

# PACC

POSTPARTUM ACCESS & CONTINUITY OF CARE

## Celebration Webinar

6/25/2024



# Welcome!



Please mute yourself



If you have a question, please enter it in the chat or raise your hand (Reactions)



This webinar is being recorded

# Welcome Hospitals

AdventHealth Altamonte Springs  
AdventHealth Celebration  
AdventHealth Daytona Beach  
AdventHealth Fish Memorial  
AdventHealth Heart of Florida  
AdventHealth Ocala  
AdventHealth Orlando  
AdventHealth Sebring  
AdventHealth Tampa  
AdventHealth Waterman  
AdventHealth Wesley Chapel  
AdventHealth Winter Park  
AdventHealth Zephyrhills  
Ascension Sacred Heart  
Ascension Sacred Heart on the Emerald Coast  
Ascension St. Vincent's Clay County  
Ascension St. Vincent's Southside  
Baptist Health Care (Pensacola)  
Baptist Medical Center Beaches

Baptist Medical Center Clay  
Baptist Medical Center Jacksonville  
Baptist Medical Center South  
Bayfront Health St. Petersburg  
Baptist Health Bethesda Hospital  
Baptist Health Boca Raton Hospital  
Baptist Health Homestead Hospital  
Baptist Health South Miami Hospital  
Baptist Health West Kendall Baptist Hospital  
Baptist Hospital of Miami  
Broward Health  
Broward Health Coral Springs  
Cape Canaveral Hospital  
Cleveland Clinic Indian River  
Cleveland Clinic Martin North Hospital  
Cleveland Clinic Tradition Hospital  
Halifax Health  
HCA Florida Brandon Hospital  
HCA Florida Gulf Coast Hospital

# Welcome Hospitals

Holmes Regional Medical Center  
Jackson Hospital (Marianna)  
Jackson Memorial Hospital  
Jackson North Medical Center  
Jackson South Medical Center  
Jackson West Medical Center  
Lakeland Regional Health  
Lee Health Cape Coral Hospital  
Lee Health Health Park Medical Center  
Mease Countryside Hospital  
Memorial Hospital West  
Memorial Miramar  
Memorial Regional Hospital  
Morton Plant Hospital  
Mount Sinai Medical Center  
NCH North Naples Birthplace  
North Okaloosa Medical Center  
Orlando Health South Lake Hospital  
Parrish Medical Center  
South Lake Hospital  
St. Joseph's Hospital North

St. Joseph's Hospital South  
St. Joseph's Women's Hospital  
St. Mary's Medical Center  
Santa Rosa Medical Center  
Sarasota Memorial Hospital  
Sarasota Memorial Hospital – Venice Campus  
South Florida Baptist Hospital  
Tallahassee Memorial Health  
Tampa General Hospital  
UF Health Jacksonville  
UF Health Jacksonville North  
UF Health Leesburg  
UF Health Shands  
UF St Johns  
Winnie Palmer Hospital  
Winter Haven Women's Hospital  
HCA Florida Orange Park Hospital  
HCA Florida West Hospital

