

MFC

Mother-Focused Care

Shooting for the Stars

MFC Mid-Initiative Meeting





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**

Primary Key Driver

Universal SDOH Screening and Linkage to Services/Resources

Secondary Drivers

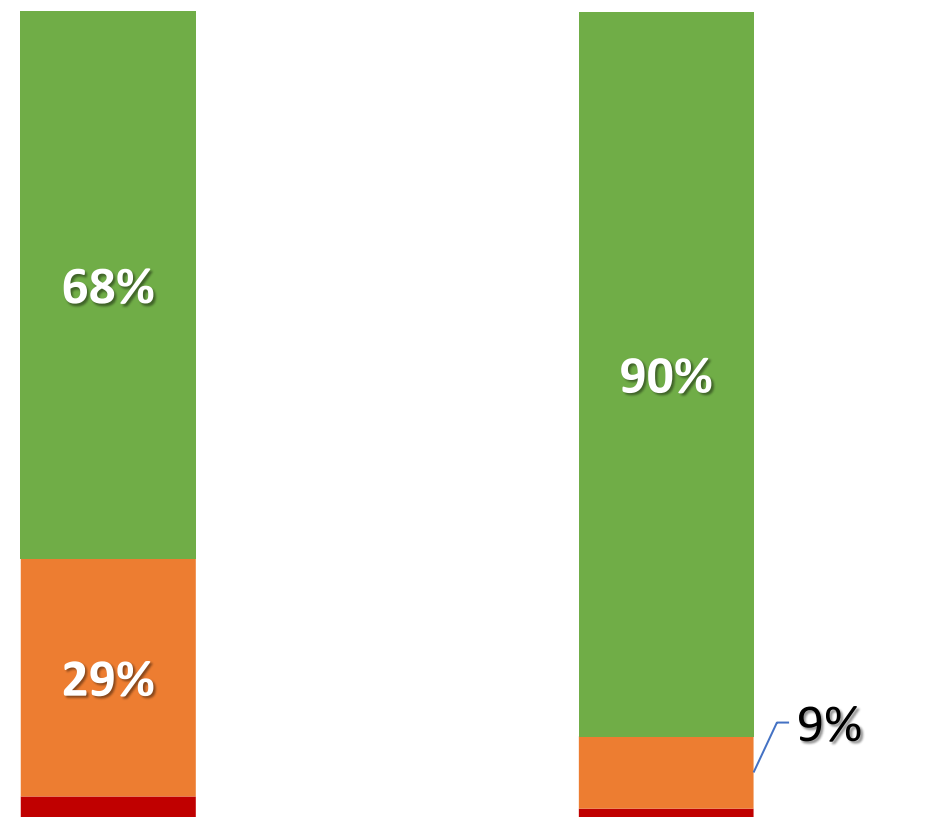
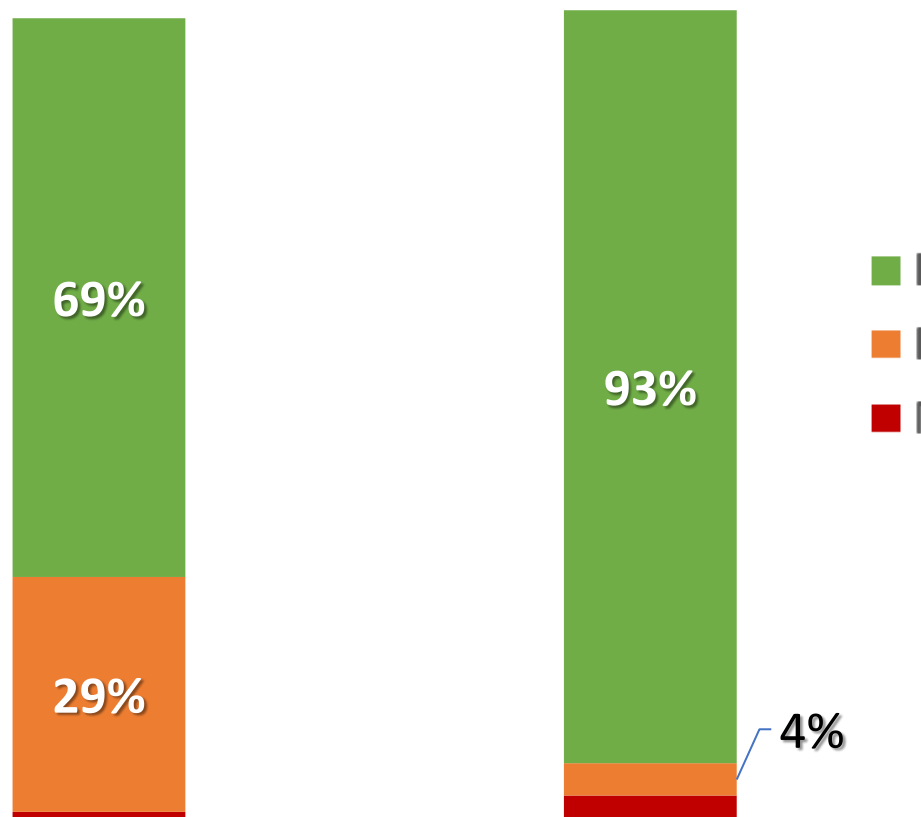
Screen all mothers for SDOH using a standard process and format

