

Actionable Respectful Care Practices and PREM Implementation

Birth Equity Initiative Monthly
Webinar 9
August 20, 2024



● NEBRASKA, WHERE A GREAT LIFE STARTS WITH HEALTHY MOMS AND HEALTHY BABIES. ●

Agenda

- NPQIC Updates
- BE Data Corner
- Actionable Respectful Care Practices (RCPs)
- PREM Implementation
- Spotlight: CHI Immanuel
- Team Talk
- BE Next Steps

Please enter your name and the hospital team you are affiliated with in the chat!

Monthly Webinar Topic Schedule

Title	Month
Integrating Doulas into the Care Team	May 2024
Postpartum Safety Patient Education	June 2024
Actionable Respectful Care Practices and PREM Implementation	August 2024
Achievable Patient/Community Engagement Strategies	September 2024
Strategies to Increase PREM Survey Completion	October 2024
All-cohort coaching call	November 2024

NPQIC Updates



Nebraska Perinatal Quality Improvement Collaborative

2024 NPQIC Fall Summit

Transforming Perinatal Care for All Nebraskans

!! Make sure your BE team is represented at the Summit by at least one provider champion, one nursing leader, and one patient/community partner.

Don't forget to cover the cost of your patient partner's registration!

Friday, September 27, 2024 • Omaha, NE

[Register HERE](#)

Birth Equity Awards Distributed at NPQIC Summit!



- ***Data Champion Award***

- Complete up-to-date data submitted by August 15 (baseline + first 6 months)

- ***QI Leader Award***

- Complete up-to-date data submitted by August 15 (baseline + first 6 months)
- At least 4 structure measures in place

- ***Patient Engagement Leader Award***

- You have identified and onboarded a patient partner as part of your QI team



Momma's Voices: For *Clinical Teams*

This training was very useful in providing actionable resources that are accessible and can be reviewed, shared and completed in a timely manner. We feel much better equipped to work with patients and families.

-Dr. Charlene Collier, Director and Co-Founder,
Mississippi Perinatal Quality Collaborative

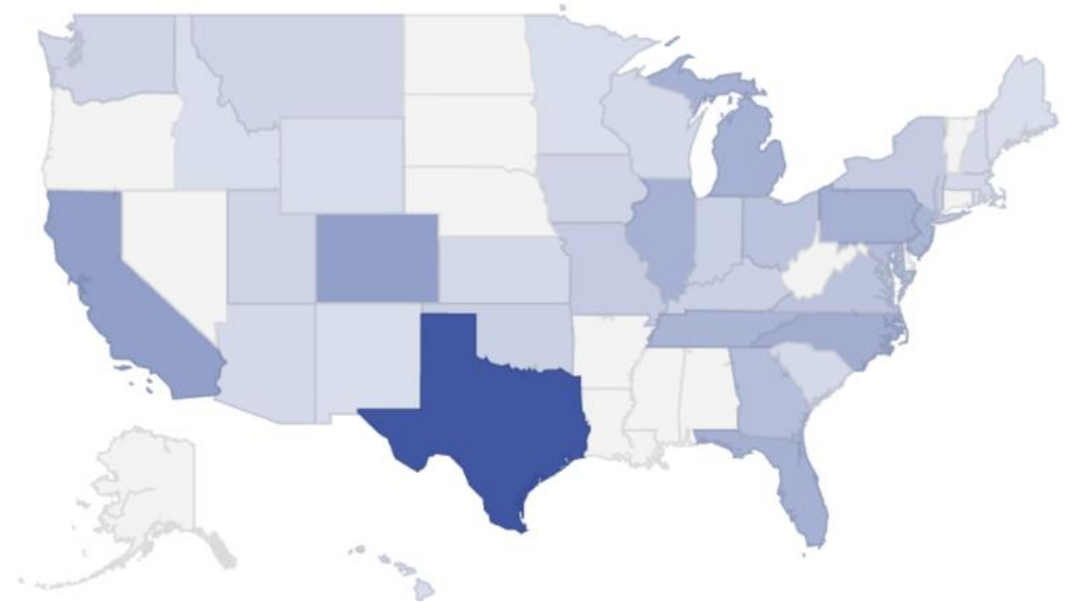
"Equip your team with training to foster a partnership-centered culture in patient care with real-life next steps on how to integrate trained patient and family voices."

- The next Momma's Voices QI Community of Learning for clinical providers takes place on Tuesdays, October 7-28, 2024.
- Register here:
<https://www.mommasvoices.org/col>
- When you complete the provider training, you will also receive codes for patient advocates to complete the patient family partner (PFP) training

Momma's Voices: For *Patient Partners*

“Our Patient Family Partner (PFP) training is a self-paced online program designed for those with lived experiences to become a prepared advocate and actively participate in maternal health quality improvement.”

- NPQIC has a few codes available for patient partners to attend Momma's Voices training for free!!
- Contact NPQIC with patient partner name and email address



Map represents record of patients who have completed MV training.

Diversity Science- Modules Now Available!!

NPQIC's personalized website is now live!

1. Identify your hospital's point of contact/education coordinator
2. Education coordinator logs into this website and completes the license agreement:
<https://www.diversityscience.institute/npqic-information>
 - **Only ONE license agreement per hospital!**
3. Education coordinator chooses option 1 or 2



Before sharing links with staff, choose Option 1 or 2 for tracking

Option 1

- Education coordinator completes license agreement
- You get a code to give to your staff
- They log in with code and track their own completion/send you their certificate

Option 2

- Education coordinator completes license agreement
- EC clicks template on the DS webpage
- Fill out template with staff info and return to Diversity Science
- DS will touch base quarterly to share completion updates with you

