



Patient and Community Engagement

ABOUT ILPQC

Illinois Perinatal Quality Collaborative (ILPQC) is a nationally recognized statewide network of hospital teams, perinatal clinicians, patients, community stakeholders, and public health leaders committed to equitably improving outcomes and reducing disparities for birthing people and newborns in Illinois. ILPQC works with stakeholders to provide collaborative learning, quality improvement and rapid response data support to over 100 birthing hospitals across the state, reaching approximately 90% of Illinois birthing hospitals and approximately 85% of Illinois neonatal intensive care unit (NICU) beds.

OUR COMMITMENT TO PATIENT AND COMMUNITY ENGAGEMENT

ILPQC partners with patient/community volunteers to serve as advisors to our perinatal quality improvement initiatives. Patient/community partners will participate in the ILPQC's Obstetric and Neonatal Advisory Groups to inform statewide initiatives, engage patients and families in quality improvement work, and promote ILPQC's efforts among other patient/community members.

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 and community engagement helps to advance quality improvement efforts by challenging assumptions and re-energizing the work.¹

ILPQC'S CALL TO ACTION!

ILPQC hospital teams can involve patients/community members in their quality improvement efforts in the following roles:

- Advisors on quality improvement teams and projects
- Members on hospital advisory councils or quality and safety committees

To learn more about the Illinois Perinatal Quality Collaborative, please visit us at www.ilpqc.org

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RESOURCES

For Providers:

The Institute for Patient- and Family-Centered Care's (IPFCC) "Tips for Group Leaders & Facilitators on Involving Patients & Families on Committees & Task Forces"

- <http://www.ipfcc.org/advance/tips-forgroupleaders.pdf>

For Patient/Family Advisors:

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

- <http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy2/index.html>

ENGAGING PERINATAL PATIENT & COMMUNITY PARTNERS IN QUALITY IMPROVEMENT

Patient/community partners are patients/community members that have received perinatal care and participate in quality improvement efforts to improve perinatal experiences for others. 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. Recruit patient/community partners from physician and staff recommendations, also consider, NICU parents and postpartum/breastfeeding support groups.
2. Provide patients/community partners with a clear description of their role and responsibilities and
3. Develop tools and resources with patients/community partners to assist in their participation in quality improvement efforts.

OPPORTUNITIES FOR PATIENT/COMMUNITY ENGAGEMENT IN CURRENT QI INITIATIVE ACTIVITIES

Engage patients and community partners to provide QI input:

- Strategies to improve Respectful Care Practices
- Strategies to improve linkage to community SDoH resources
- Strategies to improve shared decision making
- Feedback on patient education materials