

BE Teams Call: Actionable Respectful Care Strategies and PREM Survey Implementation

Monday, December 19th, 2022



Call Overview

- ILPQC Updates
- Birth Equity Data Review
- Actionable Respectful Care Practices (RCPs)
- PREM Survey Implementation Strategies
- Team Talks
 - **UW Health Swedish American Hospital-** Courtney Pemberton, MSN, RNC-OB & Jan Southard MHA, BSN, RNC-MNN
 - **SSM Health St. Mary's Hospital- St. Louis-** Elena Jenkins, RN, BSN

**Congratulations
again!!!**



BE AWARD CRITERIA

QI Leader Award:

- 7 key structure measures in place or working on it
- Achieved at least two process and outcome measures*

QI Recognition Award:

- 7 key structure measures in place or working on it
- Achieved at least one process and outcome measures*

Data Champion Award:

- Complete data submitted (if not recognized above)

*Implicit Bias Training / SDoH screened and documented

**12
winners**

**7
winners**

**26
winners**

BE QI Leader Award

- Advent Health Hinsdale
- OSF Little Company of Mary Hospital
- Ascension Alexian Brothers Womens and Childrens Hospital at St. Alexius
- Gibson Area Hospital
- MacNeal Hospital
- Rush-Copley Medical Center
- Advocate Condell Medical Center
- Palos Community Hospital
- NM Kishwaukee Hospital
- Barnes-Jewish Hospital
- Carle BroMenn Medical Center
- Advent Health Glen Oaks



BE QI Recognition Award

- NM Lake Forest Hospital
- Northwestern Memorial Hospital
- UnityPoint Health Methodist Medical Center
- Blessing Hospital
- Memorial Hospital East
- Ingalls Memorial Hospital
- SSM St. Mary's Hospital - St. Louis





BE Data Champion Award

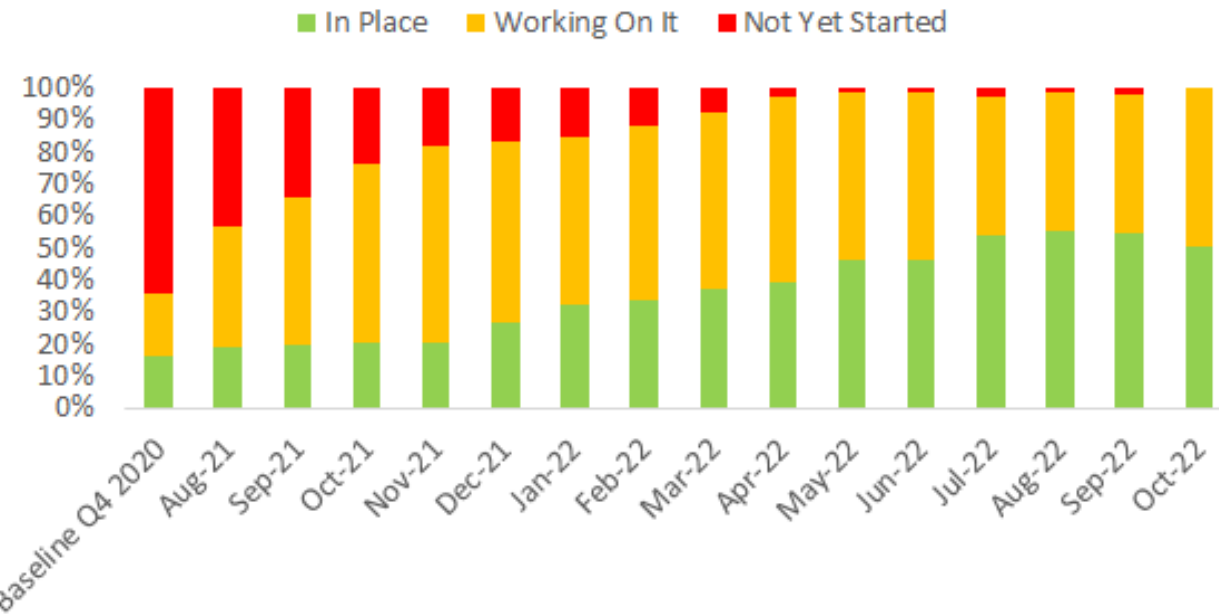
- Advocate Good Samaritan Hospital
- OSF St. Joseph Medical Center
- Advocate Trinity Hospital
- Stroger Hospital of Cook County
- Alton Memorial Hospital
- University of Chicago Medical Center
- University of Illinois Hospital & Health Sciences System (UIC)
- Rush University Medical Center
- OSF St. Francis Medical Center
- Abraham Lincoln Memorial Hospital
- Decatur Memorial Hospital
- Memorial Medical Center
- Memorial Hospital of Carbondale
- SSM Health Good Samaritan
- Edward Hospital
- Elmhurst Memorial Hospital
- Ascension Health Saints Mary and Elizabeth Medical Center
- Advocate Christ Medical Center
- Advocate Lutheran General Hospital
- Advocate Aurora Sherman Hospital
- Advocate Illinois Masonic Medical Center
- FHN Memorial Hospital
- Riverside Medical Center
- OSF St. Anthony Medical Center- Rockford
- Franciscan Health Olympia Fields
- CGH Medical Center

Birth Equity Data Review

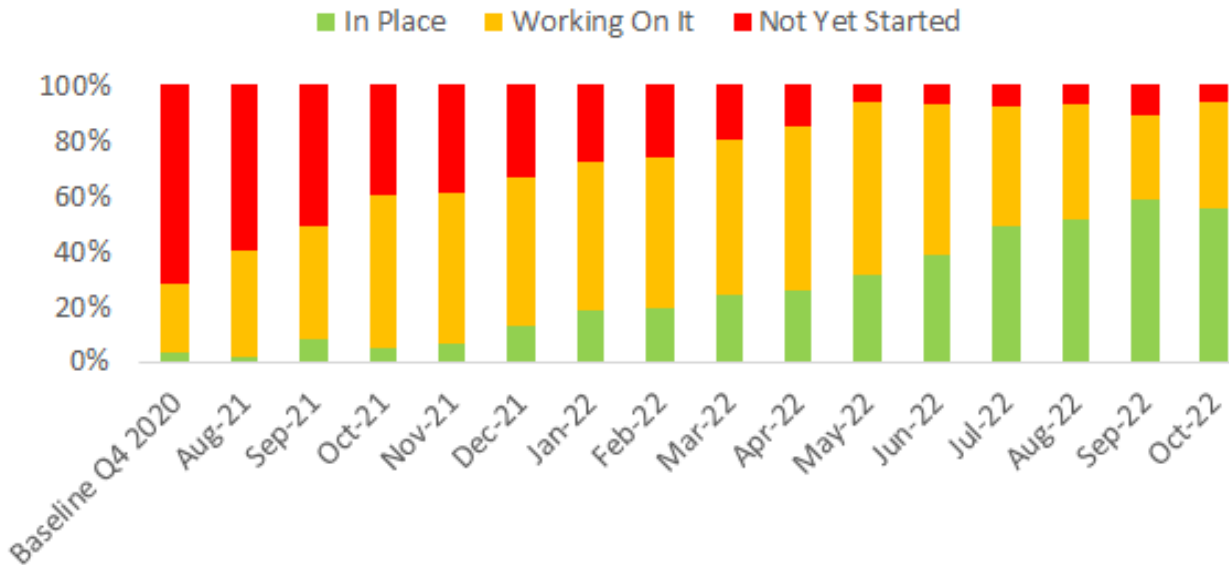


Structure Measures: Implementing Systems Changes

Percent of hospitals that have implemented standardized social determinants of health screening tools for screening all pregnant women during delivery admission