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

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



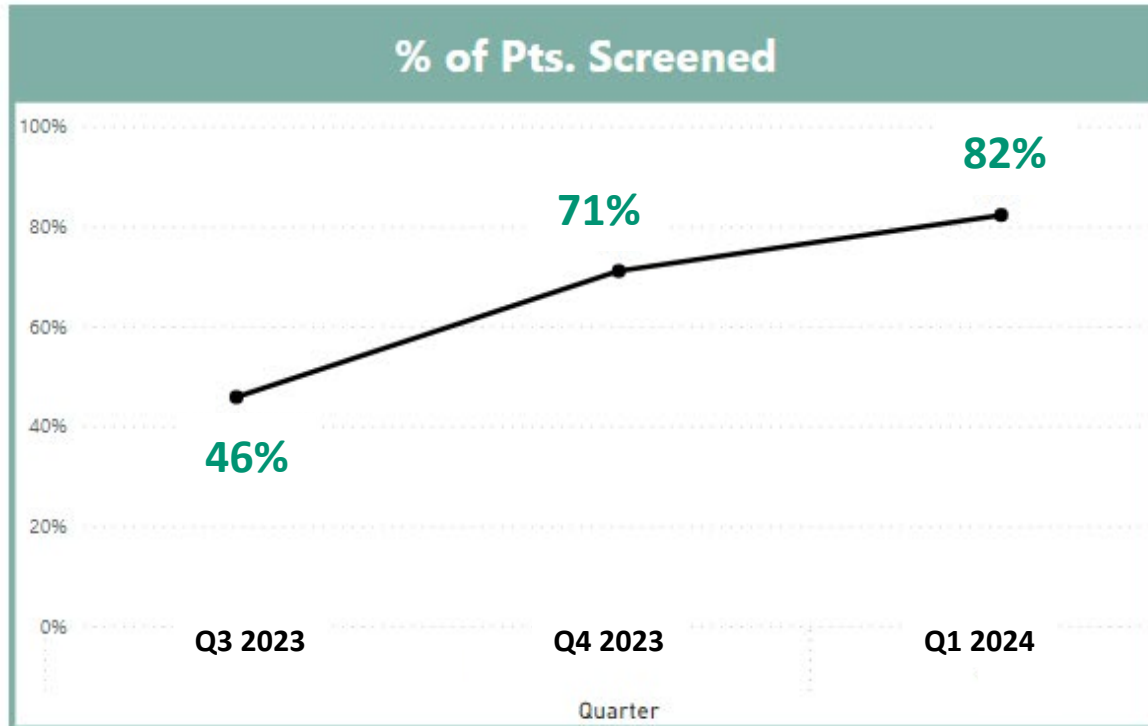
Baseline

Q1 2024