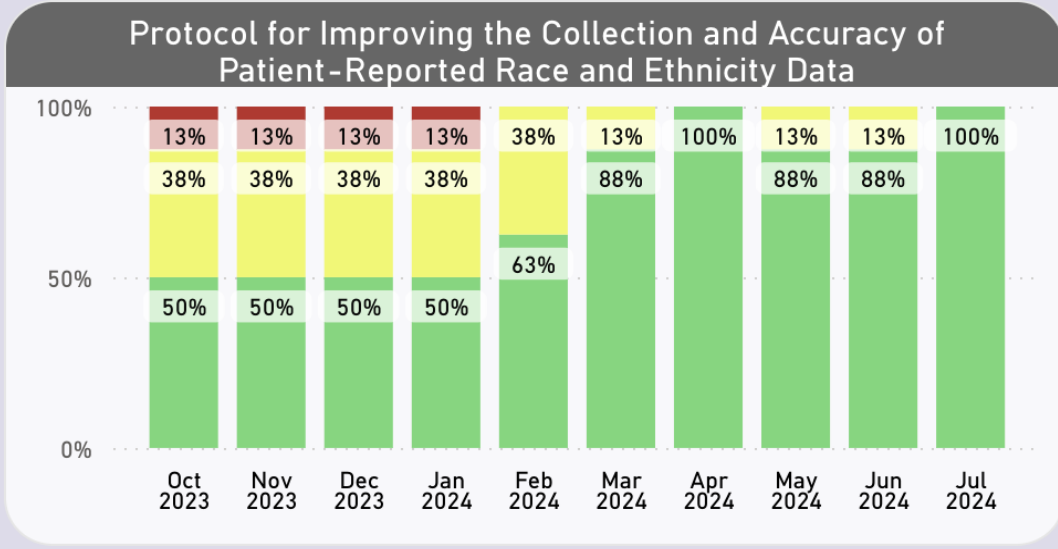
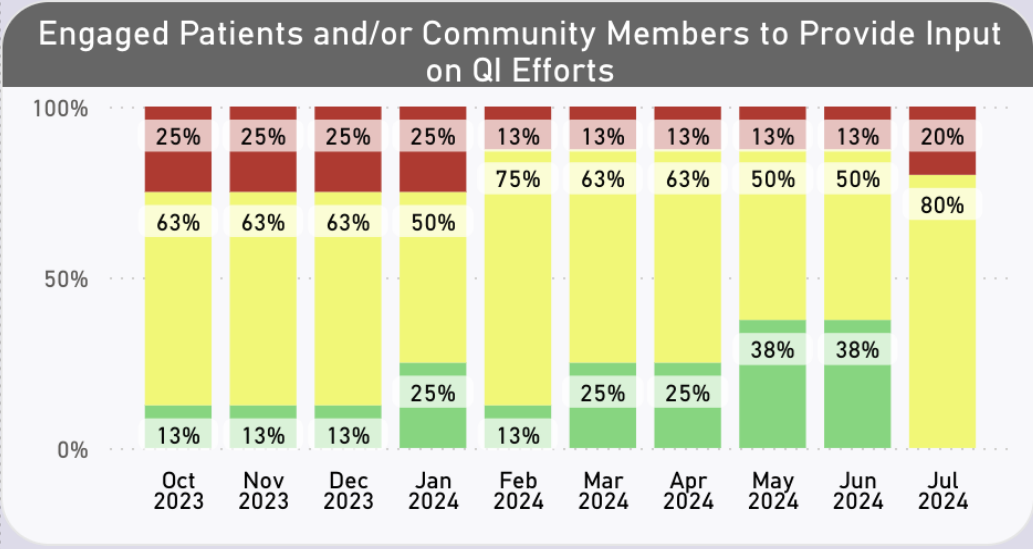
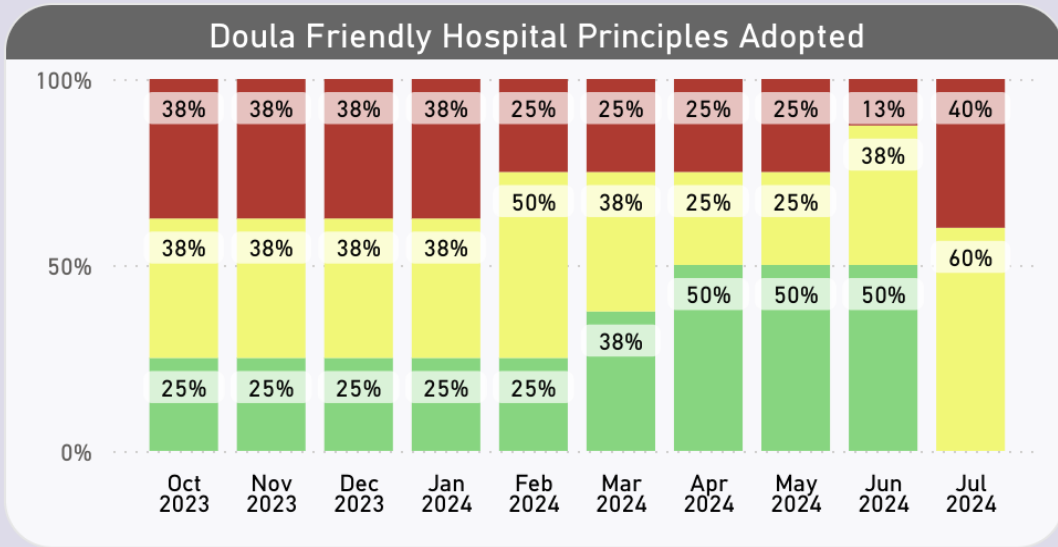
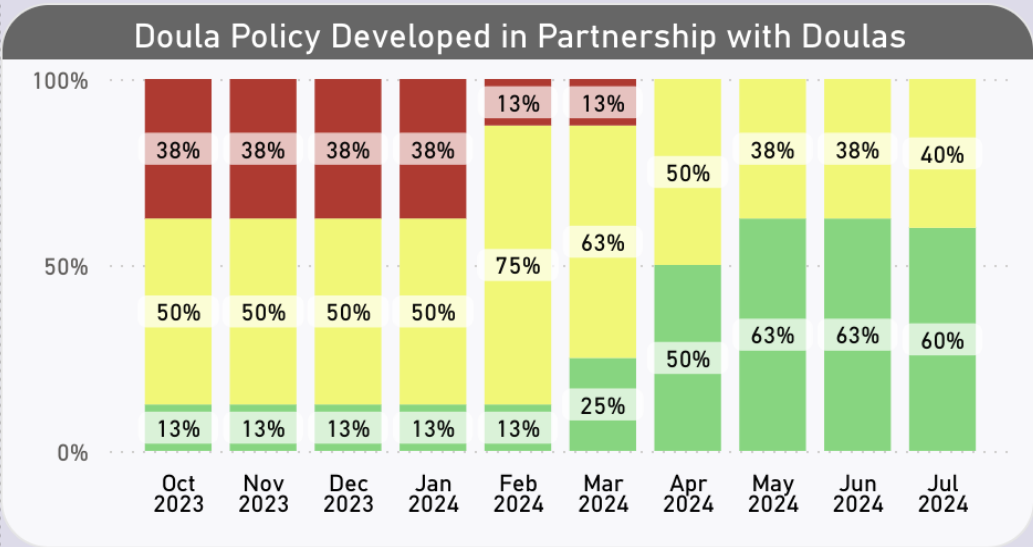
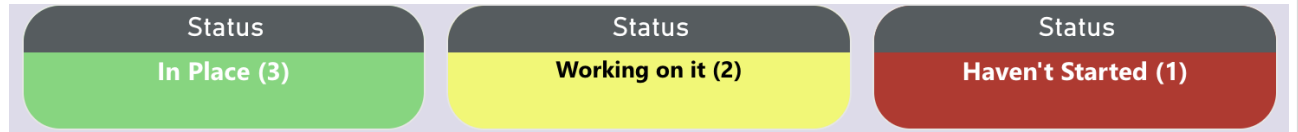
QI Data Corner

How are we doing on key strategy implementation?

