Thanks to our Funders

Conference Sponsors:

Supporters:
Patient, Family, & Community Engagement

Breakout Session: We're in the Same Room Again!
Harnessing QI Energy through our Togetherness

Thursday October 27th, 2:45-4:15 PM
Patient, Family, Community Engagement
Breakout Session

Speaker Panel:

• Tamela Milan-Alexander, MPPA
• Meredith Shockley-Smith, PhD
• with welcome from Patti Lee King, PhD
Engaging patients, families and communities through ILPQC

Patti Lee King, PhD, MSW
State Project Director and Quality Lead, ILPQC
Regional community engagement meetings (RCEMs)

• 10 RCEMs February – July 2022

• 29 community member/patients served as panelists

• 66 (77%) of BE teams participated

• Contributed to the development of relationships between hospitals and local community stakeholders

• Nearly 250% increase in teams working on patient/community engagement from start

74% of teams reported RCEMs "Extremely Helpful / Very Helpful" On AC 2022 Survey
ILPQC Community Advisory Board, Aug 2022

• Tayo Bande – Chicago Birthworks
• Charity Bean – Doula Bean
• Amanda Henley – MCH Patient Advisor
• Cecilia Macias – MCH Patient Advisor
• Sandra Martell - Winnebago County Health Department
• Tamela Milan-Alexander – MCH Patient Advisor and EverThrive IL

• Erin Miller and Jennifer Graham – Family Connects Peoria County
• Karie Stewart – Certified Nurse Midwife U of I Health Services
• Erin Stout and Kim Glow – Peoria County Bright Futures
• Susan Waltrip – Springfield WIC Office
Strategies to continue engaging patient advisors and community members for input in QI work

- Develop a patient community advisory board
- Engage as member of your BE QI Team
- Plan a Community Engagement meeting at your perinatal network meeting
- Invite to share at hospital grand rounds, organize patient focus group, or host a Community Meeting

• Just get started
• Get input
• Keep listening
ILLINOIS PERINATAL QUALITY COLLABORATIVE (ILPQC) BIRTH EQUITY INITIATIVE

ENGAGING COMMUNITIES IN QUALITY IMPROVEMENT

Tamela Milan-Alexander, Director of Community Engagement
Today’s Objectives

• Identify strategies for engaging patients and community groups in your region

• Receive tools on how to respectfully engage community members and optimize community member input so that they can share valuable lived experiences

• Receive concrete feedback on ILPQC Birth Equity Initiative strategies that your hospital is working on
OUR MISSION
EverThrive Illinois’ mission is to achieve reproductive justice in the health care ecosystem through community-driven partnership, policy action, and systems change.

OUR VISION
A just and affirming health care ecosystem where individuals, families, and communities can thrive.

OUR VALUES
• Reproductive Justice
• Anti-Racism
• Centering the Most Impacted
• Bold Action and Transformation
Shared Agreements

- Take space, make space
- Stay curious and ask questions. This is an opportunity to improve health outcomes for birthing people in your community.
- Ask for what you need, offer what you can
- Listen to understand
- Assume good intent
- Please come off mute and turn on cameras
Why Engage Community Members in Quality Improvement?

- Patients and community lived experience can help you see a problem from the patient’s perspective.
- Opportunity to get timely feedback on care experiences, before seeing in other data sources.
- Help interpret your QI data through storytelling.
- Diverse groups develop solutions faster.
## Identifying Community Groups and Patients

### Community Based Organizations

- What parents and family support groups exist in my community?
- Are there block clubs in my community?
- What charitable groups serve birthing people in my community (e.g. WIC offices, homeless shelters, domestic violence organizations, housing organizations)
- What community health and mental health centers exist in my community?
- Where do people in my community go to worship?
- What advocacy groups exist in my community?

### Patients

- Does my hospital have a patient advisory board? Ask other patients and families serving as advisors if they have a friend who is interested.
- As providers to identify patients and families who might be interested in getting more involved.
- Post notices in your clinic
- Ask community leaders or representatives from community groups to help identify
- Patients who have filed complaints and voluntarily offered suggestions may be good candidates for quality improvement.

