



TIPS TO BUILD PATIENT & FAMILY RELATIONSHIPS WITHIN YOUR HOSPITAL

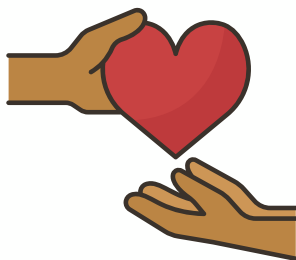
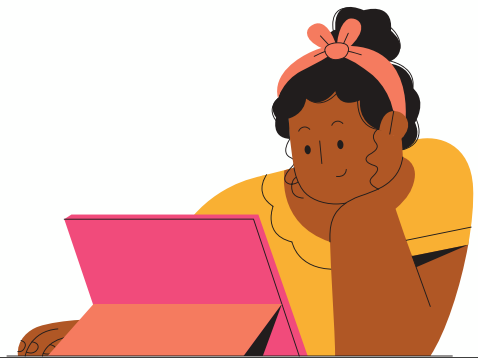


KEEP THE PATIENT AND FAMILIES INFORMED

- Debrief with patient & family after any severe maternal event
- Provide a list of resources to give to families after a severe maternal event
- Phone follow-up
- If being transferred, provide a portable copy of patient's medical records

GET THEIR FEEDBACK

- Leader Rounding: ask about their perceptions of the care they received
- Provide surveys in several formats:
 - Printed (with prepaid postage)
 - Digital (QR codes, email, tablet in room, etc.)
- Focus groups (example topics):
 - Shared decision making
 - Assessment of educational materials
 - Inclusive food options
 - Testing hospital signage



HELP THEM FIND SUPPORT

- Peer-to-peer support (NICU especially)
- Involve facilitators such as chaplains, social workers, etc.
- This promotes community building for future initiatives

EMPOWER THEM TO BECOME MORE INVOLVED

- Bring families in to share their stories during staff meetings, in rounds, or affiliated medical/nursing school trainings, etc.
- Establish a women's services patient advisory council or incorporate birthing families in the hospital-wide council
- Bring in families to serve on your hospital QI team for your PQC project
- Work with families to create short videos of their experience that can be used as a training tool for providers, nurses, and staff