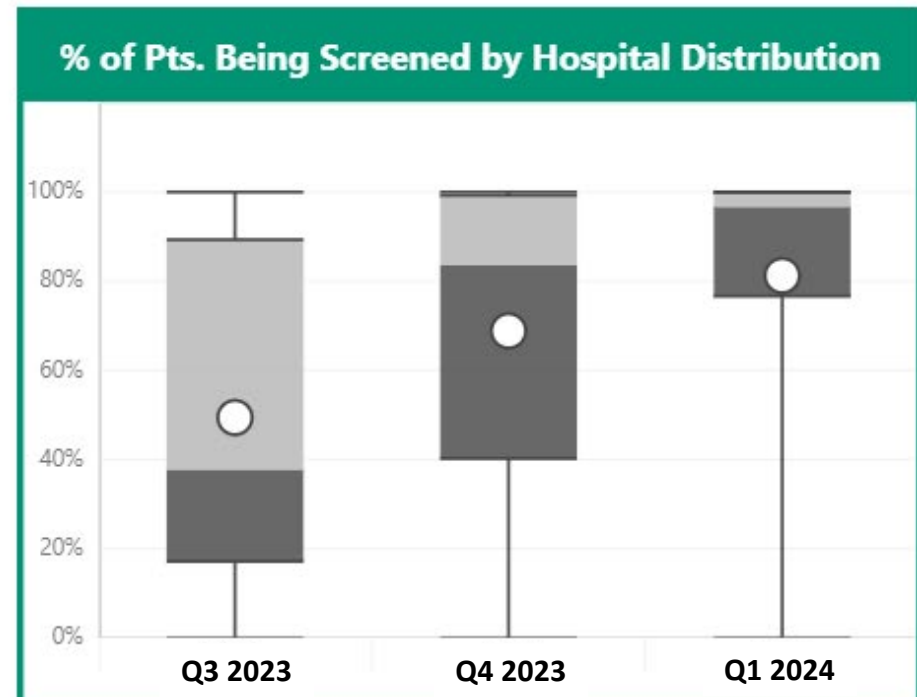
Baseline

Q1 2024

Universal SDOH Screening

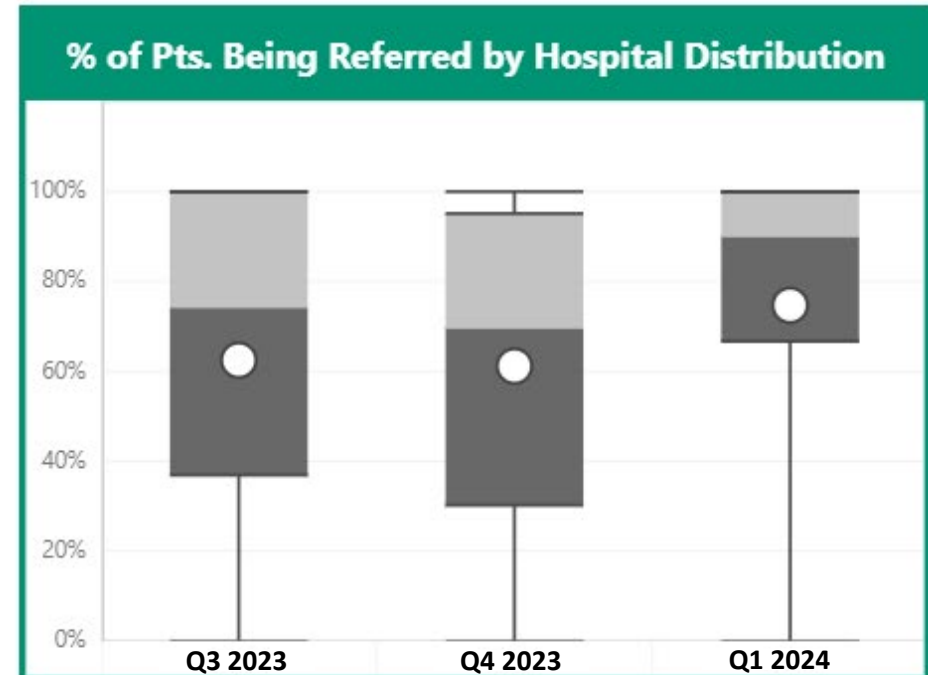
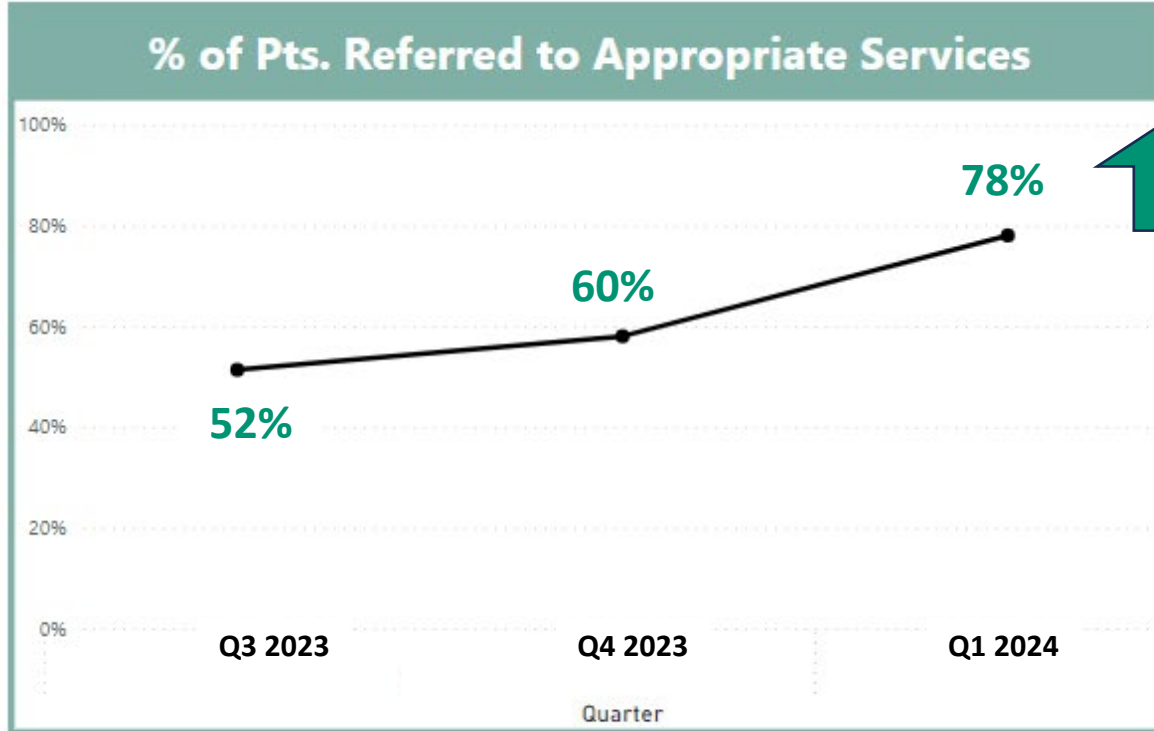