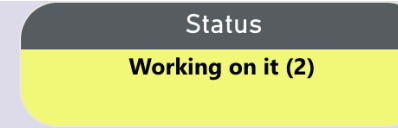
Goal: 75% of teams will have all strategies in place by Dec 2025

- Doula policy implemented: 6/8 teams
- Patient Engagement: 3/8 teams
- Protocols for collecting race/ethnicity data: 8/8 teams
- Process to review race/ethnicity data: 6/8 teams
- Strategy for sharing RCPs: 6/8 teams
- Implement PREM: 7/8 teams
- Postpartum safety education: 7/8 teams
- Adopted doula-friendly principles: 3/8 teams

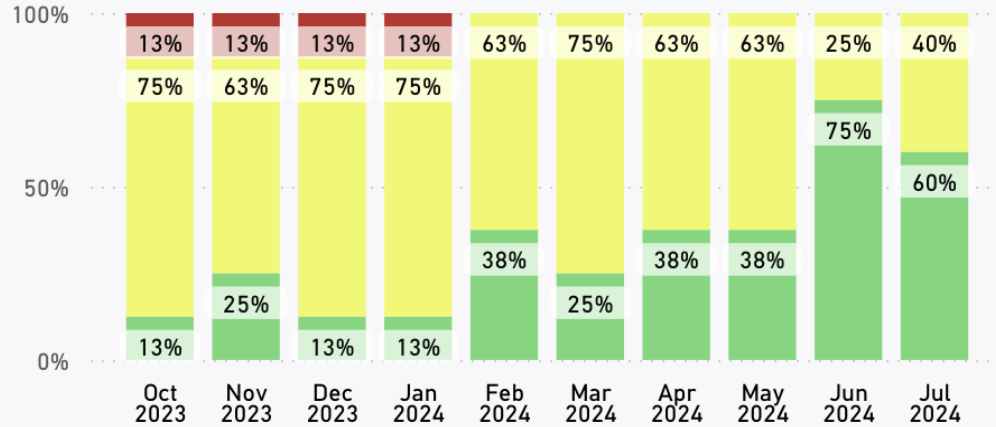
Structure Measures



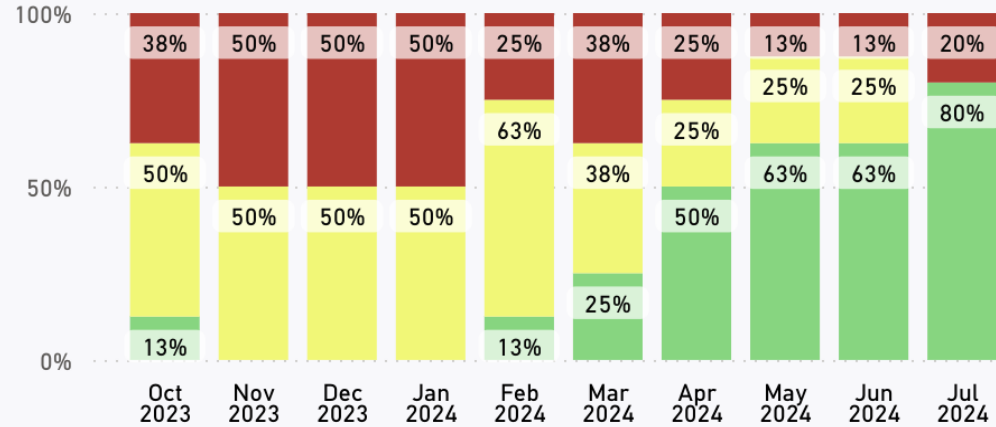
Structure Measures cont'd



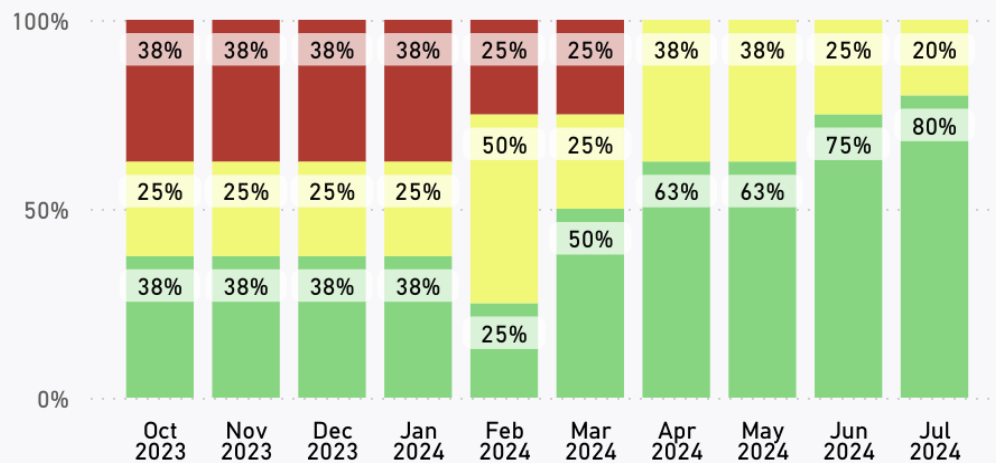
Process Developed to Review Maternal Health QI Data by Race, Ethnicity, and Payor



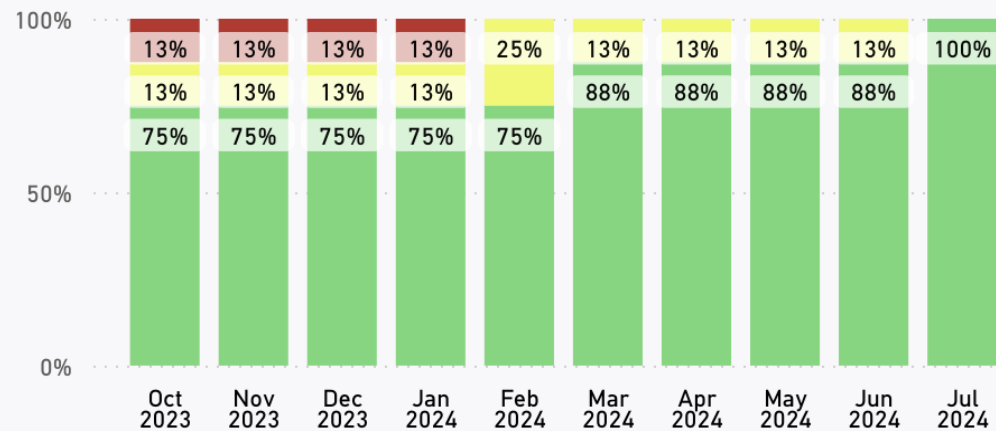
Strategy Developed for Sharing Respectful Care Practices with Staff and Patients