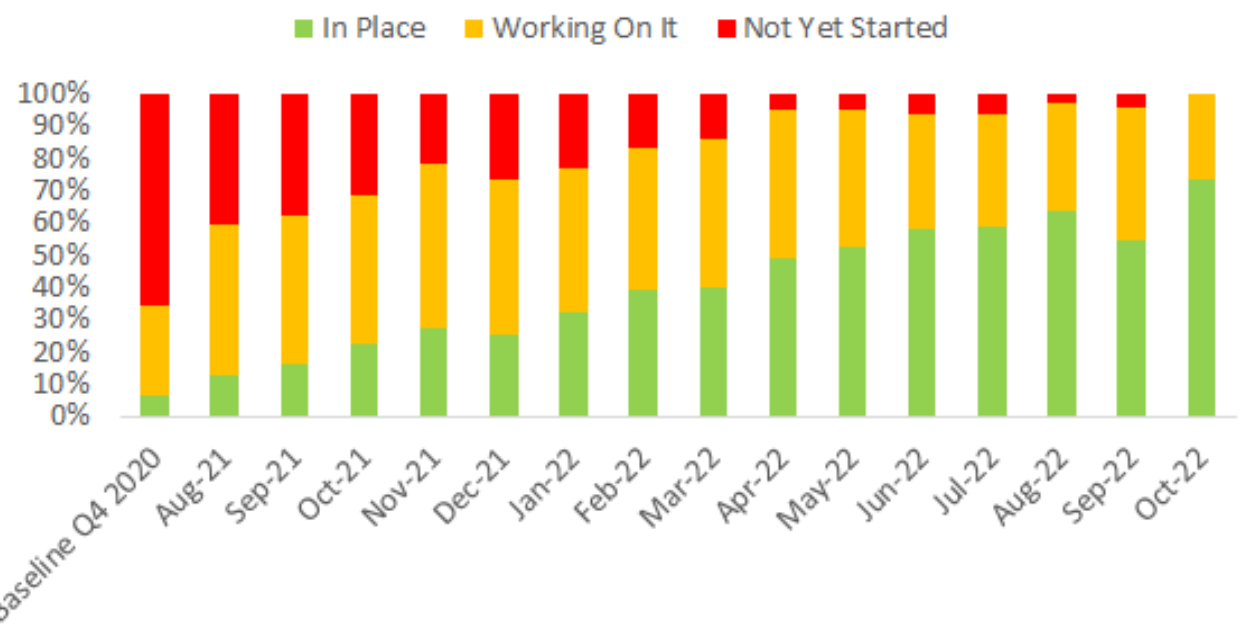


Percent of hospitals that have completed ILPQC social determinants of health community resources mapping tool and shared with affiliated outpatient prenatal care sites and hospital OB units

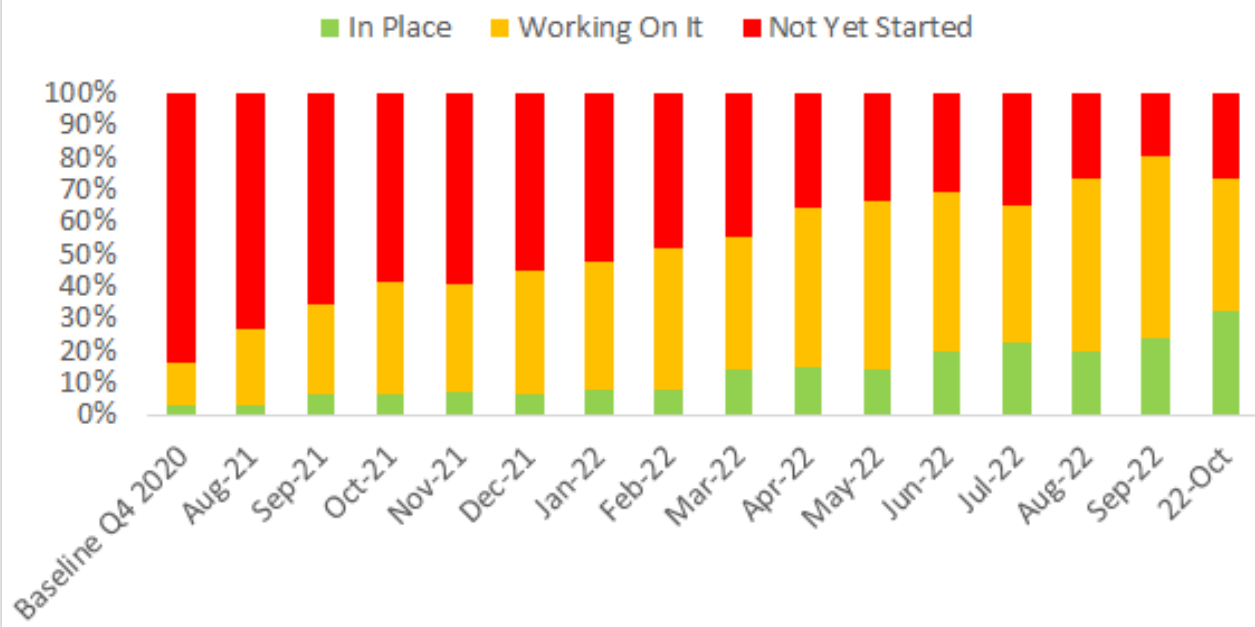


Structure Measures: Implementing Systems Changes

Percent of hospitals that have developed a process to review maternal health quality data stratified by race/ethnicity and Medicaid status

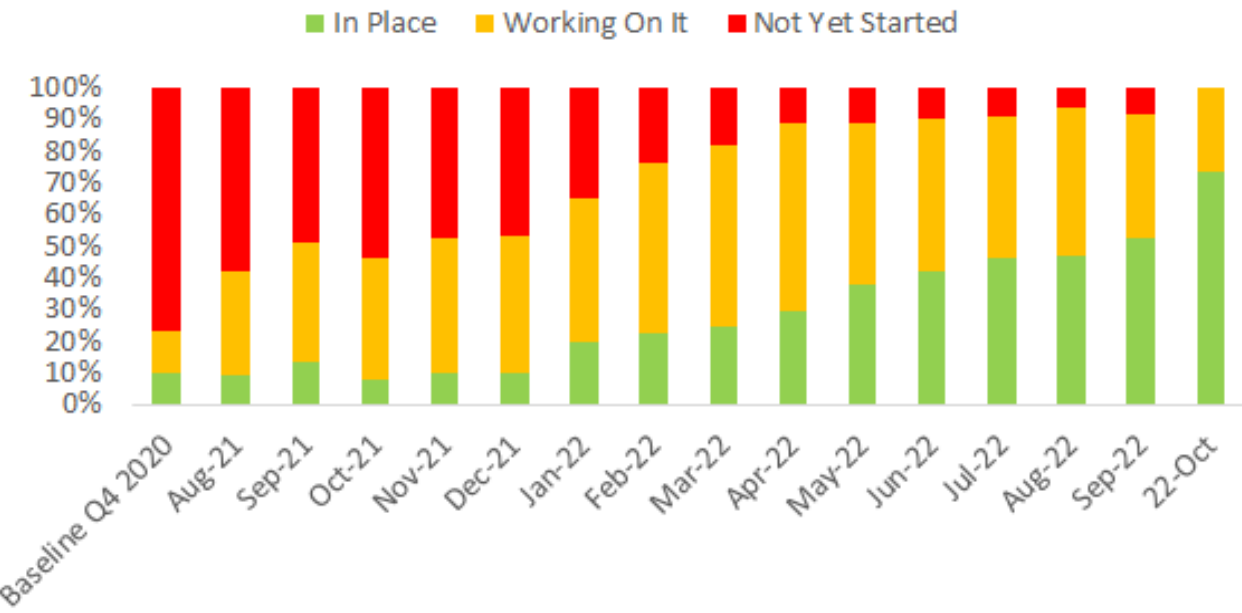


Percent of hospitals that have engaged patients and/or community members to provide input on quality improvement efforts