9% of all Screens have resulted in positive SDOH Screening





Referrals to Appropriate Services

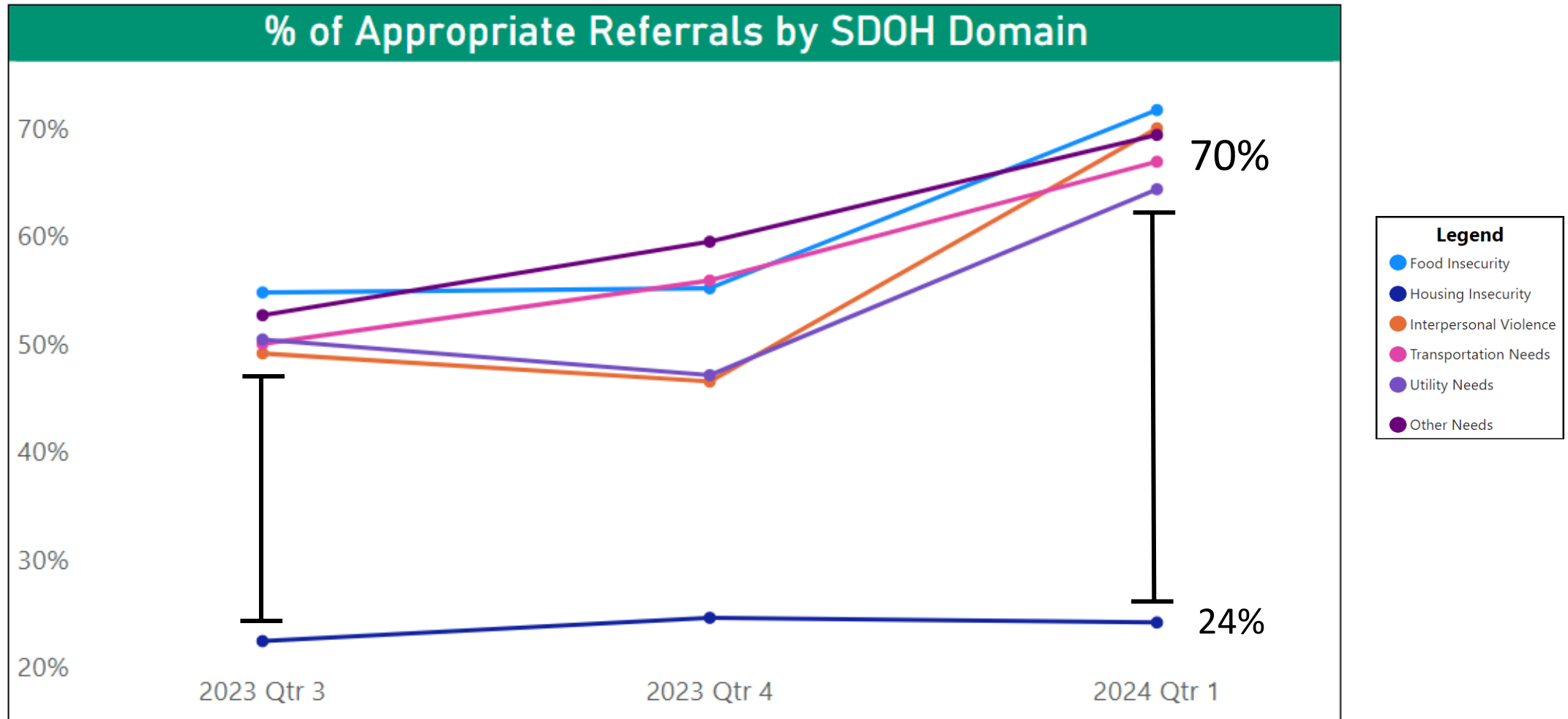


Housing Insecurity Referral Rates

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

Other Referral Rates improving, while Housing Insecurity is staying stagnant



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Highest Number of
Positive Screens
26% Mental Health
16% SUD

By 12/2024, each hospital will:

2. At least 80% of providers and nurses will complete RMC training and commit to respectful practices

Primary Drivers

Secondary Drivers

Respectful Maternity Care (RMC)

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

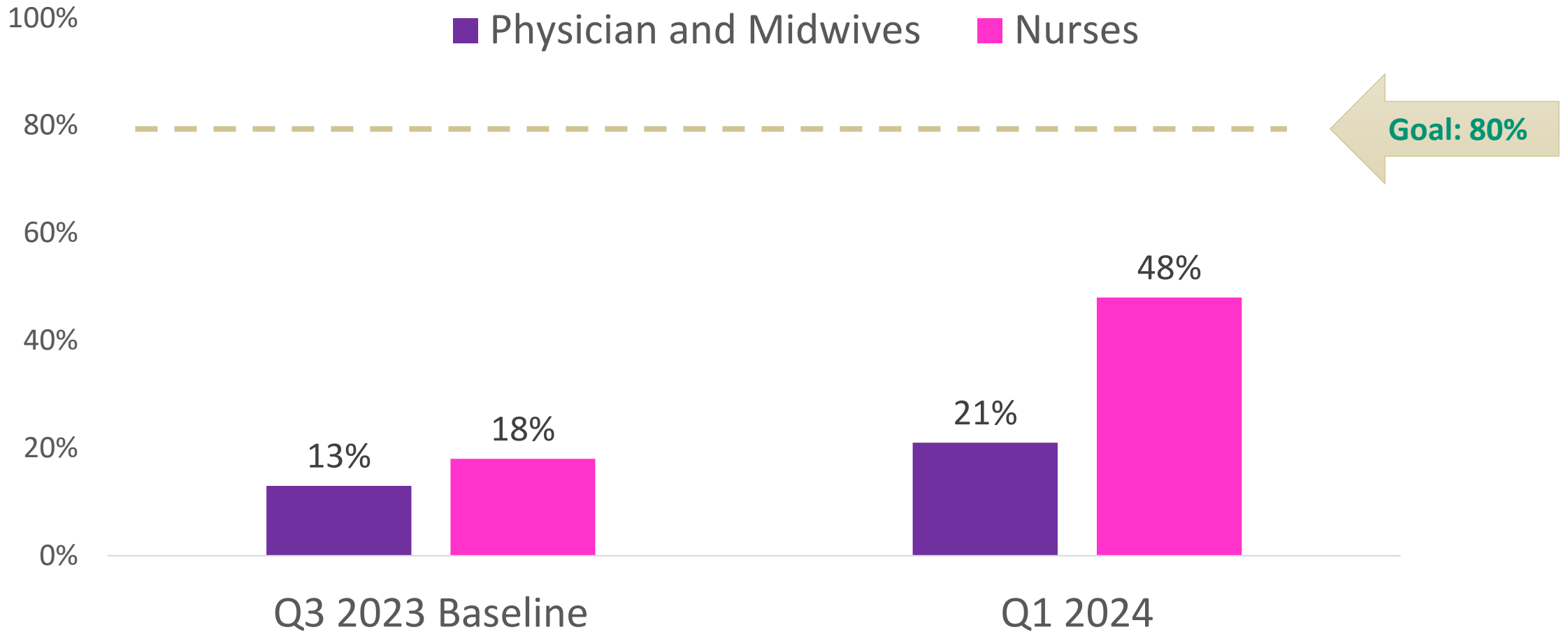
Educate provider and staff about respectful maternity care and its components and strategies

