

# Key Strategy Implementation: Getting to Green

KEY STRATEGY	WORKING ON IT	IN PLACE
<p><b>Implement Doula Policy</b></p>	<ul style="list-style-type: none"> <li>Engage doulas to contribute to the development of the policy</li> <li>Begin the process for internal policy approval</li> </ul>	<p>Policy rolled out to clinical teams and shared with community doulas. Policy adopted by L&amp;D nurses, providers, anesthesia, admissions staff.</p>
<p><b>Doula Friendly Hospital Principles Adopted</b></p>	<ul style="list-style-type: none"> <li>Host a doula meet &amp; greet</li> <li>Educate staff and clinical team re: the role of a doula;</li> <li>Change policies if necessary to allow doula to practice within full scope</li> </ul>	<p>Employed systems that facilitate the NYDCA doula-friendly hospital principles including accountability for team members not following principles</p>
<p><b>Engage patients in QI work</b></p>	<ul style="list-style-type: none"> <li>Recruit patient/community representatives to join QI work</li> <li>Develop clear ask and compensation plan</li> <li>Navigate internal channels as necessary</li> <li>Develop onboarding process</li> </ul>	<p>Patient representative has been identified and onboarded. Patient has completed or is enrolled in Mama's Voices patient family partner training.</p>
<p><b>Protocol for Data Collection by race, ethnicity</b></p>	<ul style="list-style-type: none"> <li>Work with IT to modify EMR reports as needed</li> <li>Determine who is responsible for collecting data</li> <li>Train staff on data collection protocol and share scripts</li> </ul>	<p>Process flow in place to obtain patient-reported race/ethnicity data. Improved scripting. Review data and make recommendations to track progress on reducing non-report race/ethnicity.</p>

**Process for reviewing data by equity variables**

- Work with internal QI team to determine who will pull reports, analyze the data, and share with team
- Determine how frequently data will be shared with staff

Process flow established. Review QI data (NTSV C-section or SMM data, etc.) stratified by race/ethnicity and insurance status. Identify opportunities to address disparities.

**Strategy for sharing Respectful Care Practices**

- Develop process flow
- Plan a kickoff/grand rounds to educate clinical team and staff on RCPs
- Gather sign-offs

RCPs are posted in patient rooms or other public spaces in L&D and shared verbally with patients. Staff informed. Staff signing respectful care commitments.

**Implement PREM Survey**

- Engage doulas to contribute to the development of the policy
- Begin the process for internal policy approval
- Post PREM Survey flyers with QR codes in patient rooms.

Process flow to ask patients to complete survey before discharge to increase % completion. Review PREM survey responses and share with team.

**Provide Postpartum Safety Education**

- Examine gaps and opportunities of current discharge procedures
- Explore which resources you will hand out
- Educate nurses on reviewing handouts in depth with patients

Review and share handouts with patient on urgent maternal warning signs and early postpartum care (e.g. AWHONN, CDC). Utilize CDC Hear Her patient conversation guide resources. Early postpartum visits scheduled as appropriate before discharge.

**Educate providers, nurses, and staff**

- Explore educational offerings
- Determine education coordinator
- Communicate education requirements with providers, nurses, and staff including the reasoning behind them

Track completion of education requirements by providers, nurses, and staff. Implement Diversity Science e-modules. Support the completion of Speak Up training and Momma's Voices COL for as many staff as possible.