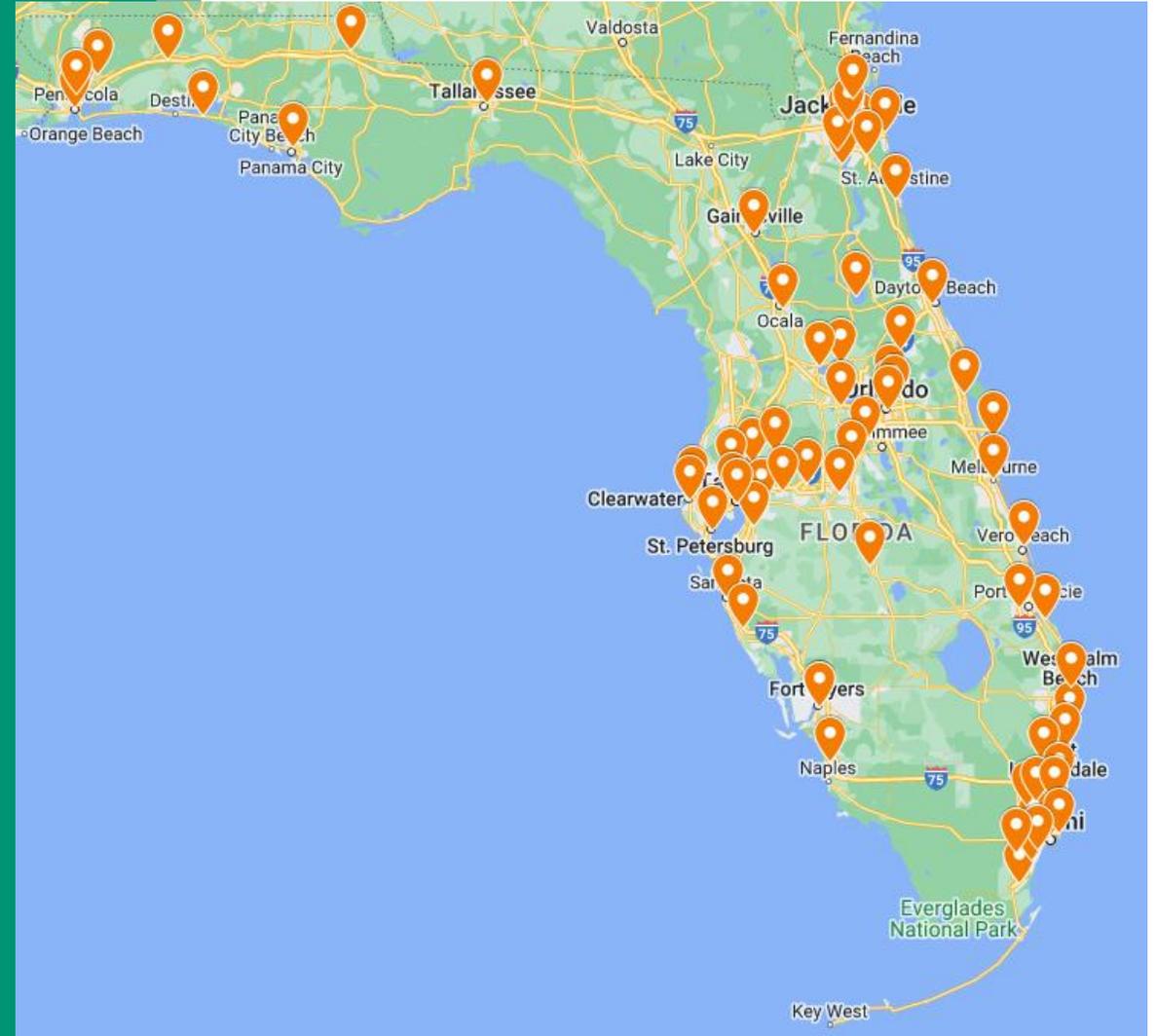


**PACC**  
POSTPARTUM ACCESS & CONTINUITY OF CARE



## 75 Florida Hospitals:

- 72% of maternity hospitals
- 82% of births



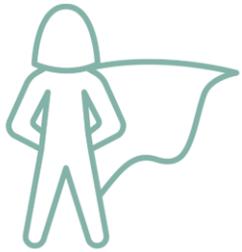
# Data Insights and Milestones

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# Patient Characteristics



75 reporting hospitals (Jan 2023 – May 2024)



22,421 postpartum women

Spanish speaking: 11%

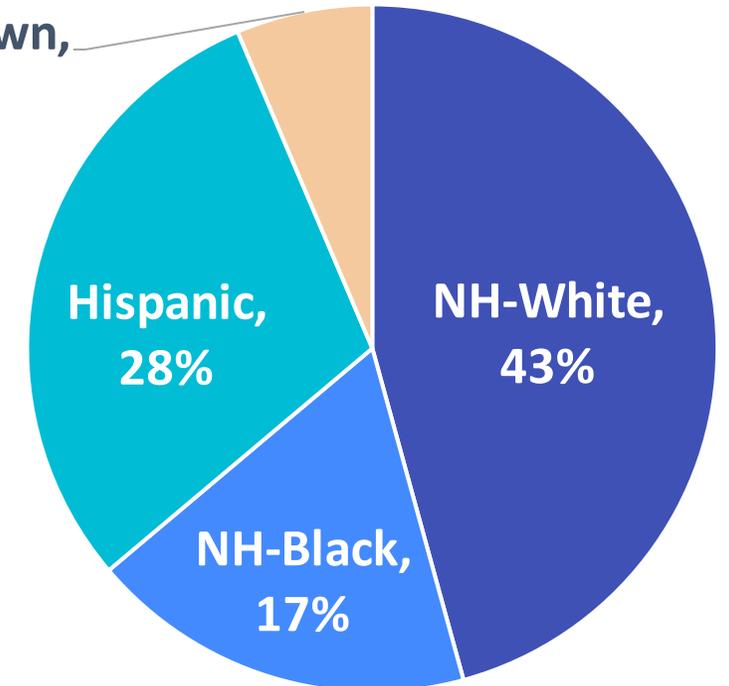
Medicaid-covered: 43%

Late or no PNC: 7%

Cesarean: 34%

Hypertensive disorders: 17%

Unknown,  
6%



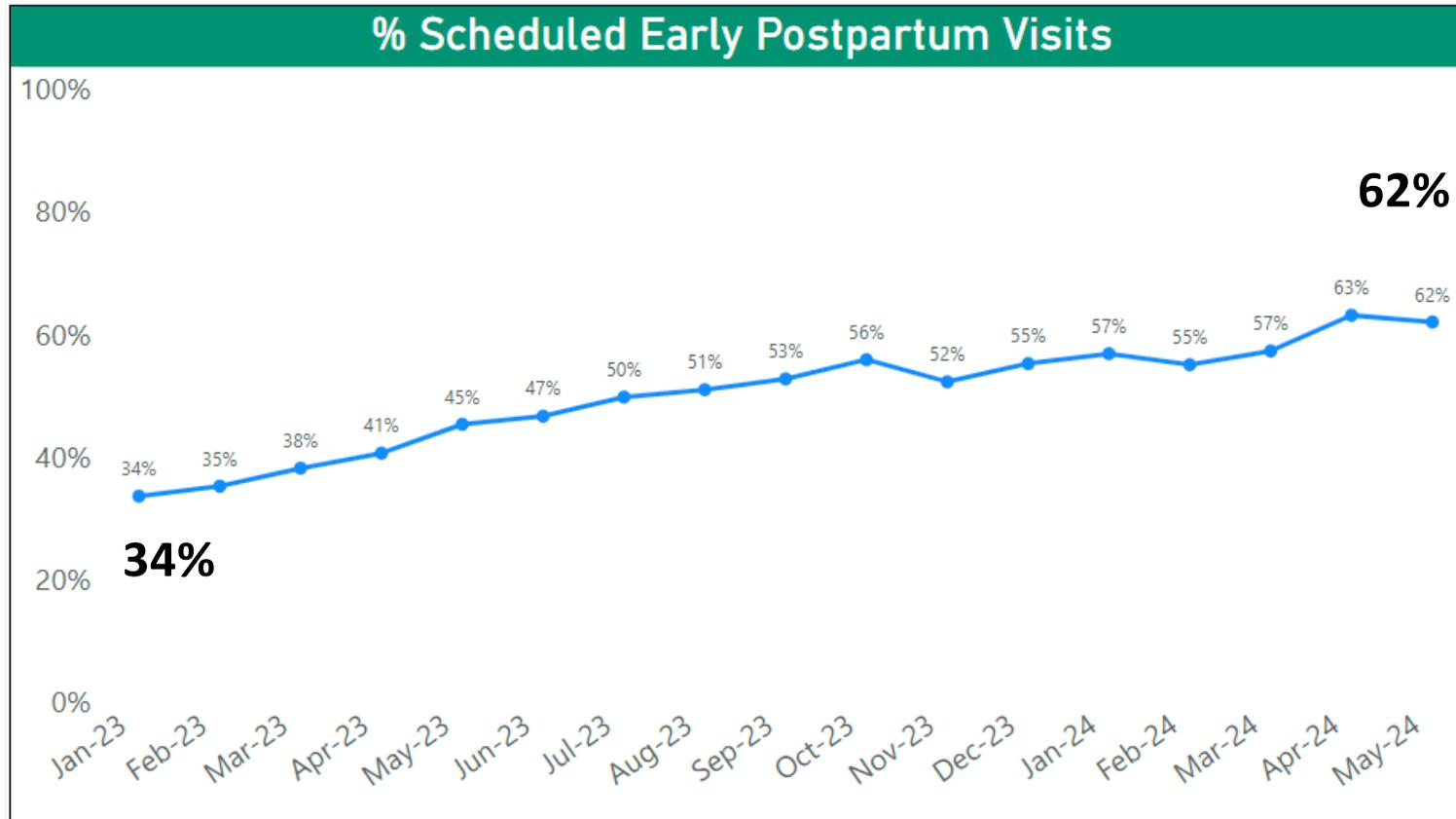
# AIMS

- By 6/2024, FPQC participating hospitals will:**
- **Increase the % of patients with a 2-week PP visit scheduled prior to discharge by 20%\***
  - **Increase patient PP education by 20%\***

# PACC Aim

By June 2024, PACC hospitals will increase by 20%:

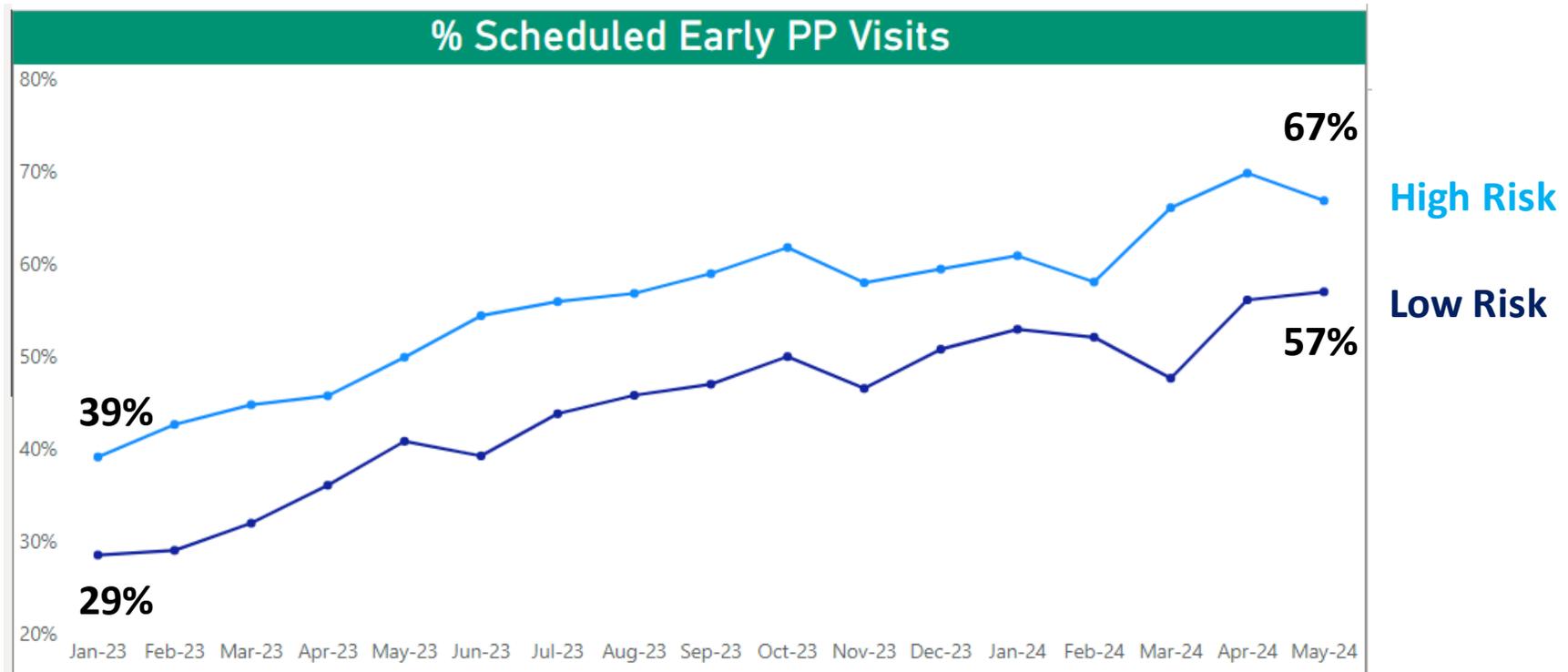
1. The % of patients with a 2-week PP visit scheduled prior to discharge