Develop a hospital commitment with providers and staff support

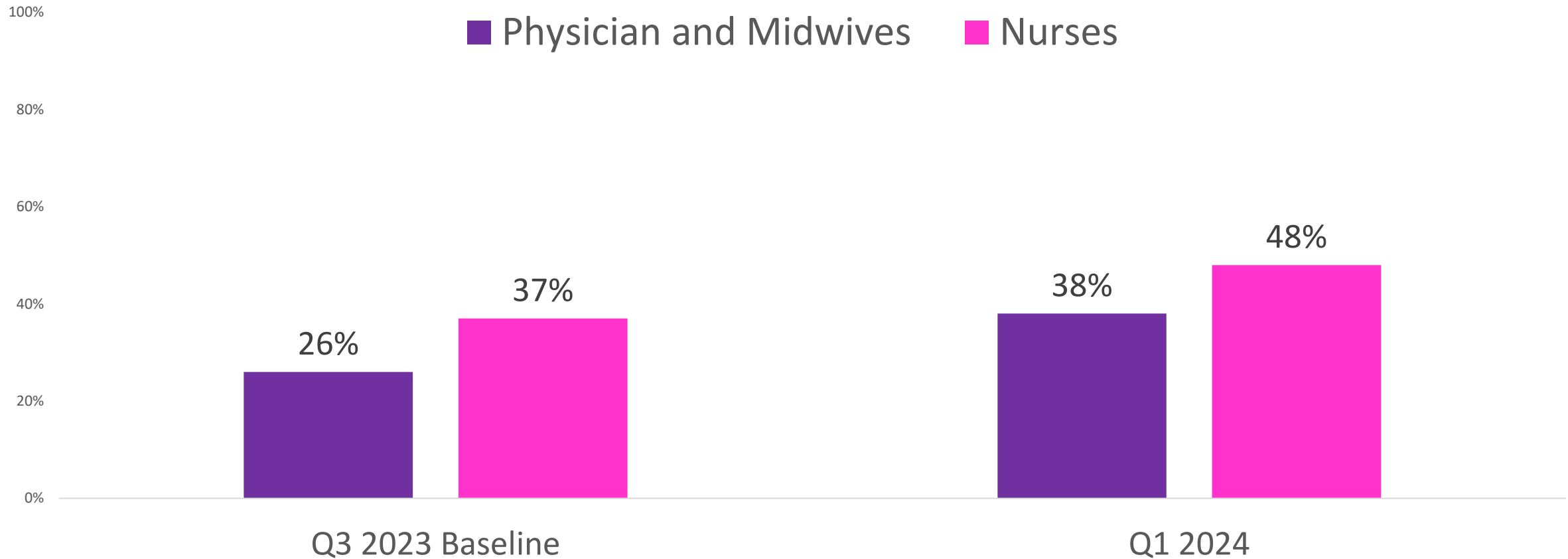
Educate hospital staff on processes for developing a mutually agreed-upon plan of care utilizing a shared decision-making model



Providers and nurses that have attended an RMC training and committed to respectful care practices



Providers and Nurses that have received training on **processes for developing an agreed-upon plan of care utilizing a shared decision-making model**



Primary Drivers

Secondary Drivers

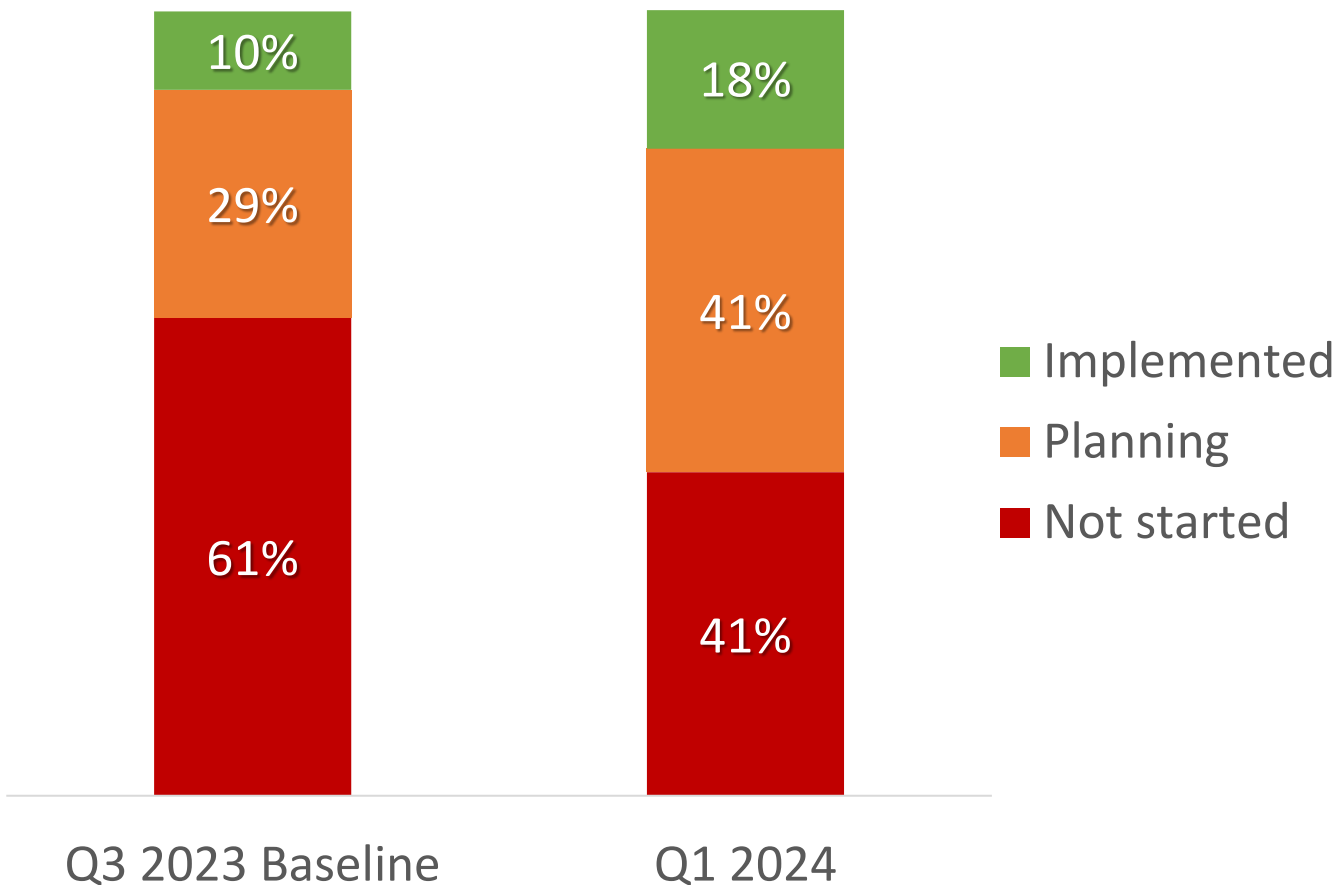
Family and Community Engagement in Hospital QI Work