---

Adapted from *A Playbook for Fostering Hospital and Community Partnerships to Build a Culture of Health* Accessed at aha.org
Creating space to get community feedback

• Hold a special meeting for community leaders who work with pregnant/postpartum patients and families to discuss Birth Equity work and get feedback

• Participate in existing community forums (townhall meeting, etc.)

• Host an informal breakfast with community leaders / Birth Equity QI team with open discussion
Inviting Community Members to Participate

- **Share expectations for engagement up front**
  - What role do you want them to play?
  - When do meetings take place?
  - How are you compensating them for their time?
  - What should they expect at the first few meetings?
- **Schedule an information session ahead of the meeting to answer questions**
- **Complete hospital volunteer and/or confidentiality paperwork** (check requirements at your hospital)
- **Share how you have integrated patient or family feedback in the past**

Adapted from ILPQC Toolkit and Webinar Series
Integrating Community Feedback

• After receiving feedback, identify what changes are realistic in the short and long term.

• Share the list of suggestions back to community members, what options are feasible to change. If some options are not feasible, explain why and what might be possible.

• Share next steps with community members.

• Engage participants who are interested in next steps toward making changes (e.g. review edited draft of a survey).
Question: Can you discuss resources and services in your community that you think would be helpful for Obstetric clinical teams to know about, to share with pregnant/postpartum women who screen positive on an SDOH screen regarding stressors they may be experiencing?
Question: If you feel comfortable, can you share an example of when you have experienced respectful care and why you think respectful care matters?
**Question:** Why do you think it is important to ask patients about their experience during the delivery admission and give them an easy, anonymous way to provide the clinical team feedback?
Question: Hospitals are working to reduce having patients race / ethnicity recorded as Other or Declined to Respond, what approach could hospitals use to improve the number of patients who provide their race/ethnicity and better explain to patients why this data is important and how it is used to improve care?
How do you integrate feedback into your work, share with your team?

How to you follow up / make community input an ongoing process, have some group meeting regularly or / and select an individual for ongoing relationship / feedback?
Putting your work into Action

What goals do you have for engaging community members in the future?

What is one action item that you are committed to moving forward this week to make progress towards this goal?

EVERTHRIVE ILLINOIS
CHAMPIONS FOR HEALTH EQUITY
The Story of Queens Village

Presented by
Dr. Meredith Shockley-Smith
Executive Director
Build Consistent Community

- Intentional communities/using the Sense of Community as a conceptual model

- Building trust with community, always remember we are overcoming the scars of generations of abuse
RESPECT

TRUST

CARE

HONOR

ADVOCATE

FOR BLACK WOMEN

by listening and believing what they tell me even when it makes me uncomfortable

by supporting their ideas, vocally and financially

by providing support, availability and understanding

by debunking stereotypes about them especially when they are not present

by elevating their voices and perspectives
To support equity initiatives and reduce implicit bias that affects Black women,

Engage with social, political and medical communities.

Our Priorities

**Relax, Rest, Repower**
Reduce Black women’s stress by creating space for them to relax, rest and repower.

**Change the Narrative**
Change the narrative about Black women by creating spaces and content for and by Black women that celebrate and amplify their voices.

**Invest in Leadership**
Invest in Black women’s leadership with social capital and power through community advisory boards.

**Promote Opportunities**
Promote economic and professional pathways for Black women to succeed and flourish.

**Engage Communities**
Engage with social, political and medical communities to support equity initiatives and reduce implicit bias that affects Black women.
Engage with broader social, political and medical communities, support equity initiatives and reduce implicit bias that affects Black women

- Mama Certified
- Learning Collaborative
- Policy Work
- Kings Stand
- Partnerships
- QV Corner
Our Partners

This project brings together birthing hospitals in Greater Cincinnati to address maternal equity and improve outcomes for Black and Brown mothers and babies in their care.
SAVE the DATES
2023 OB & Neonatal Face-to-Face Meetings

Calling ALL Perinatal Leaders, Providers, Nurses, Advocates, and Friends!
Join us for an interactive day of collaborative learning with all the ILPQC initiative!

OB Teams:
May 24th 2023

Neonatal Teams:
May 25th 2023

More Information Coming Soon!

President Abraham Lincoln
Doubletree Hotel
Springfield, IL

ILPQC 11th Annual Conference Thursday, November 2, 2023
Thanks to our Funders

In kind support: