.

Do you feel that the sessions helped you feel more connected to your local HSCs?

We have a great rapport with our Healthy Start Liaisons. We love partnering with them.

How can Healthy Start help to get these recordings in front of your teams?

THANK YOU!

Questions? Contact FPQC

fpqc@usf.edu
www.fpqc.org/mfc



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Mother-Focused Care

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