Implemented PREM Survey

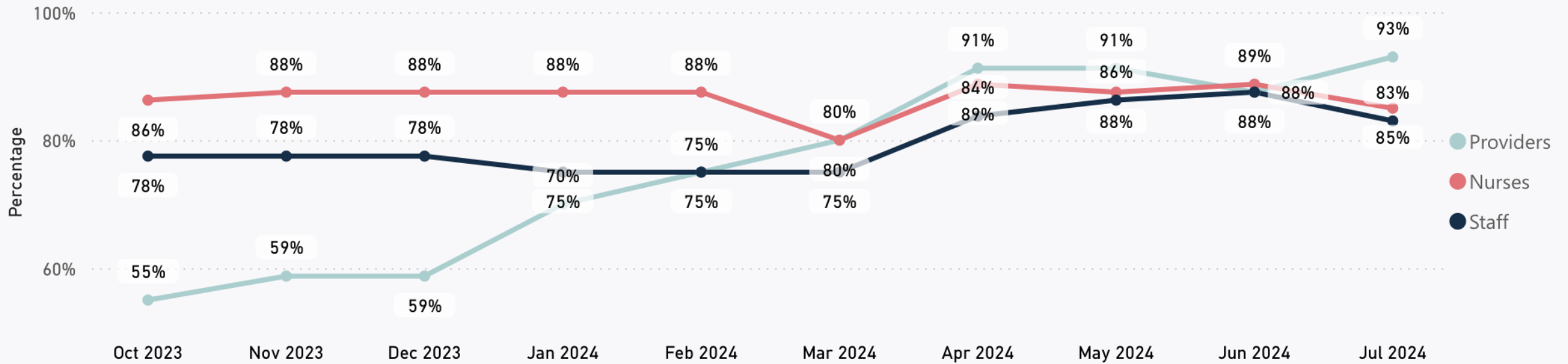


System in Place to Provide All Patients with Postpartum Safety Education



Structure Measures cont'd

% of Providers Completed Education Over Time



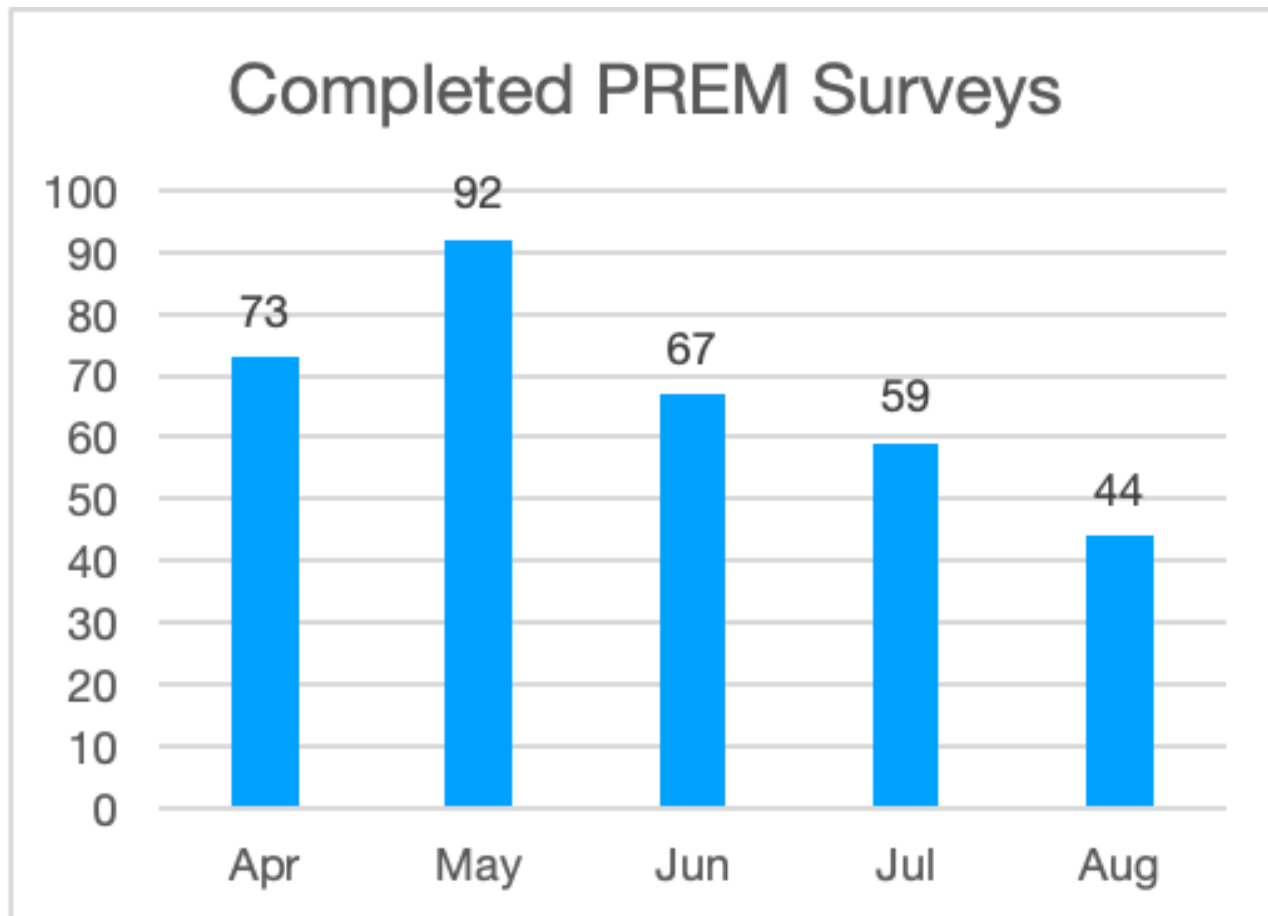
BE Hospital Team Data Submission (8 teams total)

Month	# of Teams Reporting
Baseline 1	8
Baseline 2	8
Baseline 3	8
January	8
February	8
March	8
April	8
May	8
June	8
July	4

Thank you for
being data-
reporting
rockstars!!!