**28%  
increase**

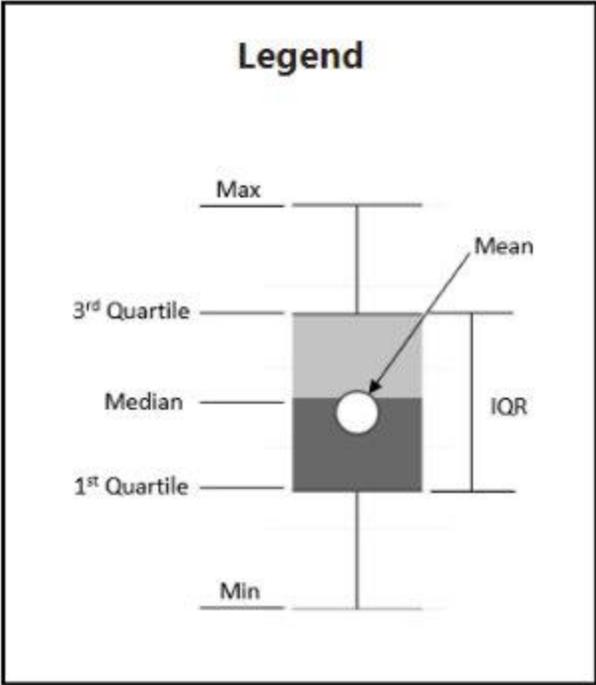
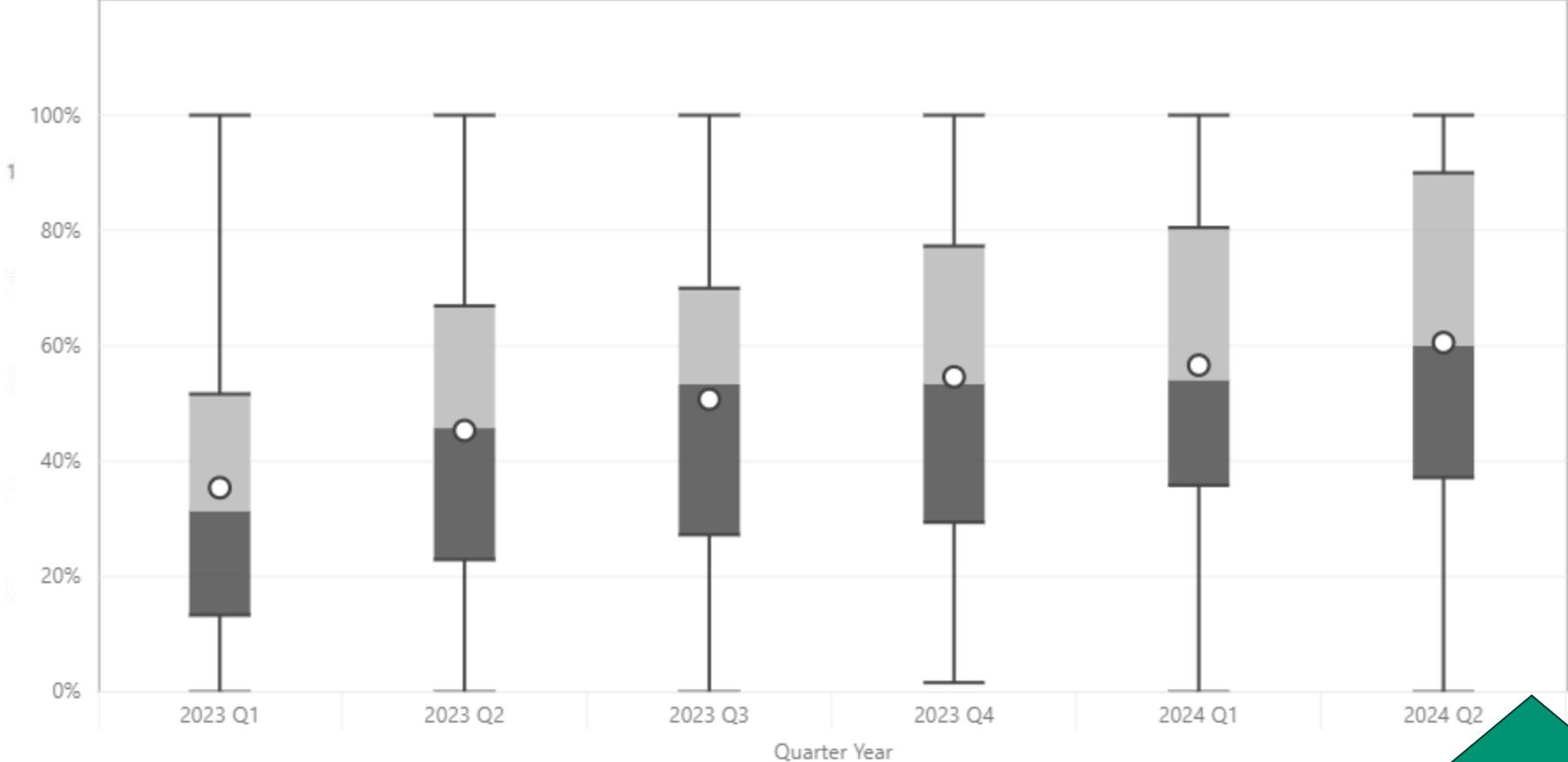
# PACC Aim

By June 2024, PACC hospitals will increase by 20%:  
1. The % of patients with a 2-week PP visit scheduled prior to discharge

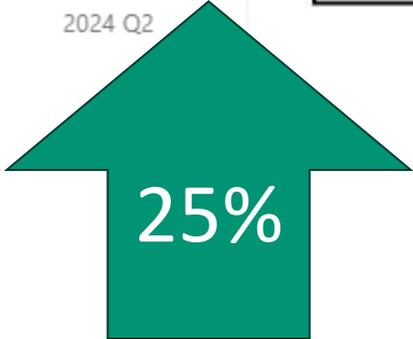


High risk = diagnosed with chronic hypertension, gestational hypertension, pre-eclampsia, eclampsia, maternal heart disease. History of venous thromboembolism or anticoagulation prior to discharge. C-section or 3rd or 4th degree vaginal laceration. Substance use disorder or positive screen for substance use disorder.

# Scheduling the 2-week Postpartum Visit

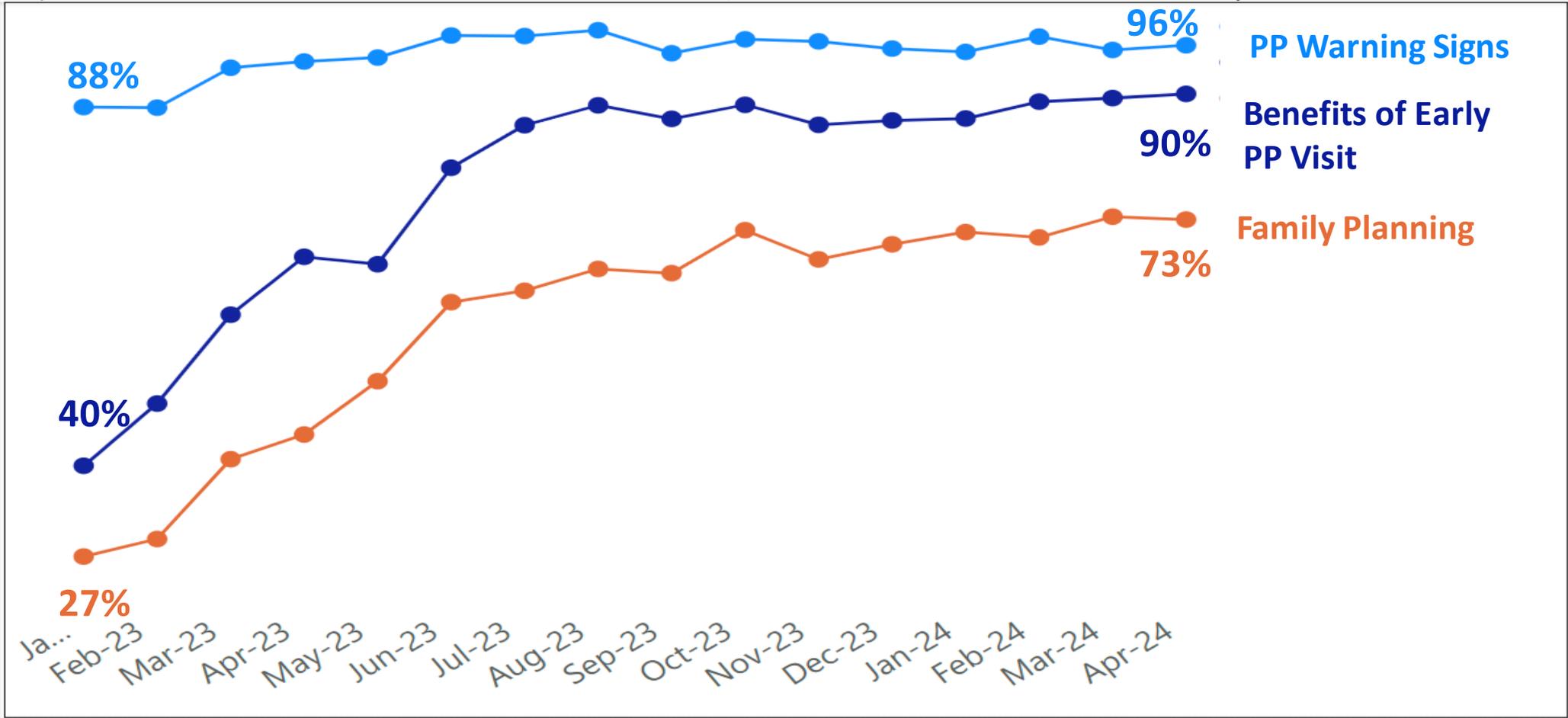


The scheduling of 2-week postpartum visit increased from 36% at baseline to 61% at the end of the initiative

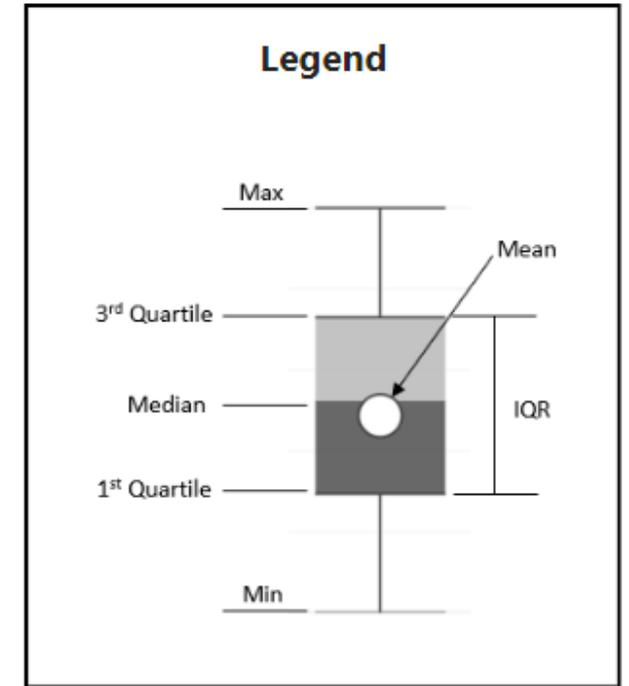
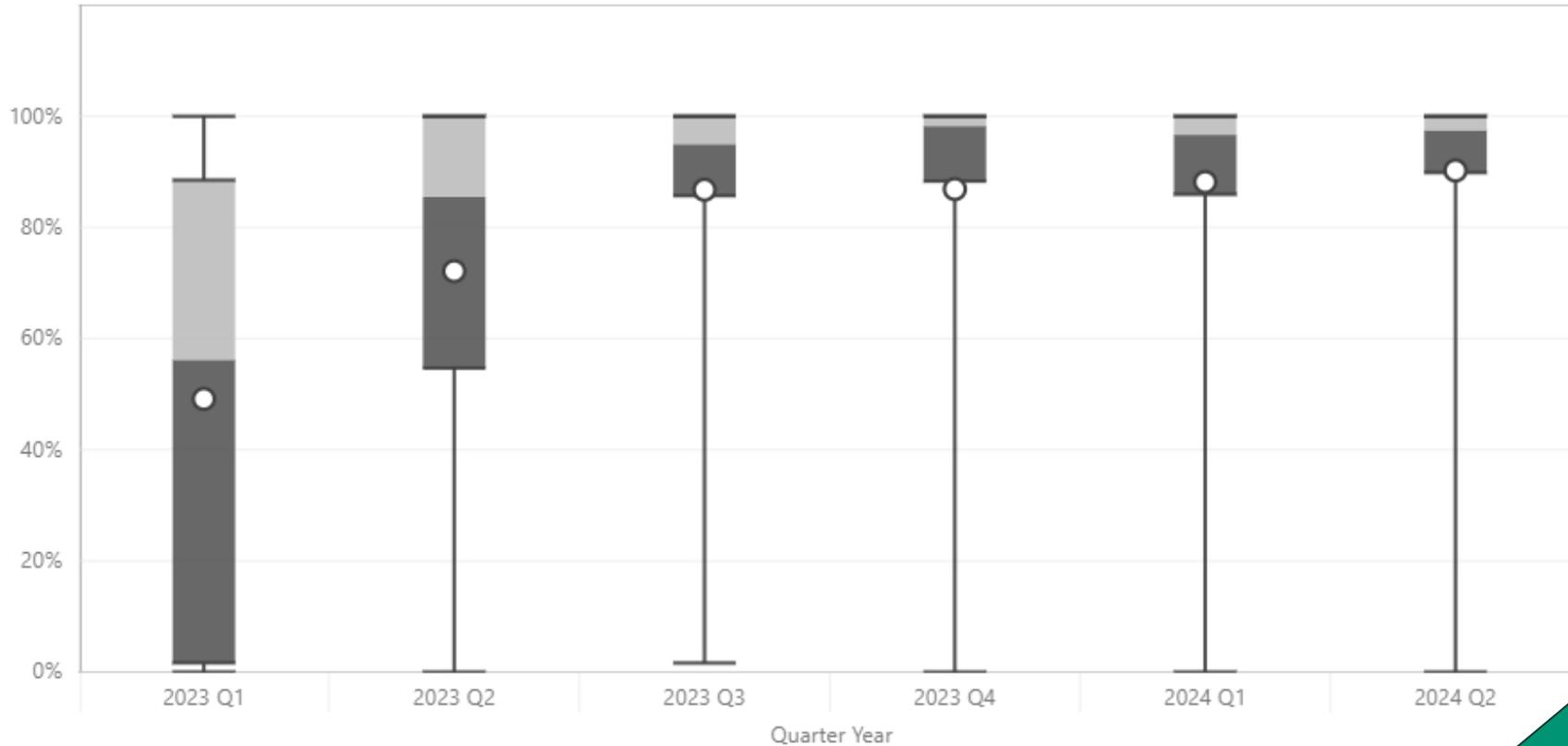


# PACC Aim

By June 2024, PACC hospitals will increase by 20%:  
2. The % of patients who receive verbal postpartum education and materials



# Education on the Post-Birth Health Check



Education on PBHC increased from 49% at baseline to 91% at the end of the initiative

42%

**Global AIM:** Improve maternal health through hospital-facilitated continuum of postpartum care by coordinating and providing respectful, timely, and risk-appropriate coordinated care and services.

**AIM**

**By 6/2024, FPQC participating hospitals will:**

- **Increase the % of patients with a 2-week PP visit scheduled prior to discharge by 20%\***
- **Increase patient PP education by 20%\***

*Respectful care is a universal component of every driver & activity*

**Primary Key Drivers**

Process for Maternal Discharge Risk Screening & Arranging Early Postpartum Visits

Comprehensive Postpartum Patient Discharge Education

Clinician Postpartum Engagement and Education

# Risk Assessments

## Questions:

1 **Has the patient been diagnosed with chronic hypertension, gestational hypertension, pre-eclampsia, eclampsia, maternal heart disease, or related conditions?**

- Schedule blood pressure check in 2-3 days and appointment with OB or PCP in 1-2 weeks.
- If yes to maternal heart disease, schedule appointment with cardiology in 1-2 weeks.

2 **Does the patient have a history of venous thromboembolism (DVT or pulmonary embolism) this pregnancy or on anticoagulation prior to delivery?**

- If yes, then ensure patient has 6 weeks of medication for anticoagulation in hand prior to discharge.

3 **Did the patient have a c-section or 3rd or 4th degree vaginal laceration?**

- If yes, schedule for 1-2-week incision check with OB.

4 **Does the patient have substance use disorder or screened positive with an evidence-based verbal screening tool?**

- If yes, perform SBIRT, refer for MAT/MOUD, provide Naloxone kit/Rx, and OB follow up in 1-2 weeks.

## QUESTIONS TO ASK THE PATIENT:

5 **Ask: Do you feel unsafe at home? Is there a partner from a relationship who is making you feel unsafe now?**

- If yes, then refer to case manager or social worker for assessment prior to discharge.

6 **Ask: Over the last two weeks have you felt down, depressed, hopeless, have little interest in doing things, or have a history of mood or anxiety disorder?**

- If yes, then screen with Edinburgh Postnatal Depression Scale (recommended), contact OB provider, and schedule follow up for mood check in 1-2 weeks. Consider psych consult prior to discharge or discharge as appropriate.

7 **Ask: Can I connect you to additional community resources?**

- If yes, consult social worker, refer to Healthy Start, Medicaid Case Manager, or hospital financial counselor.



## Maternal Discharge Risk Assessment

From 38% at baseline to 86% in the last quarter

## PP Discharge Assessment (Vital Signs close to discharge and action)

From 48% at baseline to 87% in the last quarter

Patient Save Stories

# Hospital Level Structural and Process Measures

75 hospitals

	Baseline	End of PACC
Process Flow for Scheduling PP visit	16	56
Aligned Guidelines to Support PP Visit Prior to Discharge	14	60
Maternal Discharge Risk Assessment	14	67
Pts. Receive Recommended PP Discharge Information	16	71

# Hospital Level Structural and Process Measures

75 hospitals

	Baseline	End of PACC
Engage and Educate Inpatient Providers	16	57
Engage and Educate Outpatient Providers	14	50
New Hire Engagement and Education	14	62
ER Provider and Staff Education	16	38
ER Verbal Screening Standardization	16	28

# Hospital Level Measures – Education Criteria



70%

**About a 70% increase  
across all education  
criteria for physicians,  
midwives, and nurses**

## Benefits of Post Birth Health Check

- increased from about 30% to between 95% and 100%

## Document PP visit

- increased from about 30% to between 90% and 100%

## Schedule Early PP Visit prior to discharge

- increased from about 30% to between 95% and 100%

## Components on the Post Birth Health Check

- increased from about 20% to between 90% and 100%

**Questions?**  
**Up Next: Sharing Results**

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# Sharing your Results/ Data Dissemination

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# One-pager



In Florida, a concerning trend persists: a third to a half of pregnancy-related deaths occur after the mother has been discharged home. Notably, 69% of these deaths are preventable, with a third involving a stand-alone visit to the emergency room before death. Black, obese, older (35+), and Medicaid-covered mothers face a disproportionately higher risk of death post-discharge. Postpartum (PP) women are also at higher risk of cardiovascular disease, stroke, PP depression, and other complications well after discharge. As a key strategy to optimize PP care, ACOG recommends an early PP visit for all patients within 3 weeks of giving birth.

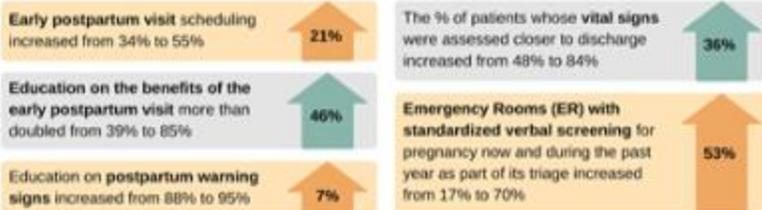
## WHAT IS PACC?

In January 2023, FPQC launched the Postpartum Access & Continuity of Care (PACC) Initiative with 75 Florida hospitals, covering 72% of birthing hospitals and 81% of births statewide. PACC aims to improve maternal health through hospital-facilitated continuum of postpartum care by coordinating and providing respectful, timely, and risk-appropriate care and services. FPQC equips hospitals with an evidence-based toolkit and resource directory, supplemented by in-person training, monthly coaching calls, peer mentorship, and rapid data reporting to support ongoing improvement. View these resources at [FPQC.org/PACC/toolbox](https://fpqc.org/PACC/toolbox).