Include family and community representatives in defining and implementing their hospital's QI Initiative

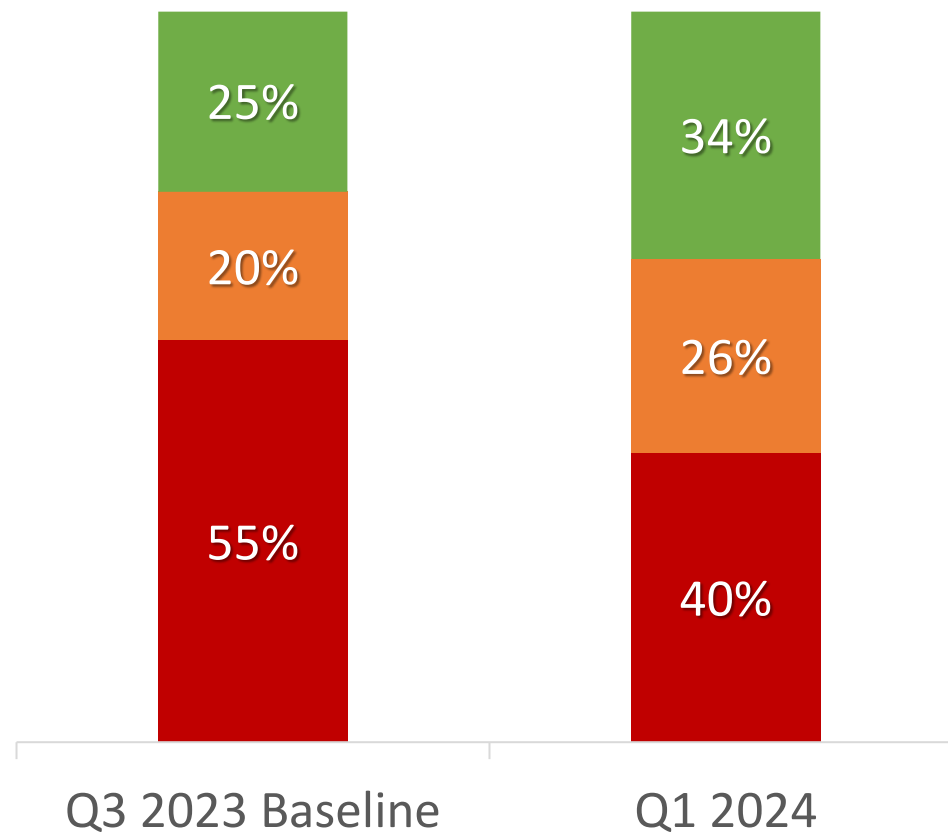
Educate QI Team and leadership about family and community advisor involvement

Engage family and/or community advisors to provide ongoing input on QI efforts and care provision

Engaging a family advisor as part of the QI team to provide ongoing input



Engaging a community advisor as part of the QI team to provide ongoing input



Respectful Maternity Care (RMC) Survey

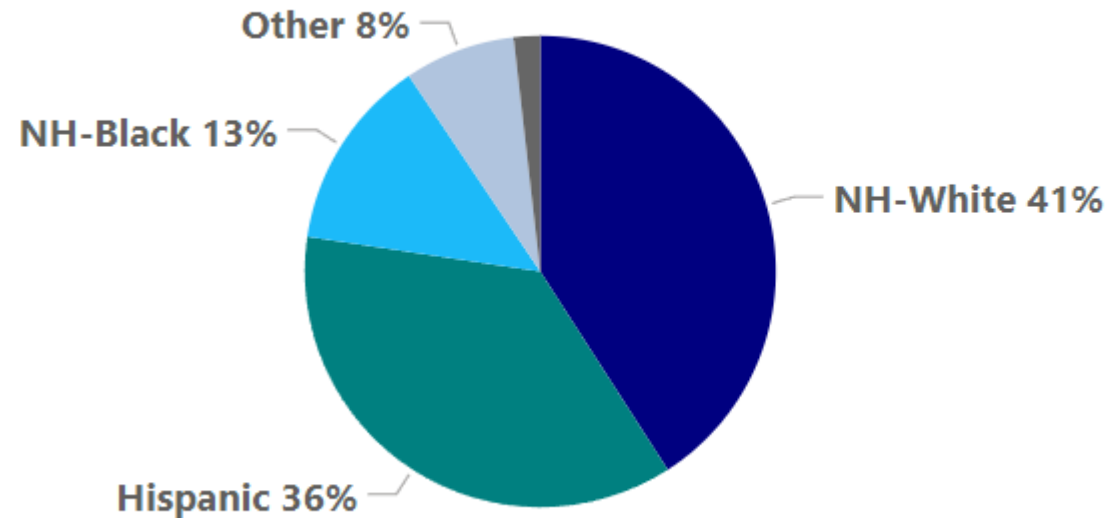
- 32 Mother-Focused Care (MFC) hospitals are using the RMC Survey to gather feedback from postpartum patients on respectful care during their hospital stay.

1625

total surveys

Survey language	% Respondents
English	86.58%
Spanish	12.25%
Haitian Creole	1.17%

Respondents Race-Ethnicity



RMC Survey: Patient Involvement & Informed Consent

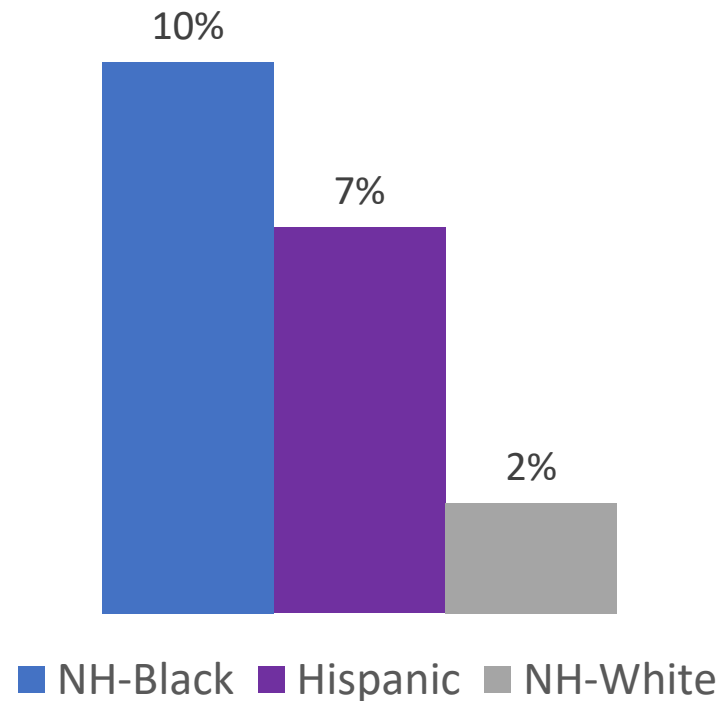
- Over 95% of the responses received have been positive

	% patients
Pt. could ask questions about care	99%
HC team sought permission for exams	99%
Pt. trusted the HC team provided best care	98%
Pt.' choices were respected by HC team	97%
Pt. could take part in care decisions	97%
Pt. felt pressured into unwanted care	7%

