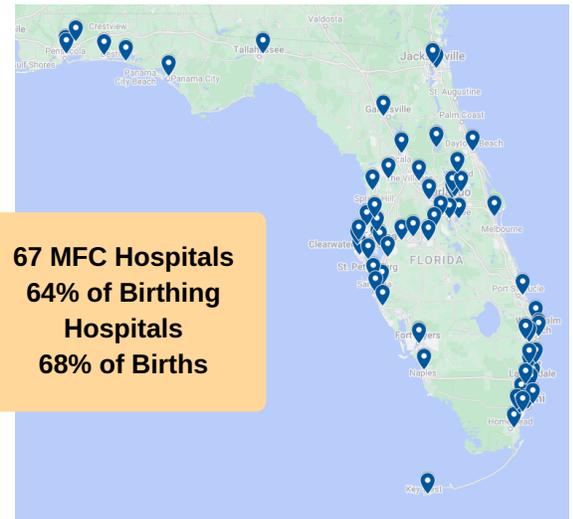




Beginning in January 2023, The Centers for Medicare and Medicaid Services (CMS) rolled out new requirements for hospitals to screen patients for social determinants of health (SDOH) and ensure respectful care. This aligns with recommendations from other leading clinical organizations to inquire about and document health-related social needs, and prioritize respectful care. Additionally, starting in January 2024, hospitals must document the percentage of patients with identified needs who are referred for appropriate services. Addressing maternal and family needs related to housing, food, transportation, utility services, and safety can help to improve health outcomes. Mother-Focused Care was designed to help hospitals identify those needs in a framework of respectful care, and to help assure timely referral to appropriate services.

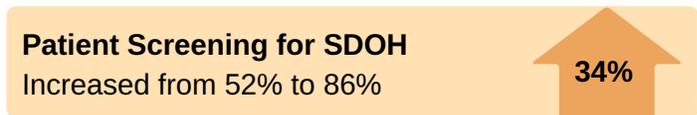
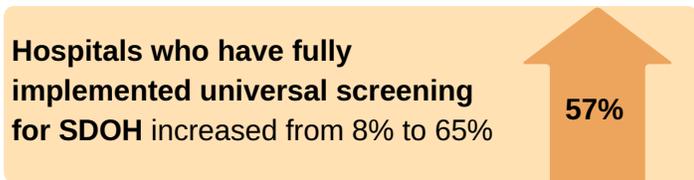
### WHAT IS THE MOTHER-FOCUSED CARE INITIATIVE (MFC)?

- A hospital orientation meeting was held in April 2023, with hospital-based kickoff of the Initiative in July 2023.
- MFC offers participating hospitals:
  - Tools to delve into data about their patients to discover unwanted variations,
  - Approaches to enhancing respectful maternity care (RMC) and education,
  - Techniques to improve screening and linkage to resources for patients in need, and
  - Strategies to improve efforts at engaging families and community members in hospital quality improvement.
- View these resources at [FPQC.org/MFC-toolbox](https://FPQC.org/MFC-toolbox).



### KEY IMPROVEMENTS

From baseline (July-September 2023) to the last three months (March-May 2024), MFC hospitals have shown significant improvements across several key metrics:



**Target for Improvement:** Despite a significant increase in the percentage of positive SDOH patients referred to appropriate services, there has been **little to no change in referrals for housing insecurities.**

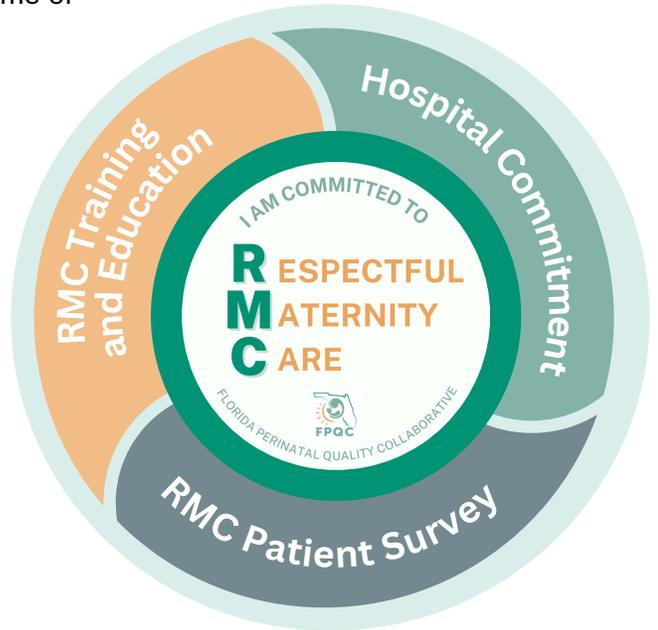
## RESPECTFUL MATERNITY CARE (RMC)

While RMC is now a universal component of all FPQC initiatives, MFC was the first FPQC initiative to include RMC as a primary driver. Some of the RMC activities implemented in MFC included the following:

**FPQC offered in-person statewide train-the-trainer workshops** as one option for teams to satisfy the RMC training requirement. Those who completed the training returned to their hospitals with the tools to teach their entire clinical team.

**FPQC created samples of RMC commitments for hospitals.** Hospitals then used creative strategies to customize for their clinical setting, including banners for all team members to sign, t-shirts, buttons, pledge cards, and badge buddies.

**FPQC developed a RMC Survey to assess birthing experience from the patient perspective.** Twenty-nine MFC hospitals have implemented the survey. Over 95% of the responses received have been positive, however, opportunities to evaluate and enhance care practices were also identified.



## CENTERING PATIENT VOICES

In addition to the RMC Survey and promoting the incorporation of community and family advisors into QI efforts, FPQC collaborated with Florida Association of Healthy Start Coalitions and researchers at the University of South Florida College of Public Health for statewide interviews with mothers who had given birth within the past two years. The “Listening to Mothers’ Voices” recordings were provided to local coalitions throughout the state who in turn shared with hospitals in their communities. These listening sessions sparked conversations about how hospitals can contribute to improved quality of care in their area.



**Learn more about how FPQC and our partners are centering patient voices!**

## ONGOING OPPORTUNITIES FOR HOSPITALS

- Keep collaborating with your clinical teams to ensure that all patients are screened for SDOH and referred for needed services.
- Work with FPQC to create an impact statement to share with your team and C-Suite.
- Plan for future initiatives: FPQC will be launching the **P**regnancy-**R**elated **O**ptimal **M**anagement of **H**yper**T**ension (PROMPT) Initiative in the fall of 2024, building upon important lessons learned from screening/referrals for SDOH, incorporating patient advisors, respectful care education, and from our **P**ostpartum **A**ccess and **C**ontinuity of **C**are (PACC) Initiative that concluded in June 2024. More details to come!

*Thanks to the Florida Department of Health and the Florida Maternal Mortality Review Committee for providing the data.*



Florida Perinatal  
Quality Collaborative  
FPQC.org/MFC

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