PREM Survey Completions

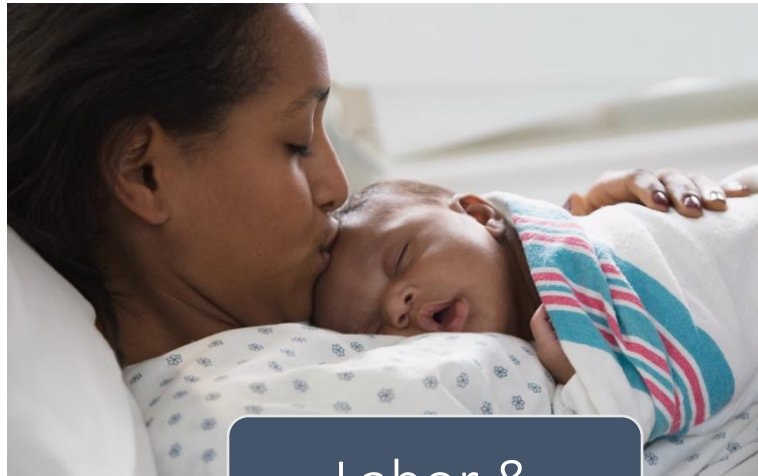


- Currently, 7/8 hospitals have received PREM submissions
- Counts for those reporting range from 5 to 233
- *Aim for 30% completion rate for all monthly deliveries*

Priority Strategies in Q4: *moving to culture change*

Strategy	Actions
PREM implementation	Fine tune the process flow, increase completion rate, review survey results, share with team, act on improvements
Patient Engagement	Develop clear ask and compensation plan, Invite, Onboard, Engage regularly in QI work, Equip (Momma's Voices training)
Implicit Bias Education	PQI Speak Up training, Diversity Science Modules, Momma's Voices training

Actionable Respectful Care Practices



Labor & Delivery

Tell Us About Your Birthing Experience

The purpose of this Patient Reported Experience Measure (PREM) Survey is to give you an opportunity to share feedback on your labor and delivery and postpartum care.

Our goal is to provide respectful care for all patients and we need your feedback to make sure we are providing the care you need.

- Your survey responses will be anonymous (your name is not linked to your answers) and the survey should only take a few minutes to complete.
- Use this Survey Access Code or Scan the QR code below to complete the PREM Survey, currently available in English and Spanish.
- Please complete the survey before you discharge. Let your nurse know when it is complete or if you have any issues. If you do not have a phone or other device available to take this survey, let your nurse know.

Option 1: Enter the Survey Access Code
Start the survey by following the steps below.

- Go to this web address:
<https://unmcrcap.unmc.edu/redcap/surveys/>
- Then enter this code: PRJ7KDYDC

Option 2: Scan the QR Code

Alternatively, if you have a device that has an app capable of reading QR codes, you may scan the QR code below, which should take you directly to the survey in a web browser.



PREM

Respectful Care Practices



We are committed to providing you safe and respectful care. Respectful care ensures that patients receive patient-centered care, feel respected and listened to, and the individual needs and preferences of all birthing people are valued and met.

Our Respectful Care Commitments to Every Patient

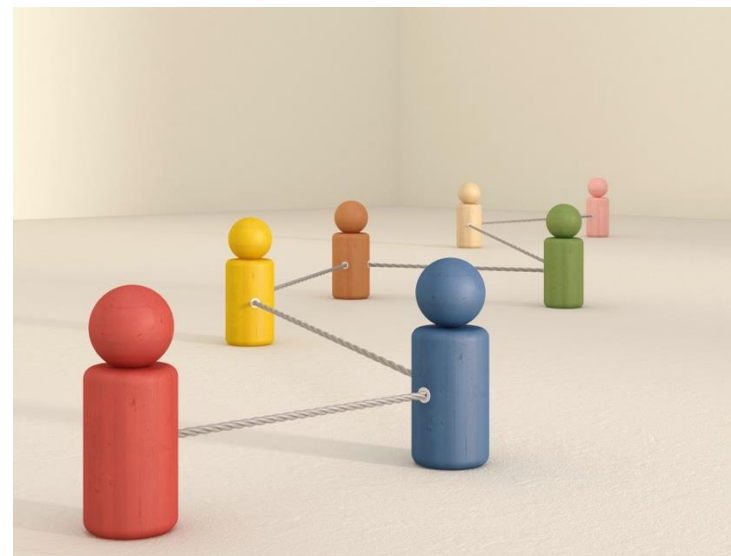
- Treating you with dignity and respect throughout your hospital stay
- Introducing ourselves and our role on your care team to you and your support persons upon entering the room
- Learning your goals for delivery and postpartum: What is important to you for labor and birth? What are your concerns regarding your birth experience? How can we best support you?
- Working to understand you, your background, your home life, and your health history so we can make sure you receive the care you need during your birth and recovery
- Communicating effectively across your health care team to ensure the best care for you
- Partnering with you for all decisions so that you can make choices that are right for you
- Practicing "active listening" to ensure that you and your support persons are heard
- Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you
- Recognizing your prior experiences with healthcare may affect how you feel during your birth, we will strive at all times to provide safe, equitable and respectful care
- Making sure you are discharged after delivery with an understanding of postpartum warning signs, where to call with concerns, and with postpartum follow-up care visits arranged
- Ensuring you are discharged with the skills, support and resources to care for yourself and your baby
- Protecting your privacy and keeping your medical information confidential
- Being ready to hear any concerns or ways that we can improve your care



Supporting respectful care for all patients. The Nebraska Perinatal Quality Improvement Collaborative (NPQIC) works with patients, physicians, midwives, nurses, hospitals, and community groups to reduce maternal disparities and promote birth equity by ensuring all patients receive safe, high-quality compassionate, and respectful care.

Implementation of RCP takes buy-in

- How are we engaging our clinical team members in active implementation of Respectful Care Practices?
 - Need buy-in from all clinical team members and staff
 - Understand importance of Birth Equity work
 - Understand how to actively implement RCP with all patients
 - Engage patients with RCP and ask patients to complete PREM survey before discharge for feedback on whether they received the expected Respectful Care Practices

