



Patient and Community Engagement



ABOUT NPQIC

The Nebraska Perinatal Quality Improvement Collaborative (NPQIC) is a nationally recognized statewide network of hospitals, clinicians, patients, and community organizations that seeks to provide respectful and dignified patient-centered care for all Nebraska perinatal and newborn patients. NPQIC aims to make Nebraska the safest place to give birth and be born.

OUR COMMITMENT TO PATIENT & COMMUNITY ENGAGEMENT

NPQIC partners with patient and community volunteers to serve as advisors for our perinatal quality improvement initiatives. Patient and community partners participate in quality improvement work and promote NPQIC's efforts.

What is Patient & Community Engagement?

Patient & community engagement is the active partnering of patients, community, clinicians, and hospital staff to improve the quality and safety of hospital care.

Patient & community engagement helps to advance quality improvement efforts by challenging assumptions and re-energizing the work.

NPQIC'S CALL TO ACTION

Hospital teams should involve patients/community members in their quality improvement efforts to:

- Provide input on quality improvement efforts to improve respectful care.
- Participate in hospital advisory councils or quality and safety committees.

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Resources

For Providers:

- Agency for Healthcare Research and Quality's (AHRQ) "[Working With Patients and Families as Advisors](#)"
- [Selected Resources](#)

For Patient/Family Advisors:

- Agency for Healthcare Research and Quality's (AHRQ) "[Tips for Being a Partner in Your Care](#)" [Brochure](#)

For Providers AND Patients:

- [MoMMAs Voices training and resources](#) for both clinical teams and patient family partners

Who to Engage in Quality Improvement

Patients/community members that have received perinatal care

Patient and community partners:

- Collaborate and communicate with various patients, families, health care professionals, and public health professionals
- Share their stories and identify both positive aspects of experience and suggestions to improve care beyond their personal experience

Initial Steps to Engage Patients & Community Members

1. Determine clear description of responsibilities, time commitment, and pathway for compensating patient/community members
2. Hold a Respectful Care Breakfast or Meet & Greet event and invite patient/community partners to discuss opportunities to promote respectful care
3. Recruit patients/community members from physician, midwife, and/or doula recommendations; also consider NICU parents and postpartum and breastfeeding support groups
4. Provide patients/community members with a onboarding and patient family partner training
5. Develop tools and resources with patients/community members to assist in their participation in quality improvement efforts.

Opportunities for Patient/Community Engagement in Current QI Initiative Activities

Engage patient and community partners to provide QI input:

- Strategies to improve Respectful Care Practices
- Strategies to improve doula friendliness
- Strategies to improve shared decision making
- Feedback on patient education materials