Patients who reported feeling pressured into unwanted or unclear care

7% of patients reported feeling pressured into unwanted or unclear care

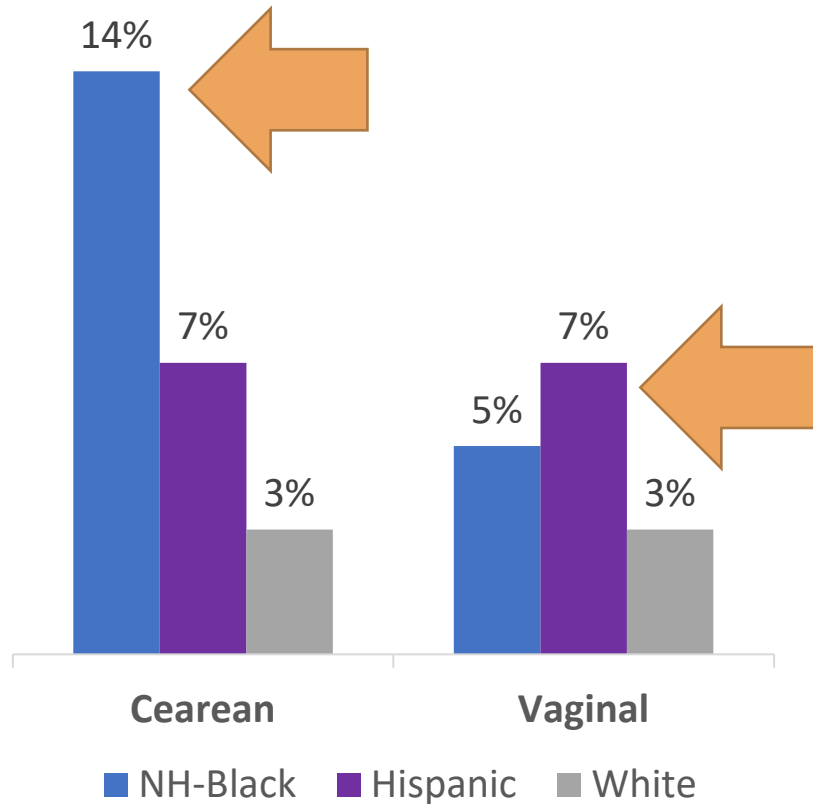
Differences by race and ethnicity



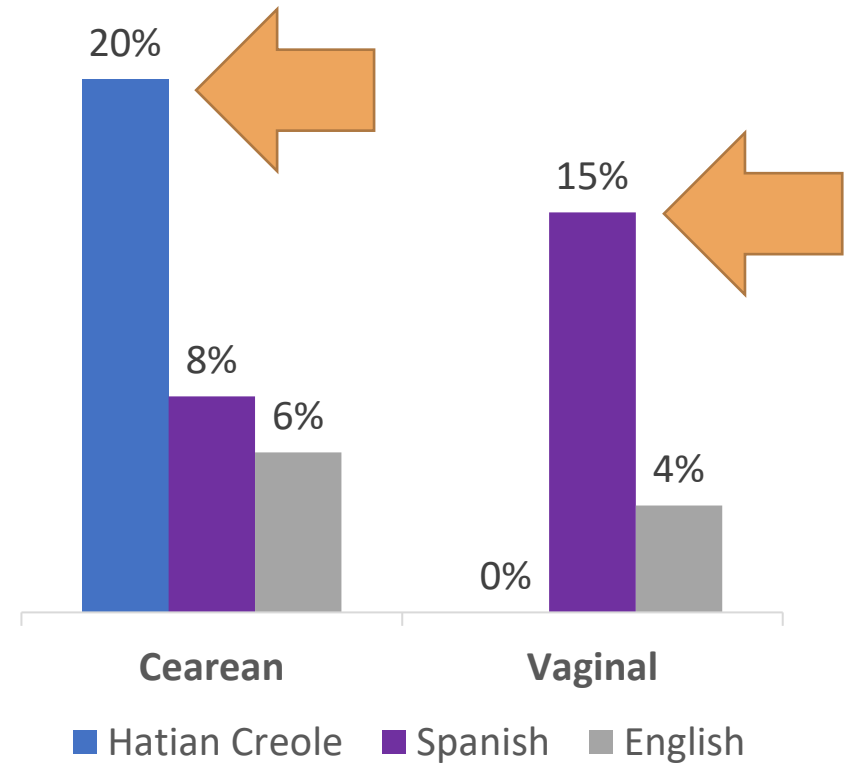
Patients who reported feeling pressured into unwanted or unclear care

7% of pts. with cesareans felt pressured into care, versus 5% of pts with vaginal delivery

Differences by race and ethnicity



Differences by primary language



RMC Survey: Different Treatment

5% of patients reported being treated differently by the HC team

	Hispanic	NH-Black	NH-White
Spoken Language	8%	6%	2%
Mental Health Status	7%	6%	2%
Health insurance	6%	6%	2%
Race or skin color	6%	6%	2%
Ethnicity and culture	5%	5%	2%

RMC Survey: Respect and Compassion

98% of patients reported being treated with respect and compassion

	% patients
Check-in	98%
L&D	98%
Postpartum	98%
Discharge	95%

RMC Survey: Feedback for Improvement

Total patients that provided open feedback: 805

Positive sentiment: 637

Mixed: 77

Neutral: 32

Negative sentiment: 59

RMC Survey: Feedback for Improvement

Communication and Privacy Issues:

- Feeling dismissed/intimidated (x8)
- Aggressive/pushy approach by specific person in care team (x7)
- Communication gaps (no anticipatory guidance (x5), language barriers (x6))
- Privacy concerns (team didn't knock (x4), interrupted while breastfeeding(x3))

Support and Guidance:

- Insufficient guidance on baby care for unsupported/new moms (x6)
- Lack of support for dad (bed/food (x5))
- Limited dietary options (x4)
- Unexperienced RN (struggling with: IV placement (x3), equipment (x4), organization (x4))
- Limited access to alternative pain management beyond epidural (x4)
- Mom feeling neglected post-birth as attention shifted solely to the baby (x3)

RMC Survey: Feedback for Improvement

Most open feedback highly praised medical team around the following areas:

Team Collaboration and Support:

- Recognition of coordinated efforts for a smooth childbirth experience.

Exceptional Care During Difficult Circumstances:

- Gratitude for professionalism, competence, and compassion.

Personalized and Informative Support:

- Recognition of staff who tailored care to individual needs.

Positive Impact on Patient Experience:

- Acknowledgment of the hospital's welcoming and empowering environment.

Specific recognition:

- Gratitude for nurses and doctors who demonstrated exceptional professionalism, kindness, and expertise throughout labor, delivery, and postpartum care.

Just a few quotes....

- Everyone was excellent and amazing, truly! They all helped me make choices when the choices I came ready for were no longer options, and they helped me when I felt like I couldn't help myself. I'm glad they helped me with stories, compassion, and personal experiences because sure, we do a lot of research and we think we have an idea of what goes on once we're there, but really, nothing could have prepared me more or helped me through than the care I received! When you trust and are comfortable, it's entirely different, and I never expected to feel so comfortable! I was prepared for the worst and prepared for a battle on topics or decisions, but at no point did I feel like they weren't listening to me. Thank you all so much! <3
- They turned a scary experience into something magical.
- My nurses went above and beyond for us the care we received was excellent we were blessed to have such great nurses take care of our family, standing ovation to the team for all their hard work [name] was also excellent best choice we could have made picking him as our doctor.

Where are We Now?

Data Insights: maternal characteristics, risk factors, & outcomes across populations



Process in place for demographic and SDOH intake



Written action plan to address a health disparity

Respectful Maternity Care (RMC)



Strategy in place to share Respectful Care for pts.



Need for physician & midwife education

Universal SDOH Screening & Linkage to Services/Resources



Increased SDOH screening and referrals



Make sure linkage is meaningful (warm hand off)

Family & Community Engagement in QI Work



Engage advisors in QI work

Comments?
Questions?

