

# 5 Steps to Engaging a Patient Partner



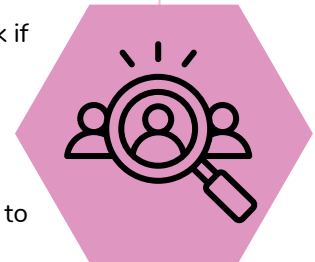
## Finding a patient partner to join your QI Team

- Hold a Respectful Care Breakfast and meet potential patient partners.
- Ask clinical team members who work closely with birthing patients to think about prior patients who might want to share their experiences to help improve care.
- Consider opportunities to identify patient partners from diverse perspectives.

- **Ask for help from:**
  - OB Providers
  - Nurses
  - NICU team
  - Social Workers
  - Doulas
  - Lactation Consultants

## The next step is to reach out and ask

- Ask clinical team members who know a patient best to reach out to ask if they might be interested in being a patient partner.
- Ask if they want to work with your QI team to be a patient voice and share their perspective to help improve care! Patients appreciate being asked!
  - "Would you be interested in working with our Birth Equity/QI team to help us improve care for birthing patients at our hospital?"



## Welcome patient partners to the team- onboarding!

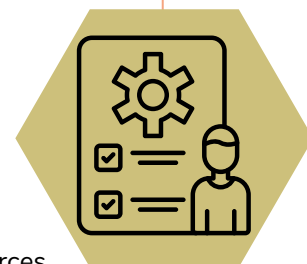
It's critical that you appropriately onboard your patient partner

- Identify a main contact on your QI team and have them reach out, discuss frequency of meetings, opportunities to connect
- Go over steps that are specific to your hospital onboarding.
- Link patient partners to MoMMA's Voices community and Patient Family Partner training (Scan QR Code).



## QI opportunities to engage your patient partner

- Help develop or give feedback on patient-facing education
- Assist in planning Respectful Care Breakfasts
- Input to improve PREM survey completion & share feedback
- Input on steps for active implementation of respectful care
- Opportunities to expand equity work to prenatal care sites
- Feedback on process for SDOH screening & linkage to resources



## Make sure patient partners feel valued and heard

- Determine a regular (monthly or quarterly) meeting time to check-in with patient partner. Create space to make sure they feel valued and heard.
  - Provide updates on specific projects and share lessons learned
- Invite your patient partner to QI team meetings.
  - Make sure they have a specific contact
  - Ask how they want to contribute – what do they want to work on?
  - Ask for their regular feedback on how it is going – do they feel heard?
- How can you reimburse their valuable time?
  - Payment, meal with meetings, parking, gift bag or other options to show you value their time and expertise