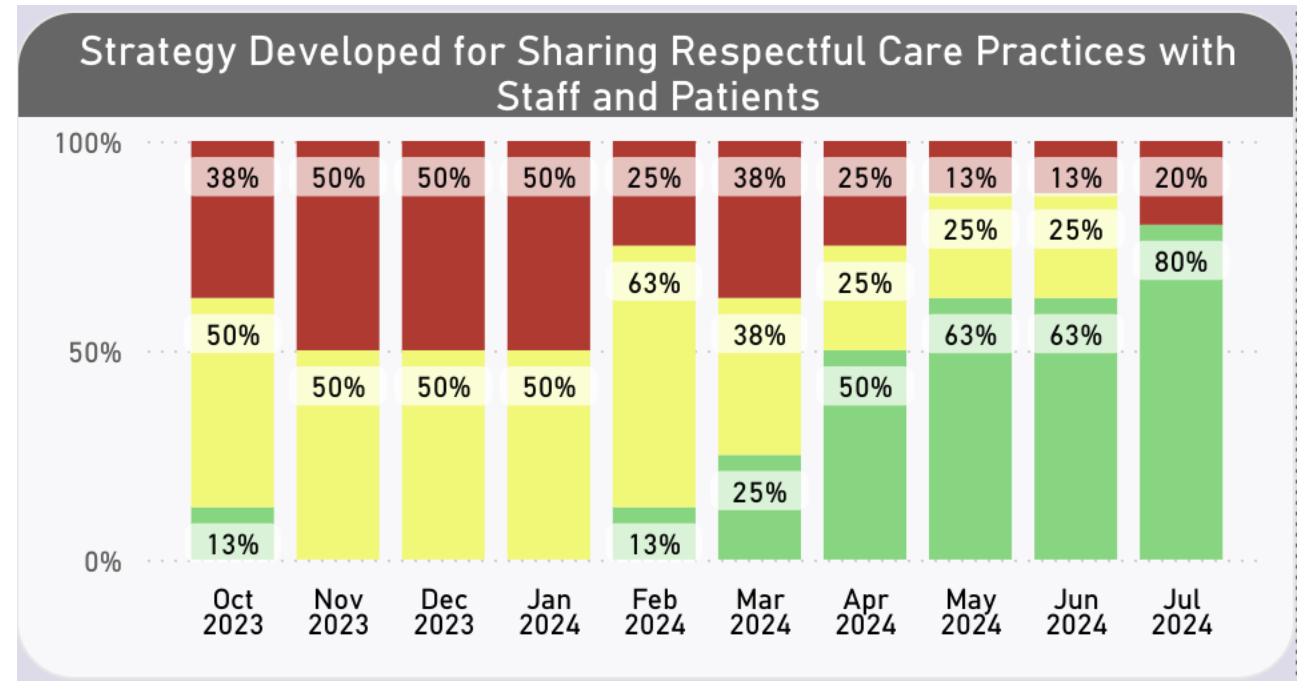


Consider Respectful Care/PREM Kickoff

- Get sign-offs from remaining clinical team members & staff
- Consider a kick-off at nursing shift changes/ OB provider meeting/ Grand Rounds
- Can use Laboring with Hope or short videos from CDC HEAR Her campaign
- Brainstorm with staff how to actively implement each RCP with all patients; use prompts to remind staff of RCPs
- Make sure patients are provided RCPs during L&D admission and asked to complete the PREM survey before discharge
- Track % PREM completed; share stratified PREM survey results with team

Active implementation of Respectful Care Practices: where are we?

- Six of Eight teams have this key strategy in place
- Many teams are still making improvements to process flow
- Many are still working to get sign-offs from clinical care team



*Note: Once you have a key strategy in "working on it" or "in place," you don't go backwards.

Strategies Used by Teams to Share Respectful Care Practices

Clinical Team

- Poster with RCPs at each nurses station throughout unit
- All staff educated on RCP and how to speak to patients about them
- All staff read and signed off on RCPs
- Shared RCPs and initial PREM survey results in nurses break room with food

Patients

- Posted in each patient room and provided to prenatal class attendees
- Given in the patient admission folders
- Reviewed verbally with patients upon admission

Respectful Care Practices

Post Respectful Care Practices in clinical and patient areas

Review and activate RCPs with clinical team

Facilitate clinical team member sign-off of practices

Ask all patients to complete PREM, track % complete, share stratified PREM data



Our Respectful Care Commitments for Every Patient

- 1 Treating you with dignity and respect throughout your hospital stay
- 2 Introducing ourselves and our role on your care team to you and your support persons upon entering the room
- 3 Learning your goals for delivery and postpartum: What is important to you for labor and birth? What are your concerns regarding your birth experience? How can we best support you?
- 4 Working to understand you, your background, your home life, and your health history so we can make sure you receive the care you need during your birth and recovery
- 5 Communicating effectively across your health care team to ensure the best care for you
- 6 Partnering with you for all decisions so that you can make choices that are right for you
- 7 Practicing "active listening" – to ensure that you, and your support persons are heard
- 8 Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you
- 9 Recognizing your prior experiences with healthcare may affect how you feel during your birth, we will strive at all times to provide safe, equitable and respectful care
- 10 Making sure you are discharged after delivery with an understanding of postpartum warning signs, where to call with concerns, and with postpartum follow-up care visits arranged
- 11 Ensuring you are discharged with the skills, support and resources to care for yourself and your baby
- 12 Protecting your privacy and keeping your medical information confidential
- 13 Being ready to hear any concerns or ways that we can improve your care

As a provider, nurse, or staff member caring for pregnant and postpartum patients on this unit, I have reviewed and commit to these respectful care practices with every patient.

Signature _____

Date



Nebraska Perinatal Quality Improvement Collaborative
NPQIC

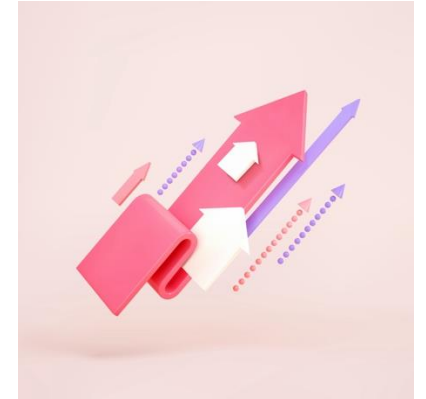
Incorporating RCPs



- Talk about RCPs often!
- Review them at staff meetings
- Combine with Grand Rounds
- Incorporate with Implicit Bias Education
 - Emphasize RCPs when you introduce Diversity Science modules

PREM Survey Implementation Strategies

Active Implementation of PREM- how are we doing?



- Seven of eight teams have launched PREM survey
- 6 have more than 10 responses
- So far, all hospitals are tracking less than the 30% response rate goal