## KEY ACHIEVEMENTS

From January 2023 to January 2024, PACC hospitals have exceeded their initial goals across key metrics:



## OVER 70% OF PACC HOSPITALS HAVE:

- Enhanced operations through workflow optimization and staff education, including smart phrase integration in the EHR system.
- Improved ER and OB collaboration, with postpartum education for ER staff and streamlined OB consultations.
- Engaged in monthly coaching calls to share promising practices, exchange insights from small tests of change, and celebrate successes.

## IMPACT ON MOTHERS: SAVING LIVES

Being a part of PACC saves lives! The PACC initiative recommends a full set of vital signs within 2 hours before discharge. In one of our PACC hospitals, a patient was ready to go home, but she had elevated blood pressure at her final check. She wanted to go home and considered leaving against medical advice. Her nurse and physician convinced her to stay, and within a few hours her condition declined rapidly, requiring ICU care. She recovered fully and was able to go home safely a few days later.



<https://fpqc.de/PACC/saves>

Hospitals have shared other patient stories highlighting PACC's life-saving impact. Scan to read more!

## SUSTAINABILITY: ENSURING LONG-TERM IMPACT

PACC hospitals have attained great success throughout the initiative. With the active phase of the initiative coming to an end in June, PACC hospitals will continue to:

- Conduct periodic EHR audits to ensure clinician compliance with established policies and procedures
- Increase OB engagement over time, with most providers conducting risk assessments before discharge and supporting early postpartum visits through office or RN-driven protocol visits
- Prioritize collaboration with ERs, including free-standing ERs and EMT providers, to establish standardized workflows and protocols for screening and caring for pregnant and PP patients



<https://fpqc.de/PACC-ER>

Check out FPQC's ER resources!

## ONGOING OPPORTUNITIES FOR HOSPITALS

- Keep collaborating with your clinical teams to ensure that all patients have access to an early postpartum visit.
- Celebrate and disseminate your success!
- Plan for future initiatives: FPQC will be launching an initiative on Severe Hypertension in Pregnancy in the fall of 2024 with components of PACC. 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/PACC](https://fpqc.org/PACC)  
Email [FPQC@ust.edu](mailto:FPQC@ust.edu) for more information



# What is an Impact Statement?

An impact statement outlines the **achieved outcomes, their significance, and the benefits** of an initiative or action in a concise and clear manner

## Importance:

- ✓ **Communicate results** (c-suite, leadership team, bedside clinical team)
- ✓ **Demonstrate value** – why QI efforts matter/how changes help patients, staff and the hospital
- ✓ **Secure funding/support** (sustainability/future initiatives)
- ✓ [Find template here: qrco.de/PACC\\_TOOLBOX](https://qrco.de/PACC_TOOLBOX)



# Using Patient Stories

Check out our website for many more patient stories

“As a result of PACC, our campuses implemented a discharge vital screening and have blood pressure (BP) parameters in our standard procedures. This weekend, the discharge vital screening caught an elevated BP and discharge was cancelled. The patient was transferred to our high-risk unit and started on medications. Before PACC, she would have gone home.” (AdventHealth Orlando)

“We had a patient go for her postpartum follow up at 2 weeks. She did not have any history of hypertension, but during this visit she had elevated blood pressures. She was sent straight to the hospital from the office where she was placed on magnesium sulfate and given medication for high blood pressure. We’ve been seeing this happen more often since we started PACC. “ (Mount Sinai Medical Center)

# Example of Patient Story – Brian and Karina



**Questions?**  
**Up Next: Stars!**

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# PACC hospitals receive a star for each met metric:



**Meeting  
Participation**



**Data Collection  
& Reporting**



**Hospital  
Capacity**



**PP Visit  
Improvement**



**PBHC  
Improvement**

# PACC hospitals receive a star for each met metric:



## Meeting Participation

- $\geq 80\%$  active participation: attendance at monthly coaching calls, mid-initiative meeting, periodic webinars, and
- Quarterly presentation of applied QI tool related to PACC in coaching calls

# Meeting Participation Measure Improvement



AdventHealth Altamonte Springs	Baptist Medical Center Beaches	HCA Florida Brandon Hospital	North Okaloosa Medical Center
AdventHealth Celebration	Baptist Medical Center Clay	HCA Florida Gulf Coast Hospital	Orlando Health South Lake Hospital
AdventHealth Daytona Beach	Baptist Medical Center Jacksonville	HCA Florida Orange Park Hospital	Parrish Medical Center
AdventHealth Fish Memorial	Baptist Medical Center South	HCA Florida West Hospital	South Lake Hospital
AdventHealth Heart of Florida	Bayfront Health St. Petersburg	Holmes Regional Medical Center	St. Joseph's Hospital North
AdventHealth Ocala	Baptist Health Bethesda Hospital	Jackson Hospital (Marianna)	St. Joseph's Hospital South
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AdventHealth Tampa	Baptist Health South Miami Hospital	Jackson South Medical Center	Sarasota Memorial Hospital
AdventHealth Waterman	Baptist Health West Kendall Baptist Hospital	Jackson West Medical Center	Sarasota Memorial Hospital – Venice Campus
AdventHealth Wesley Chapel	Baptist Hospital of Miami	Lakeland Regional Health	South Florida Baptist Hospital
AdventHealth Winter Park	Broward Health	Lee Health Cape Coral Hospital	Tallahassee Memorial Health
AdventHealth Zephyrhills	Broward Health Coral Springs	Lee Health Health Park Medical Center	Tampa General Hospital
Ascension Sacred Heart	Cape Canaveral Hospital	Mease Countryside Hospital	UF Health Jacksonville
Ascension Sacred Heart on the Emerald Coast	Cleveland Clinic Indian River	Memorial Hospital West	UF Health Jacksonville North
Ascension St. Vincent's Clay County	Cleveland Clinic Martin North Hospital	Memorial Miramar	UF Health Leesburg
Ascension St. Vincent's Southside	Cleveland Clinic Tradition Hospital	Memorial Regional Hospital	UF Health Shands
Baptist Health Care (Pensacola)	Flagler Hospital	Morton Plant Hospital	Winnie Palmer Hospital
	Halifax Health	Mount Sinai Medical Center	Winter Haven Women's Hospital
		NCH North Naples Birthplace	



# PACC hospitals receive a star for each met metric:



## Data Collection & Reporting

- Complete submission of monthly and quarterly data (no more than a quarter-lag at any point), and
- Implement a strategy to share data (e.g., impact statement, share QI progress in OB-GYN meetings/grand rounds, post data, etc.)

# Data Collection & Reporting Measure Improvement



AdventHealth Altamonte Springs

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AdventHealth Orlando

AdventHealth Waterman

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Bayfront Health St. Petersburg

Baptist Health Bethesda Hospital

Broward Health Coral Springs

Broward Health Medical Center

Cleveland Clinic Indian River

Cleveland Clinic Martin North Hospital

Cleveland Clinic Tradition Hospital

Halifax Health

HCA Florida Brandon Hospital

HCA Florida West Hospital

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Memorial Hospital Miramar

Memorial Regional Hospital

Mount Sinai Medial Center

NCH Healthcare System

North Okaloosa Medical Center

Parrish Medical Center

Santa Rosa Medical Center

Sarasota Memorial Hospital

South Miami Hospital

St. Joseph's Hospital North – Baycare

St. Joseph's Women's Hospital

Tallahassee Memorial Health

Tampa General Hospital

UF Health Jacksonville

UF Health Shands Hospital

UF St. Johns

West Kendall Baptist Hospital

Winter Haven Women's Hospital

# PACC hospitals receive a star for each met metric:



## Hospital Capacity

- Fully implement at least 5 PACC structural measures, and
- Educate  $\geq 80\%$  of staff and providers on 1. Benefits of early risk-appropriate PP care, 2. Process, guideline, or protocol for facilitating scheduling the early PP visit prior to discharge, 3. Documentation and billing for the early PP visit and 4. Components of the early PP visit/encounter (Post-Birth Health Check - "Follow the B's!")

# Hospital Capacity Measure Improvement



AdventHealth Altamonte Springs

AdventHealth Celebration

AdventHealth Daytona Beach

AdventHealth Fish Memorial

AdventHealth Heart of Florida

AdventHealth Ocala

AdventHealth Orlando

AdventHealth Sebring

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Baptist Medical Center Beaches

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BayCare Morton Plant Hospital

Bayfront Health St. Petersburg

Bethesda Hospital Baptist Health South Florida

Broward Health Coral Springs

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HCA Florida West Hospital

Health Park Hospital

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Jackson Hospital

Jackson South Medical Center

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Mount Sinai Medical Center

North Okaloosa Medical Center

Orlando Health South Lake Hospital

Parrish Medical Center

Santa Rosa Medical Center

Sarasota Memorial Hospital

South Miami Hospital

St. Joseph's Hospital North - BayCare

St. Joseph's Hospital South

St. Joseph's Women's Hospital

St. Mary's Medical Center

Tallahassee Memorial Health

Tampa General Hospital

UF Health Jacksonville North

UF Health Jacksonville

UF Health St. Johns

West Kendall Baptist Hospital

Winnie Palmer Hospital

Winter Haven Women's Hospital

# PACC hospitals receive a star for each met metric:



## PP Visit Improvement

- Improvement of 20% of women with a 2-week PP visit/encounter scheduled prior to discharge or surpassing the goal of 70%

# PP Visit Measure Improvement



AdventHealth Daytona Beach  
AdventHealth Fish Memorial  
AdventHealth Heart of Florida  
AdventHealth Sebring  
AdventHealth Tampa  
AdventHealth Waterman  
AdventHealth Wesley Chapel  
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UF Health Jacksonville  
UF Health Leesburg  
UF Health Shands  
UF Health St. Johns  
West Kendall Baptist Hospital  
Winter Haven Women’s Hospital

# PACC hospitals receive a star for each met metric:



## PBHC Improvement

- Improvement of 20% of women or received the PACC education bundle prior to discharge or surpassing the goal of 90%
  - Bundle: 1. Benefits of early risk-appropriate PP visits/encounters (Post-Birth Health Check), 2. PP warning signs and 3. Benefits of and options for pregnancy spacing, family planning, and contraceptive choice.

# PBHC Improvement Measure Improvement



AdventHealth Celebration

AdventHealth Daytona Beach

AdventHealth Fish Memorial

AdventHealth Heart of Florida

AdventHealth Ocala

AdventHealth Orlando

AdventHealth Sebring

AdventHealth Tampa

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Tallahassee Memorial HealthCare

UF Health Jacksonville North Campus

UF Health Jacksonville

UF Health Leesburg

UF Health Shands

UF Health St. Johns

West Kendall Baptist Hospital

Winter Haven Women's Hospital



# PACC

## HOSPITAL ALL-STAR



FPQC PROUDLY AWARDS:

*Sample Hospital Name*

*For achieving excellence across five quality measures in  
postpartum access and continuity of care*

*Lori Reeves*

**Lori Reeves**  
FPQC Executive Director

*Margie Boyer MS, RNC*

**Margie Boyer**  
FPQC Nurse Lead

*Julie DeCesare*

**Julie DeCesare**  
FPQC Physician Lead

*John Caravello*

**John Caravello**  
FPQC Physician Lead

Thank you, Coach-Mentors !!!



## Special Thanks to our RN & MD Coach-Mentors:

Bridget Funk & John Caravello

Carol Lawrence & Julie DeCesare

Danielle Moore & Ira Sites

Kim Huber & Adolfo Gonzales-Garcia

Leah Williams-Jones & Karen Bruder

Lindsay Greenfield & Kimberly Fryer

Nadine Walker & Megan Bagwell

Nancy Travis & Chadwick Leo



# Next Maternal Health Initiative – PROMPT



## Aim

By 6/2026, PROMPT participating hospitals will:

- Increase the % of patients who receive timely treatment\* for acute onset severe hypertension within 1 hour from the first severe range BP reading by 20%
- Increase the % of patients receiving appropriate discharge education and scheduled follow-up encounters within 3-7 days post-discharge by 20%.

## Primary Key Drivers

Readiness

Recognition

Response

*Family-Centered Care is a universal component of every driver & activity*

# PACC

POSTPARTUM ACCESS & CONTINUITY OF CARE

## YOU ARE THE BEST!



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