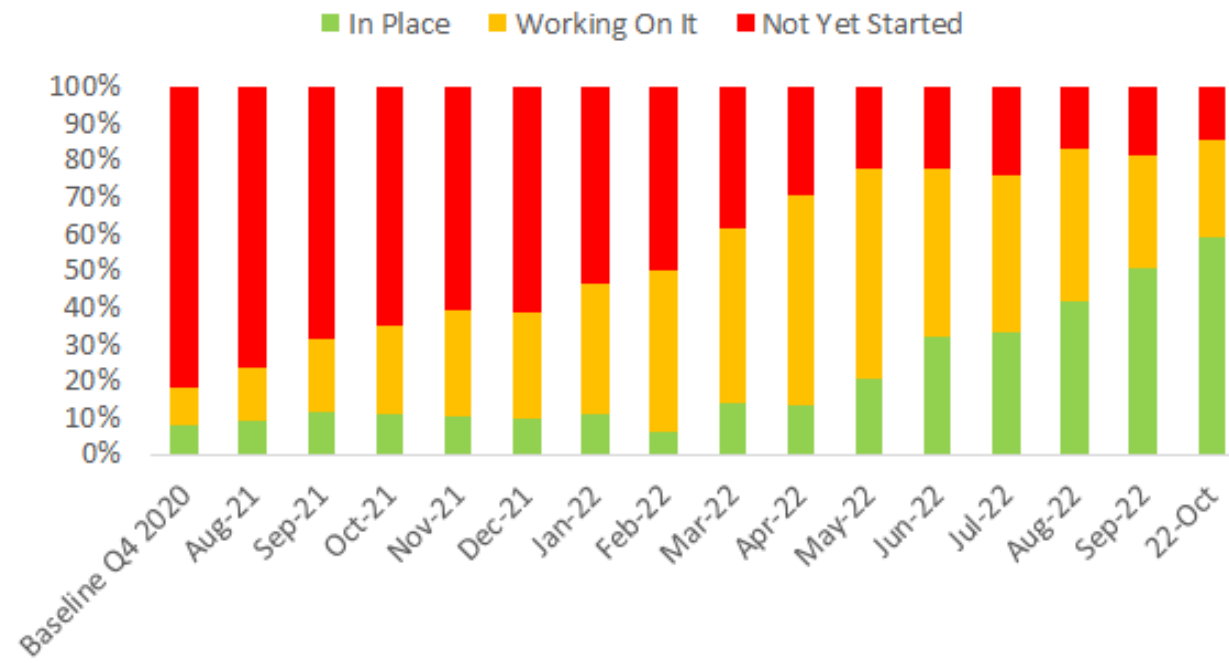


Structure Measures: Implementing Systems Changes

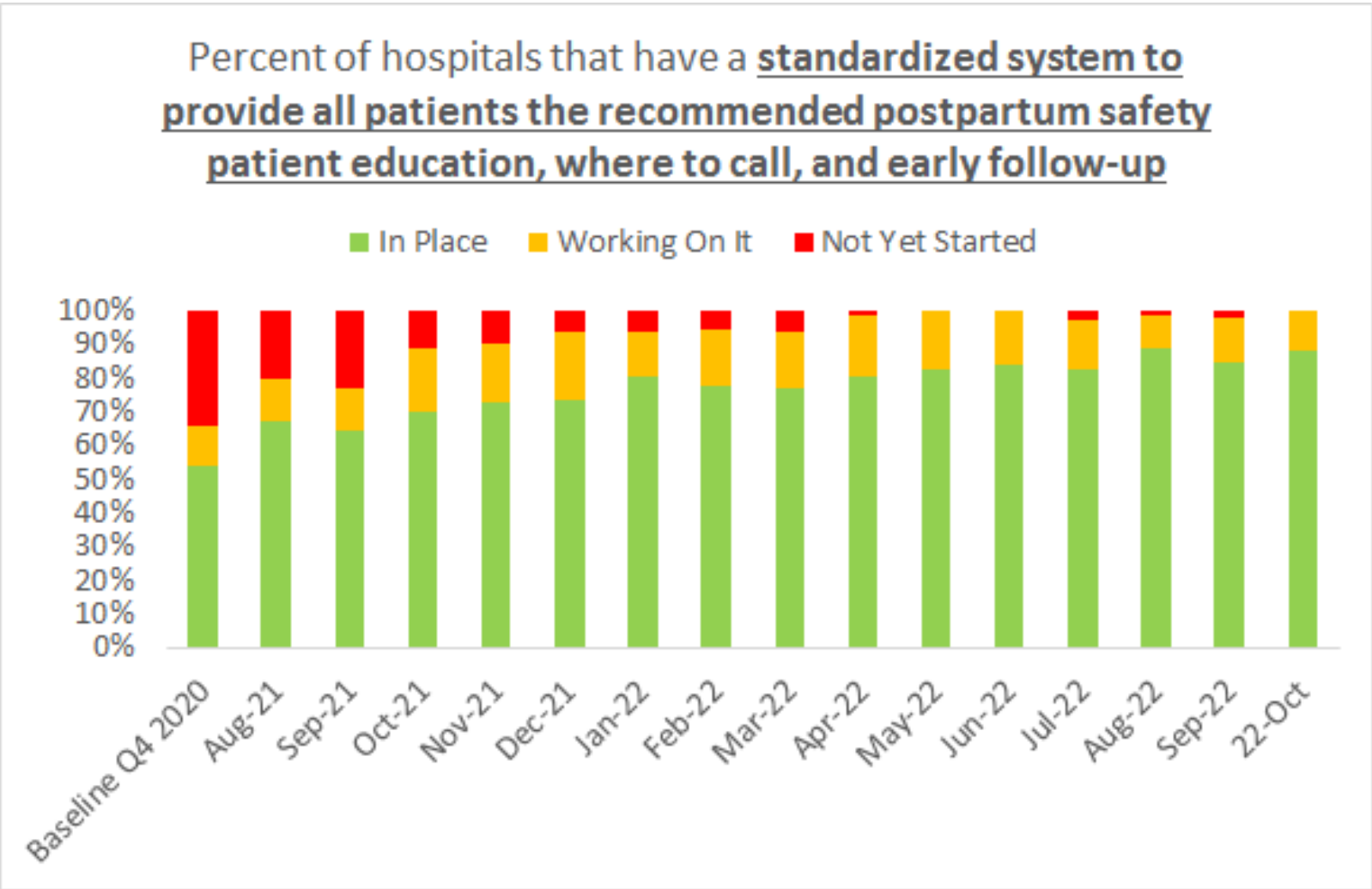
Percent of hospitals that have a **strategy for sharing expected respectful care practices** with delivery staff and patients (i.e. posting in L&D)



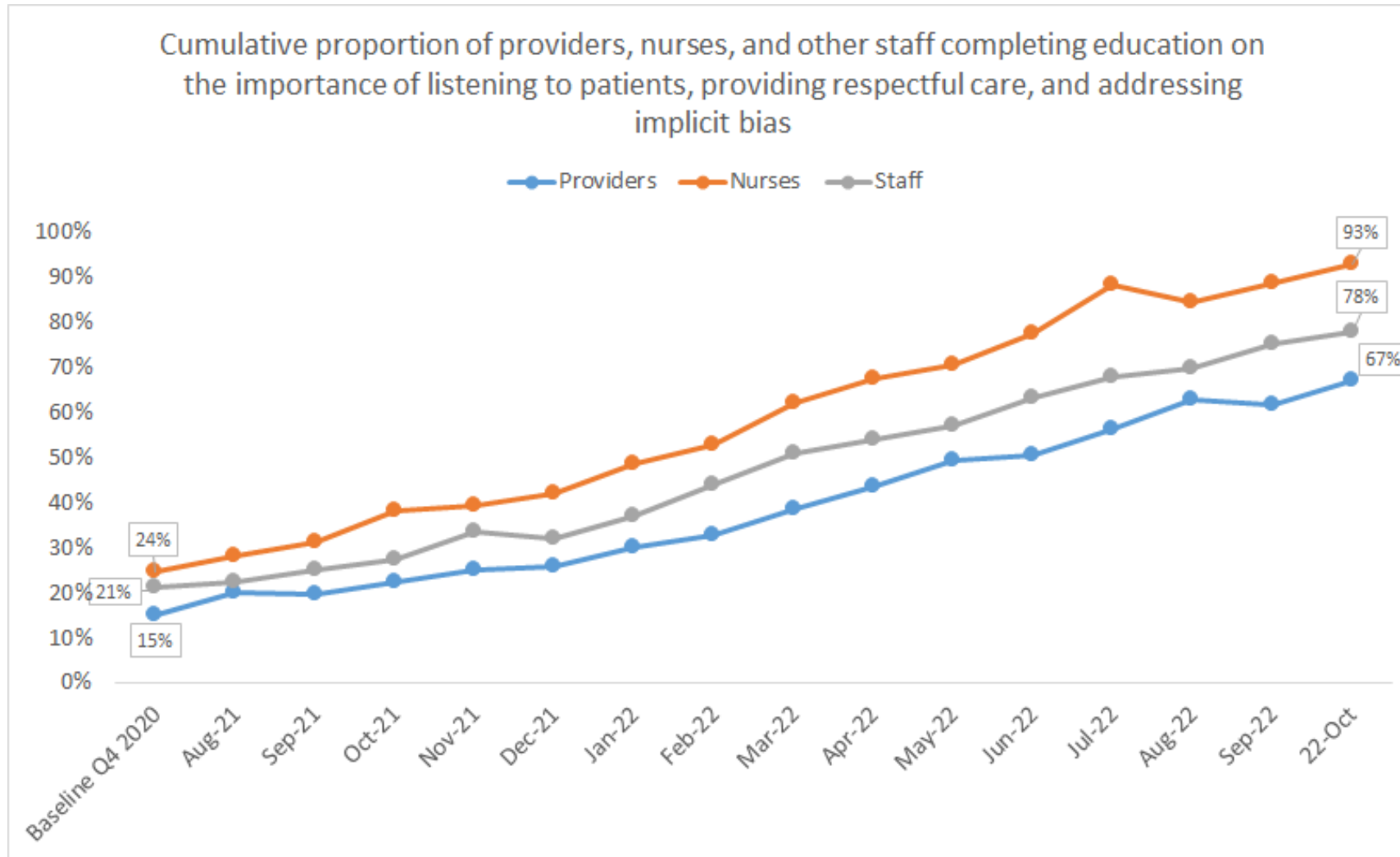
Percent of hospitals that have **implemented a Patient Reported Experience Measure (PREM) survey**