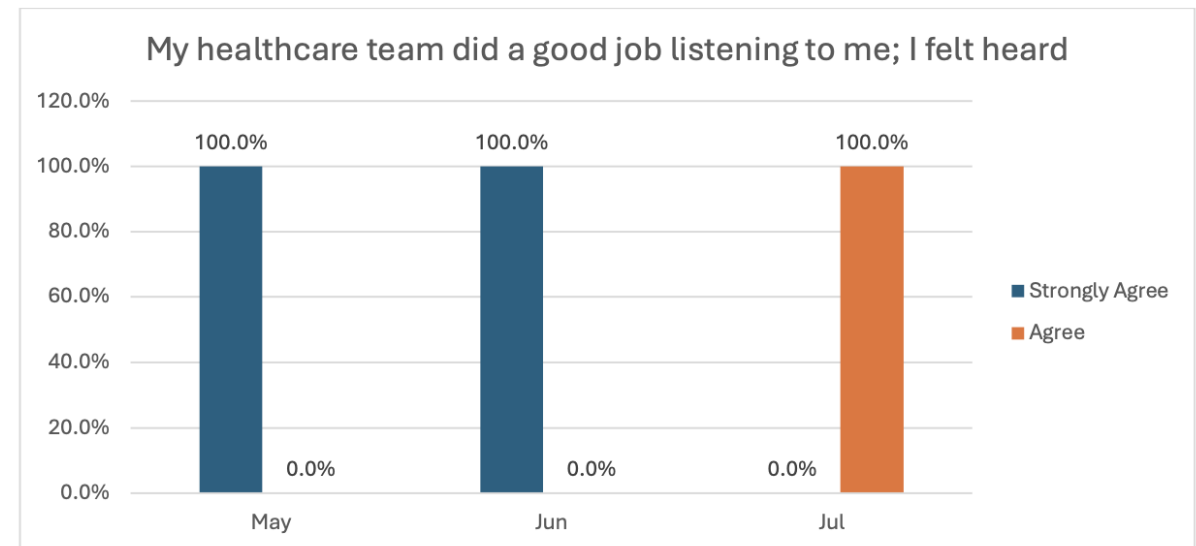
This is not unusual! It takes some time to settle into the process flow that works for you and see increased responses.

If you are not seeing increased numbers, implement a PDSA to modify process flow

Strategies to optimize PREM Survey completion among patients

- ✓ Identify care team member to request patient completes the PREM survey before discharge
- ✓ Identify tools to ensure access to QR code
 - ✓ Patient handout for nurse to provide patient before discharge
 - ✓ Tents with QR code at patient bedside
 - ✓ Laminated flyer with QR code posted in postpartum room
 - ✓ QR code in discharge folder
- ✓ Monitor completion rates and review aggregate survey results through NPQIC PREM reports and share feedback with clinical team to increase completion and increase RCPs

The graph below indicates a change in response, however with low response numbers, the data is less useful.



Strategies to encourage patients to complete PREM survey before discharge

Hang QR code
in all
postpartum
rooms

Goal for the
day on
patient's white
board

Primary nurse
discusses and
follows up with
patient

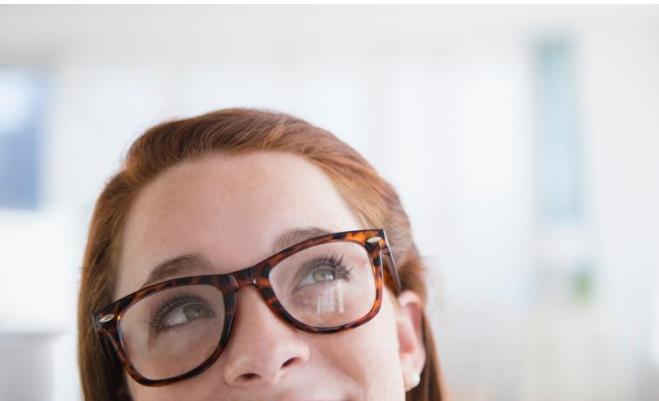
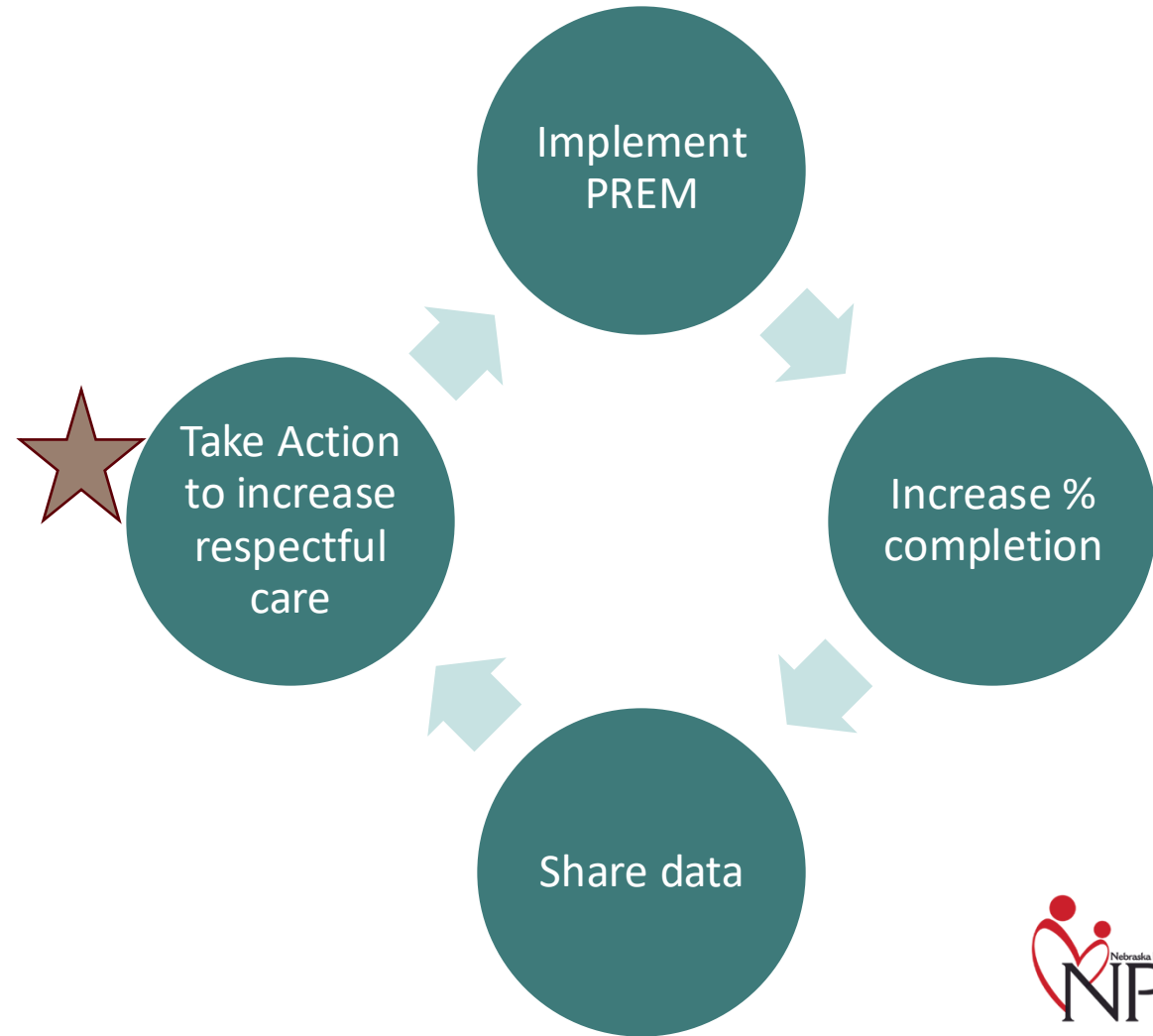
Place in every
patient's
admission
folder

Offer an
electronic device
for patient to
complete survey

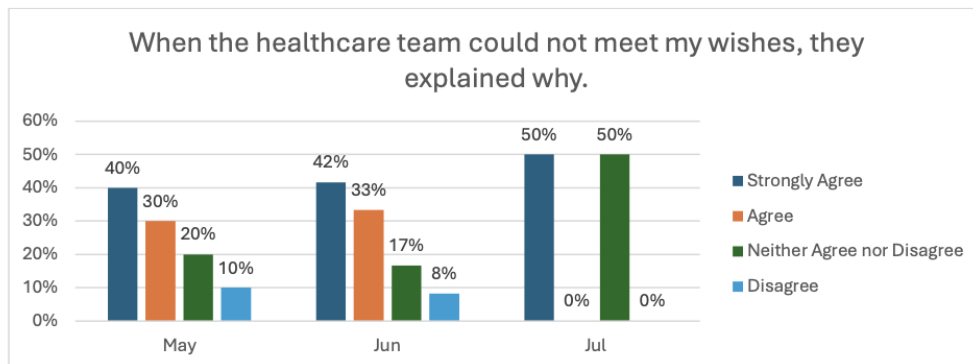
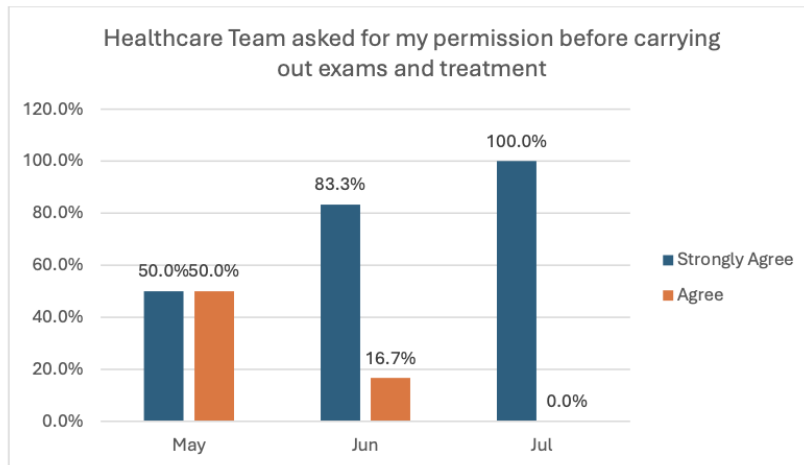
Provider
reminders
throughout
stay

Active Implementation of PREM: where do we need to be?

What are the key steps to active implementation of respectful care?



Does your QI team know how to access PREM results?



- NPQIC team will send monthly reports if there have been at least 10 new surveys since the last report
- Will send more frequently if requested

August/September Teams Ask

- Who?
 - Clinical teams (nurses, providers, techs, residents, etc)
- What?
 - Kick off or review Respectful Care Practices and increase % responding to PREM
- When?
 - During August/September
- Where?
 - On your OB, L&D, and PP units
- How?
 - Incorporate bulletin boards in hallways & breakrooms, educational lunch & learn, snacks, OB Provider meeting, Grand Rounds

Send a picture of the ways you are reinforcing RCPs to kara.foster@unmc.edu by September 15, 2024

Show off your RCP/PREM work

- Grab your cameras and encourage everyone on the unit to get involved
- Take pictures of your team with your dedicated RCP/PREM bulletin boards, your RCP/PREM lunch & learn, staff huddles, etc
- Submit your RCP/PREM photos to kara.foster@unmc.edu by September 15, 2024



BE Team Spotlight: CHI Immanuel

Team Talk

BE Next Steps

Preparation	Getting Started	Early Implementation	Throughout Year 1	Year 2
Meet with colleagues to establish buy-in and determine co-leads	Schedule regular meetings with team to review data and PDSAs and make improvements	Work with IT and data team to make system changes	Establish stakeholder group including doulas and patients	Continue reviewing PDSAs
Complete participation agreement	Attend the data call	Collect baseline data (Jan, Feb, March 2024)	Implement strategy for sharing REC practices in L&D	Continue reviewing PREM data
Complete Readiness Survey (Microsoft Forms)	Attend Kickoff Call	Create a draft 30-60-90 day plan	Implement doula-friendly policies	Continue reviewing equity data
Review your hospital's data and identify opportunities for improvement	Review Data Collection Form with your team; identify needed systems changes in order to collect equity variables	Plan first PDSA cycle to address 30-60-90 day plan	Standardize system for sharing urgent maternal warning signs	Additional equity trainings for providers (film screening, modules, etc)
	Review Birth Equity Toolkit	Schedule kickoff meeting/grand rounds	Implement implicit bias training	Continue meeting with provider/ doula/patient group
		Create plan for implicit bias training	Implement PREM survey and regularly review PREM data	

Birth Equity Timeline- Next 3 months

August	September	October
<p data-bbox="147 529 868 743">Monthly Webinar: Actionable Respectful Care Practices and PREM Implementation Aug 20, 2024, 12-1pm</p> <p data-bbox="318 815 698 915">Office Hours <i>August 16, 12-1pm</i></p> <p data-bbox="264 986 751 1029">Aug Data Due by Sept 15</p> <p data-bbox="147 1100 868 1143">Don't forget to register for Summit!!</p>	<p data-bbox="965 529 1600 743">Monthly Webinar: Achievable Patient Engagement Strategies Sept 17, 2024, 12-1pm</p> <p data-bbox="1059 815 1505 915">Office Hours <i>September 20, 12-1pm</i></p> <p data-bbox="952 986 1615 1086">Submit your RCP/PREM photos by Sept 15!</p> <p data-bbox="1047 1158 1518 1200">Sept Data Due by Oct 15</p> <p data-bbox="947 1272 1617 1315">September 27: join us at Summit!!</p>	<p data-bbox="1770 529 2326 743">Monthly Webinar: Strategies to Increase PREM completion Oct 15, 2024, 12-1pm</p> <p data-bbox="1854 815 2244 915">Office Hours <i>October 18, 12-1pm</i></p> <p data-bbox="1816 986 2283 1029">Oct Data Due by Nov 15</p>

BY NEXT TUESDAY

- Drop in the chat or say out loud one thing your team is committed to accomplishing by next Tuesday.
- Ideas:
 - Invite team members from related specialties
 - Implement implicit bias training (Diversity Science modules!)
 - **Send a quote to NPQIC**
 - **Take pictures of RCP implementation**
 - Engage patient/doula partners
 - PDSA to increase PREM response rate