Structure Measures: Implementing Systems Changes



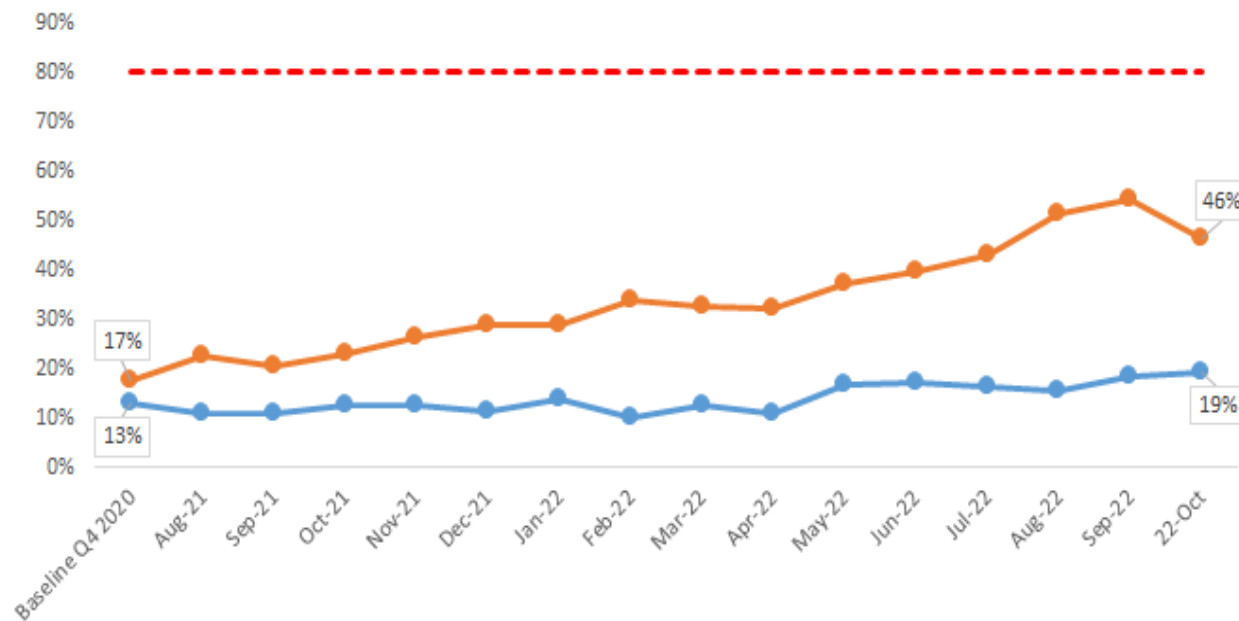
Process Measures



Outcome Measures

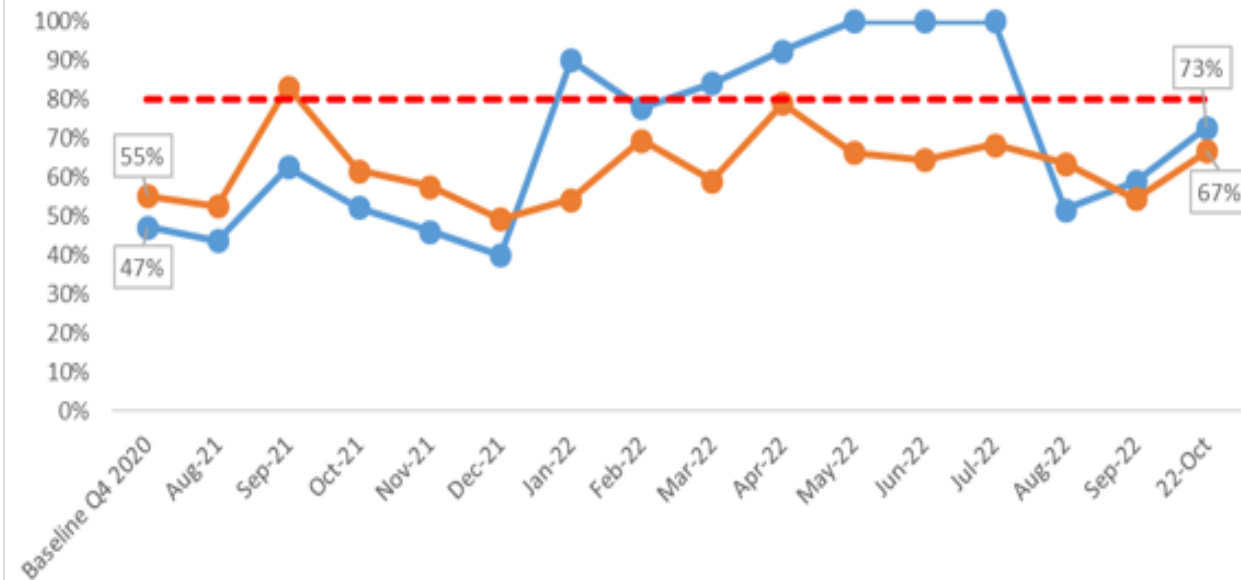
Cumulative percent of patient charts prenatally and during delivery admission with social determinants of health (SDoH) screening tool use documented (prenatal and L&D)

— Prenatal — L&D - - - Goal



Cumulative percent of patient charts that screened positive for SDOH prenatally and during delivery admission linked to SDOH resources (prenatal and L&D)

— Prenatal — L&D - - - Goal



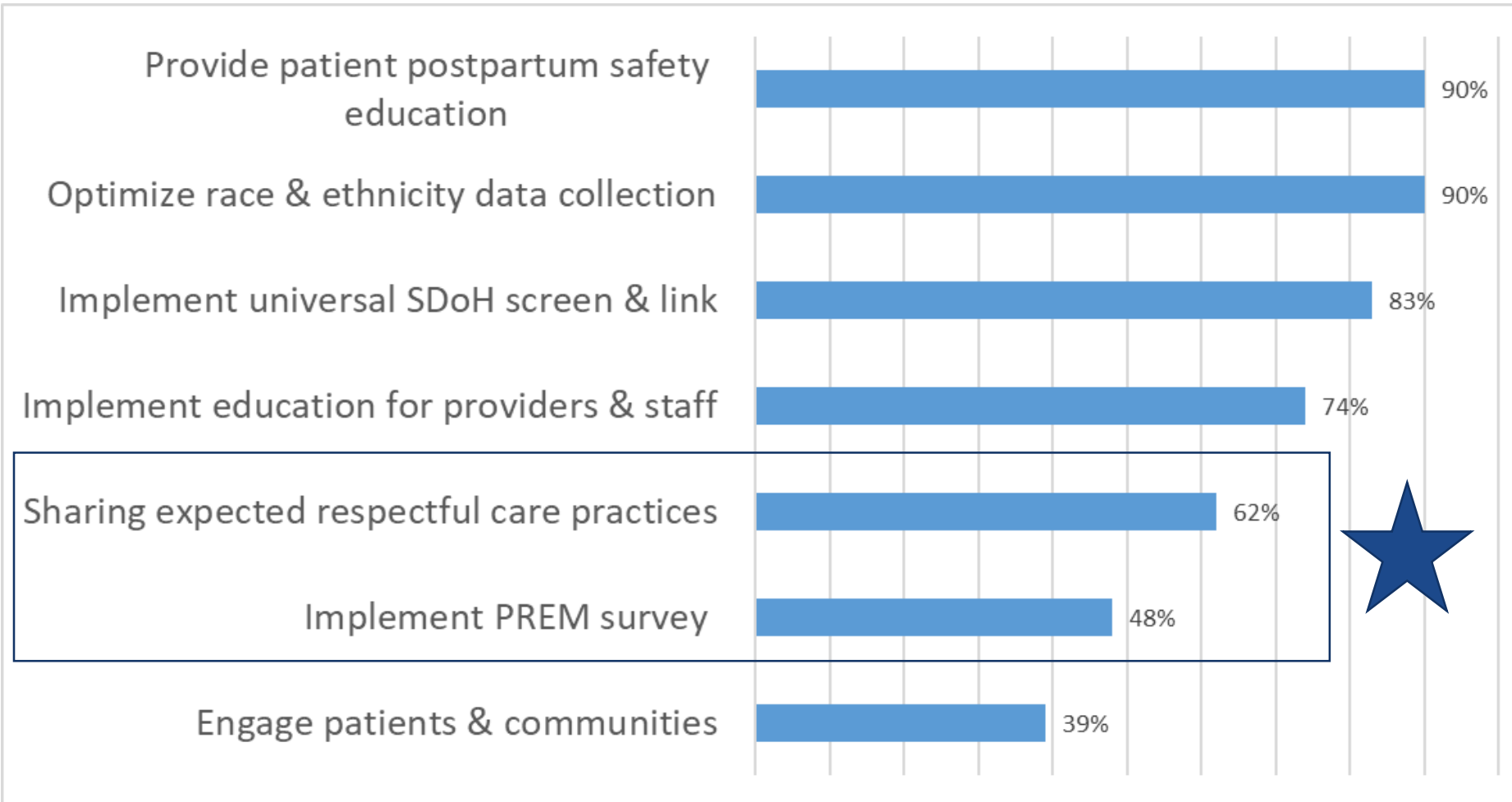
BE priority strategies in 2023 moving to culture change

Implicit bias education	<ul style="list-style-type: none"> • Grand Rounds • Diversity Science • Laboring with Hope (thru 2/2023)
SDoH	<ul style="list-style-type: none"> • Screen on L&D • Process flow for linking to resources
Respectful Care	<ul style="list-style-type: none"> • Hang poster • Sign off team • Engage clinical team members in activating RCP
PREM	<ul style="list-style-type: none"> • Implement • Review • Share • Act
Schedule 2-week postpartum visit	<ul style="list-style-type: none"> • Provider buy-in • Process flow • Data review
Engage patients and community	<ul style="list-style-type: none"> • Just get started • Get input • Keep listening

Actionable Respectful Care Practices (RCPs) and PREM Survey Implementation Strategies

Birth Equity strategies teams focused on in the past year

2022 Teams
Survey





1. I could take part in decisions about my care.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. I could ask questions about my care.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. My health care team did a good job listening to me, I felt heard.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. My health care choices were respected by the health care team.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. My health care team understood my background, home life and health history, and communicated well with each other.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. My health care team introduced themselves to me, and my support persons, and explained their role in my care when they entered my room.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. The health care team asked for my permission before carrying out exams and treatments.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Labor & Delivery

PREM

Respectful
Care Practices

 Our Respectful Care Commitments to Every Patient

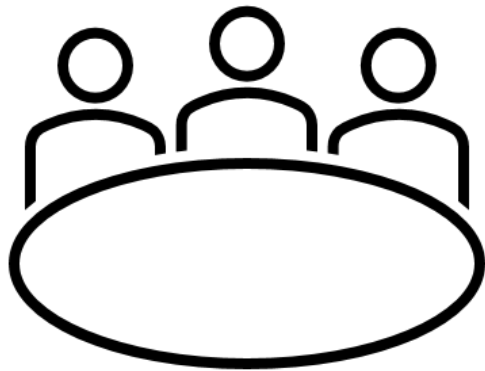
- 1 Treating you with dignity and respect throughout your hospital stay
 - 2 Introducing ourselves and our role on your care team to you and your support persons upon entering the room
 - 3 Learning your goals for delivery and postpartum: What is important to you for labor and birth? What are your concerns 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
 - 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
- Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you



Setting targets that were for all patients:
Patients Perinatal Quality Collaborative (PPQC) works with hospitals, physicians, midwives, nurses, hospitals, and family groups to reduce maternal, neonatal, and perinatal loss. By measuring all perinatal outcomes early, high-quality care is provided, and improved outcomes.



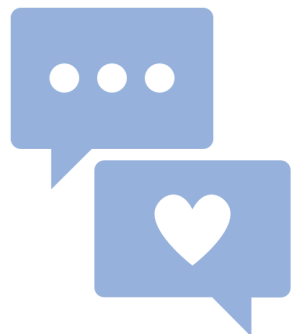
Implementation of Respectful care Practices takes buy -in



- How are we engaging our clinical team members in active implementation of Respectful Care Practices
 - Need Buy-In all Clinical Team members and staff
 - Understand importance of Birth Equity work
 - Understand how to actively implement Respectful Care Practices with ALL patients
 - Engage patients with Respectful Care Practices and ask all patients to complete the PREM survey before discharge for feedback if they received the expected Respectful Care Practices

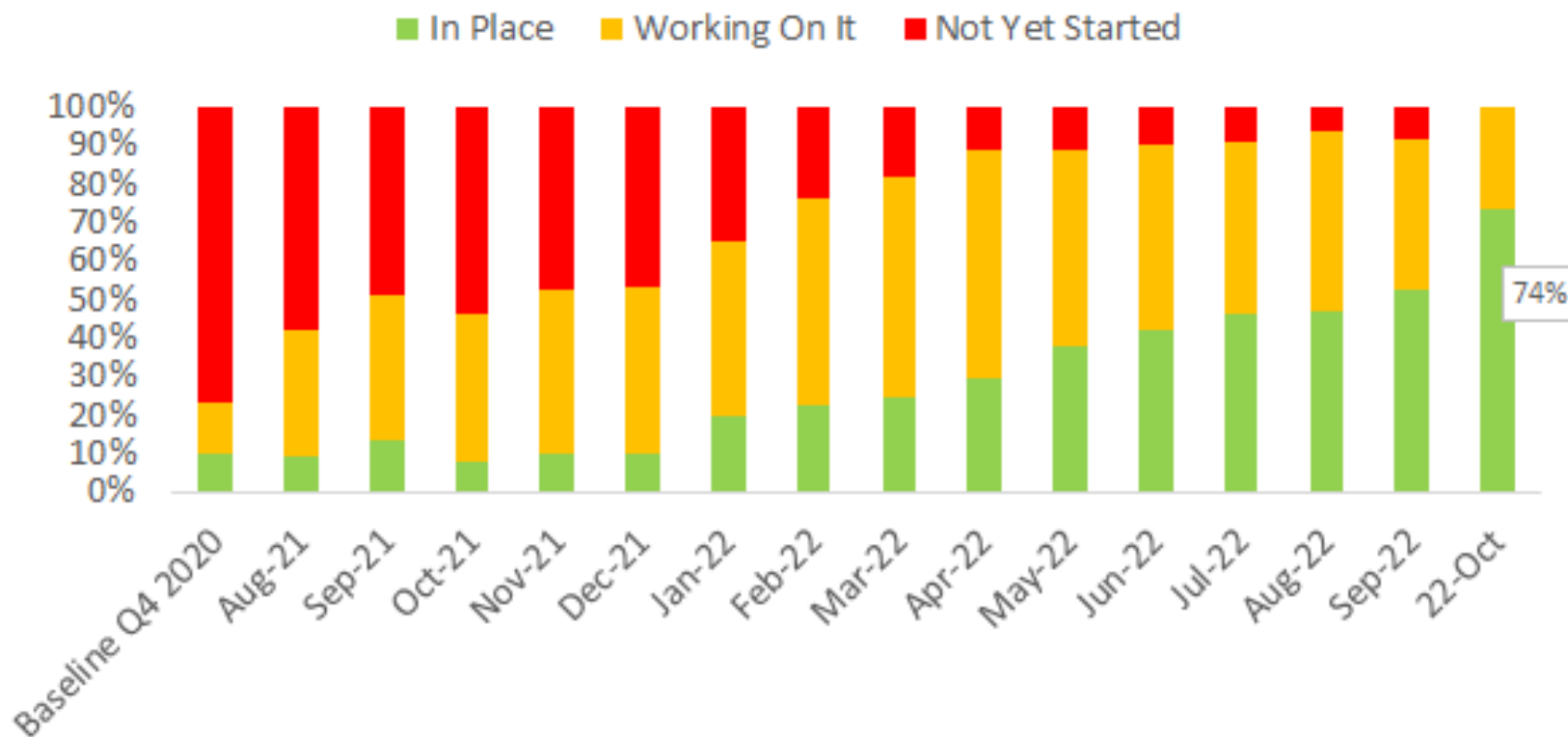
Consider Respectful Care / PREM Kick-Off

- Need interest and Buy-in from Clinical Team members and staff
- Consider a kick-off at Nursing Shift Changes / OB Provider Meeting / Grand Rounds
- Can use Laboring With Hope Video (30 minutes) for Buy-In and food if possible, consider a bulletin board share Respectful Care Practices and PREM Survey with staff
- Brainstorm with staff how to actively implement each Respectful Care Practice 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 to share feedback if they received the RCPs, use PREM Handout
- Track % PREM Completed, Share stratified PREM Survey results with clinical teams / Staff



Active implementation of respectful care practices – where are we?

Percent of hospitals that have a strategy for sharing expected respectful care practices with delivery staff and patients (i.e. posting in L&D)



Teams' strategies to share Respectful Care Practices

2022 Teams
Survey

Clinical care team

- Poster with our respectful care practices at each nurses' station throughout the unit
- All staff educated **on** respectful care practices and how to speak to patients about them
- All staff read and sign respectful care strategy poster
- Shared respectful care practices and initial PREM Survey data 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

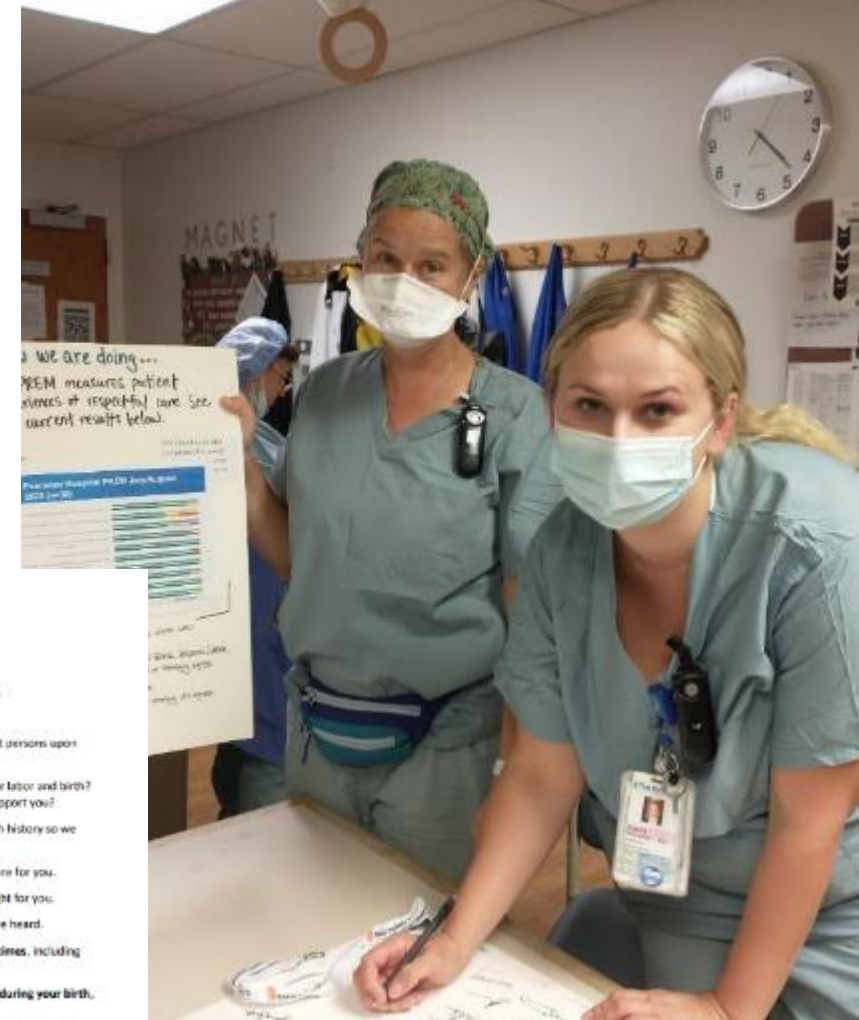
Respectful Care Practices

Post respectful care posters in clinical and patient areas

Review and activate respectful care practices with clinical team

Facilitate clinical team member sign-off on practices

Ask all patients to complete PREM, Track % complete, Share stratified PREM data



Our Respectful Care Commitments for Every Patient

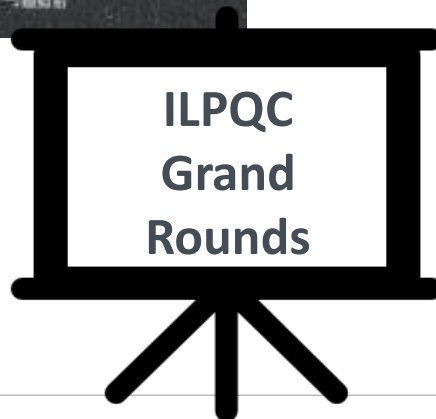
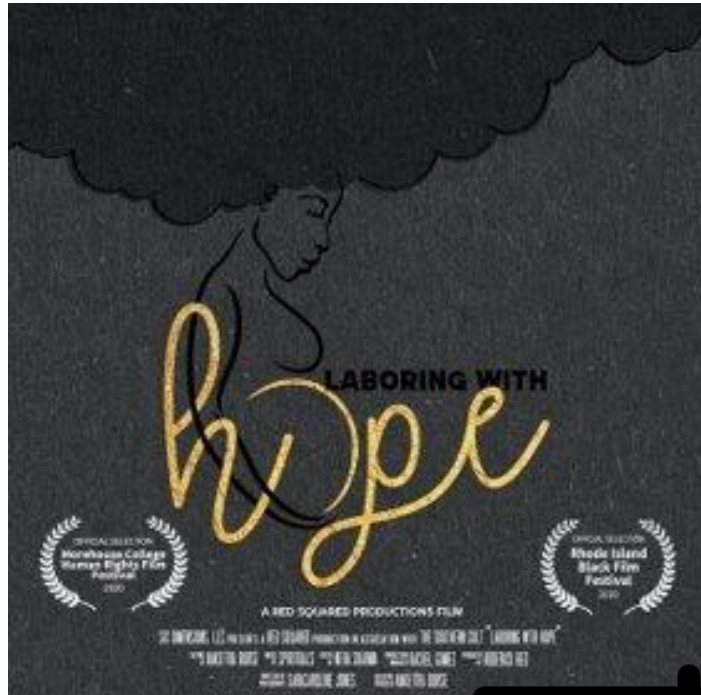
1. **Treating you with dignity and respect** Throughout your hospital stay.
2. **Introducing ourselves and our role** on your care team to you and your support persons upon entering the room.
3. **Learning your goals for delivery and postpartum:** What is important to you for labor and birth? What are 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

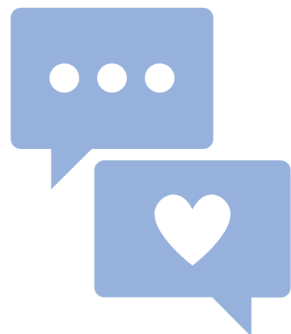
Date

Laboring with Hope, Grand Rounds, and RCPs

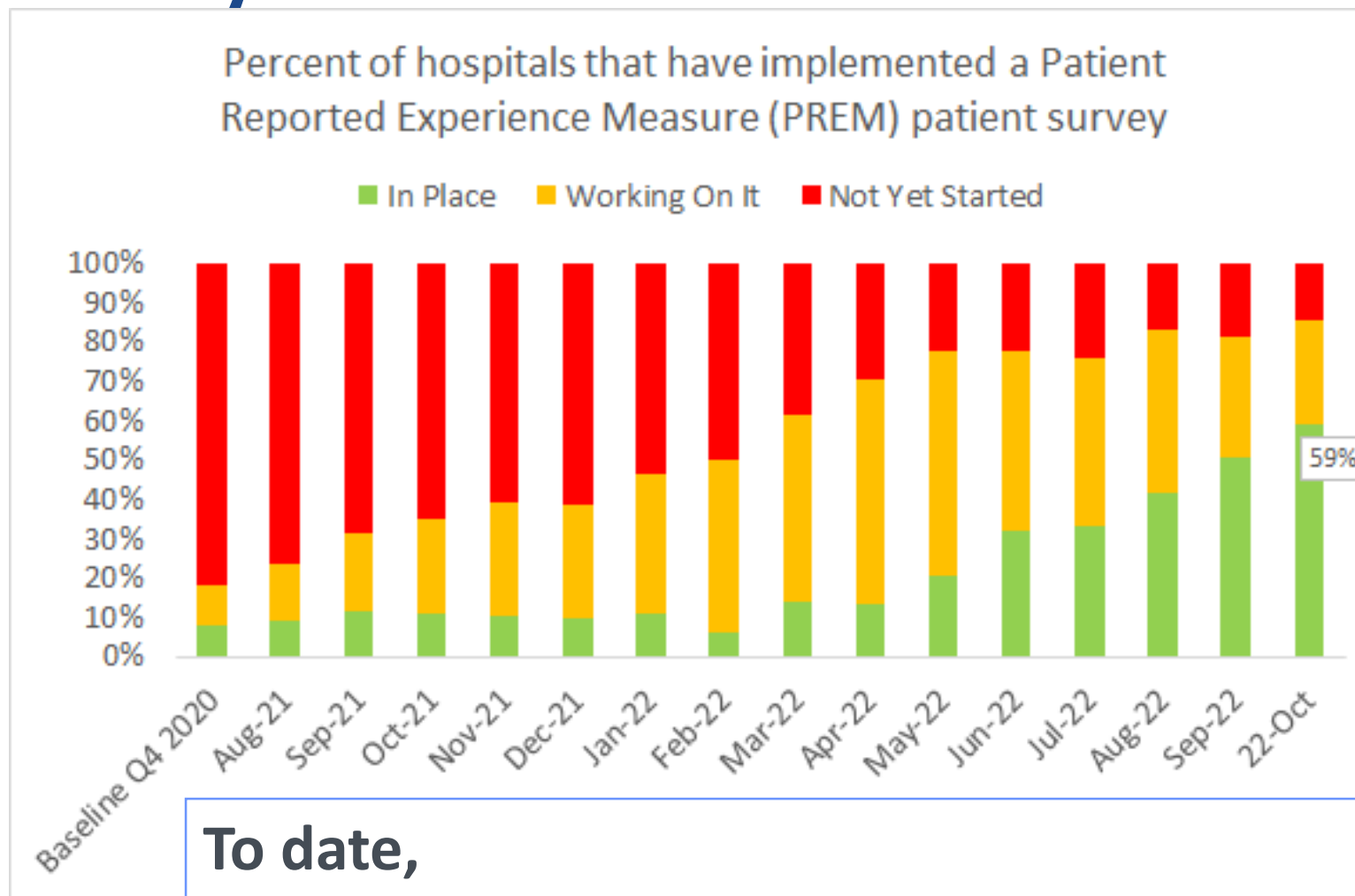


- Work with ILPQC to schedule and host BE Grand Rounds
- Combine with screening of Laboring with Hope **by 2/2023**
- Incorporating Implicit Bias Education, Hospital Team Buy-In & Respectful Care Practices

Interested in BE Grand Rounds
and/or Laboring with Hope,
contact info@ilpqc.org



Active implementation of PREM survey – where are we?



**To date,
992 PREM surveys submitted across 39 hospitals**

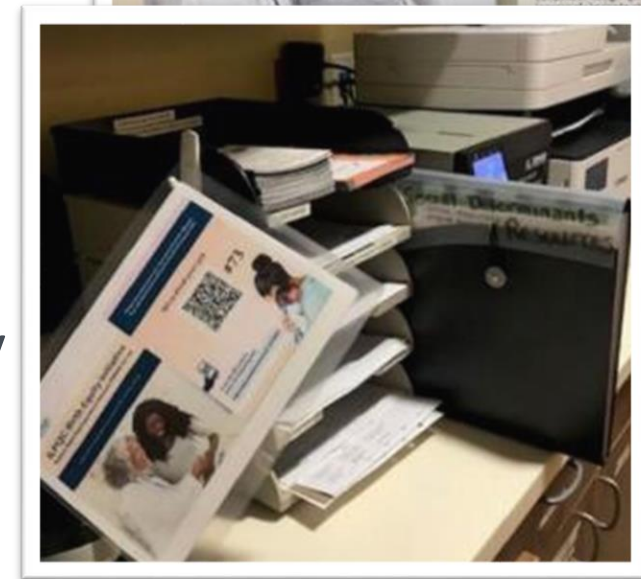


Strategies to launch PREM



Strategies to optimize PREM Survey completion among all 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 with why PREM and how to complete
 - 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 ILPQC PREM Reports (in REDCap) and share feedback with clinical team to increase completion and increase respectful care practices



PREM Survey Patient Handout

NEW – Now available!

- Tool to help facilitate patient's awareness of the PREM survey and increase PREM survey completion
- Nurse provides handout to patient to create a point of contact for PREM survey questions and communication about completion
- Direct links to patient for all currently available languages
- Customize with your hospital ID and logo

Illinois Perinatal Quality Collaborative



Tell us About Your Birthing Experience!

The purpose of this 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 you a few minutes to complete.
- Choose your preferred language and scan the QR Code below to complete the PREM Survey.
- Please complete the survey before discharge. Let your nurse know when it is completed or if you have any issues. If you do not have a phone or other device available to take the survey, let your nurse know.

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.



English



Español



Italiano



Русский



Polski



Français



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

Strategies to encourage patients to complete the PREM Survey before discharge

2022 Teams Survey

Goal for the day on their white board

Primary nurse discusses and follows up with patient

Hang QR code in all postpartum rooms

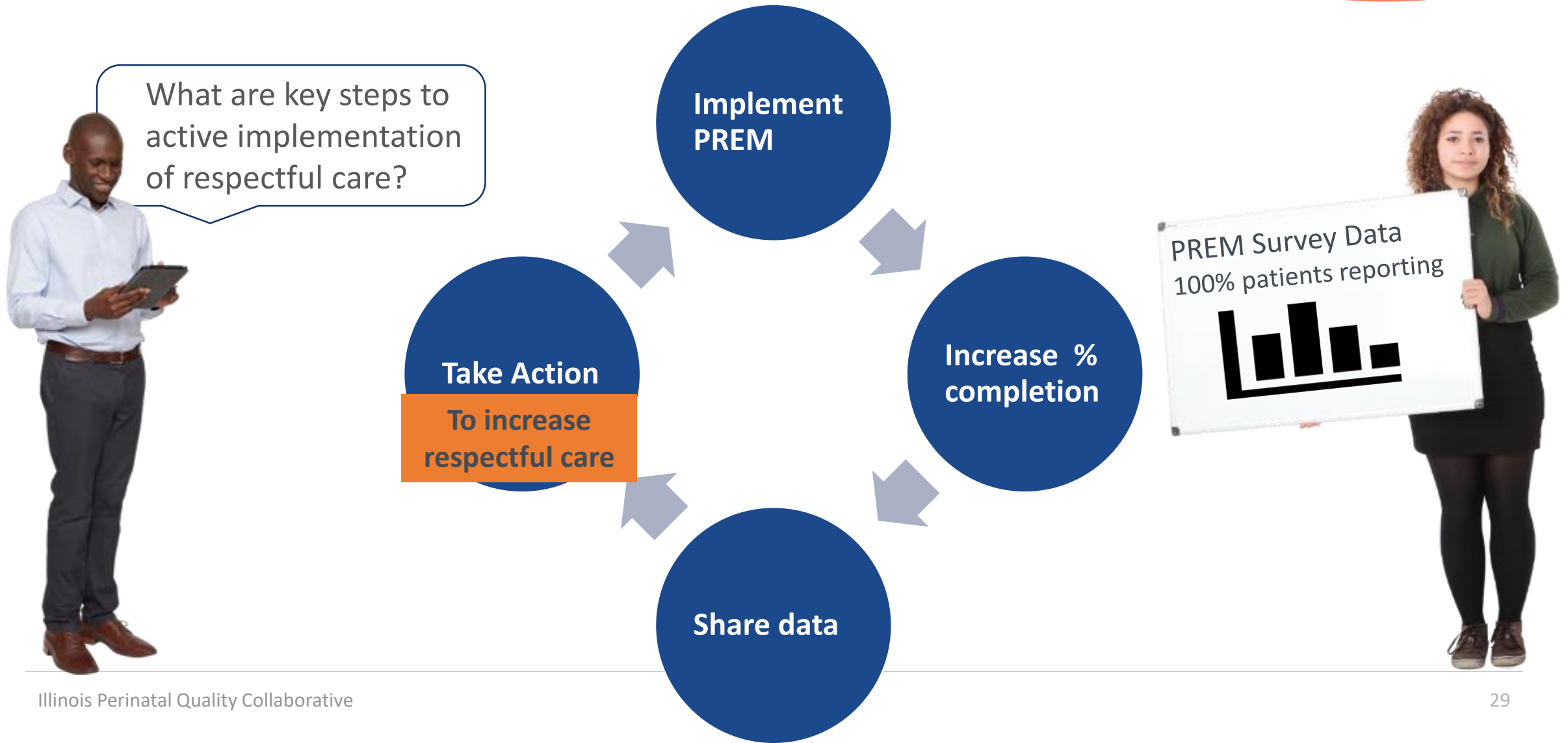
Provider reminders throughout stay

Offer an electronic device to complete survey on if they do not have one

Place in every patient's admission folder



Active implementation of PREM – where do we need to be?



Does your QI team know how to access PREM?

1. Log into REDCap
2. Navigate to "Patient Reported Experience Measure (PREM) - English" Under Projects
3. Click "Reports" under Project Bookmarks on Left hand side
4. Enter hospital 3-digit ID
5. PREM reports available!



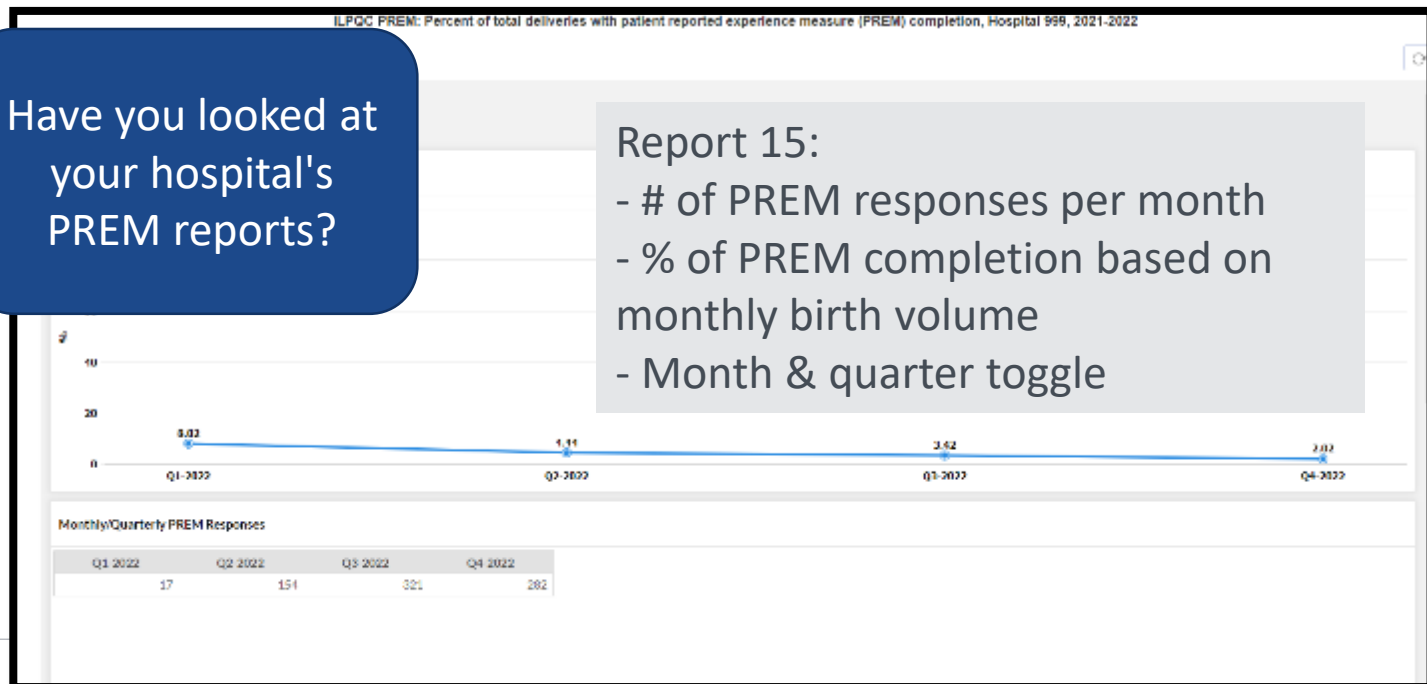
Ability to toggle by:

- Month vs Quarter
- Race, Ethnicity, Insurance Status

Have you looked at your hospital's PREM reports?

Report 15:

- # of PREM responses per month
- % of PREM completion based on monthly birth volume
- Month & quarter toggle



January Teams Task: Respectful Care Practices/PREM Kickoff

- **Who?**
 - Clinical team, including but not limited to providers, nurses, techs, residents, etc.
- **What?**
 - Kicking off actionable Respectful Care Practices and increasing % of birthing patients completing the PREM survey
- **When?**
 - During January 2023 (no BE webinar)
- **Where?**
 - On your OB ED, L&D and PP units
- **How?**
 - Incorporate bulletin boards in breakrooms, hallways, educational lunch & learn, snacks, OB Provider Meeting, Grand Rounds

Before **December 31st, 2022**

Work with your BE QI team to plan
**your Respectful Care Practices and
PREM survey kickoff**

January 2023

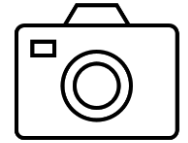
**No teams
call due to
holiday**

**Hold your
BE Team kick-off!**

**Share your team
kickoff photo**, no
later than Feb 15.
to info@ilpqc.org

Show off your "RCP/PREM Kick-off"

- Grab your cameras and encourage everyone on the unit to get involved with your kick-off!
- Ex- Take pictures of your team with your dedicated RCP/PREM bulletin board(s), of your RCP/PREM lunch and learn kick-off event, during your RCP/PREM kick-off staff huddles, etc.
- **Submit your RCP/PREM Kick-off photos to info@ilpqc.org to enter the QI coffee & doughnuts gift card raffle by Feb. 15th, 2023.**



BE QI Support for Q3 2022

Outreach to BE teams who have not started on key structure measures

SHARING
EXPECTED
RESPECTFUL
CARE PRACTICES

IMPLEMENTING
PREM SURVEY

Resource: Connect with Alana for QI SUPPORT by 12/31/22 with your respectful care and PREM implementation
arivera@northshore.org

Team Talk:

UW Health | Swedish American Hospital, Rockford IL

Courtney Pemberton, MSN, RNC-OB, C-EFM

Women and Children's Education Coordinator

Jan Southard, MHA, BSN, RNC-MNN

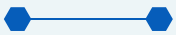
Mother Baby Manager

UW Health- Swedish American Hospital Strategies

Presented by:

Jan Southard, MHA, BSN, RNC-MNN

Courtney Pemberton, MSN, RNC-OB, C-EFM



Respectful Care Practices

- **Staff and providers participating in mandatory education days gave the opportunity to go over the 13 Respectful Care Measures and the posters that will be hung in L&D patient rooms**
- **Scripting provided to L&D staff on how to initiate the conversation and provide awareness of the care measures to our patients**
- **Educated staff included L&D, MB and NICU**

PREM Survey

- Go Live- April 1st on postpartum unit
- Education provided to postpartum and L&D staff during monthly staff meetings
- 2 iPads purchased in case of no smart phone access
- Scripting provided to staff (see next slide)
- Went live July 1st on L&D with PREM survey for patients with fetal demise or infant loss
- Education and reminders provided at huddles and through email for L&D staff
- Similar scripting provided



PREM Survey Scripting

- **“This survey is an opportunity for our patients to provide feedback on their experience of care during their stay from admission all the way through discharge. We want to ensure that we are providing respectful and equitable care to all of our patients and by completing this anonymous survey you are helping us identify possible areas for improvement. This should only take a few minutes to complete and I will step out of the room while you complete it.”**

PREM Survey

The image shows a 'Welcome to Mother Baby' survey form posted on a whiteboard. The form is designed to be user-friendly and includes a drawing of a mother holding a baby at the top. Below the title, there is a 'PAIN SCALE' with a thermometer graphic and a color-coded bar. The form is divided into several sections: 'Today is:' with a date field, 'DIS PROVIDER' with fields for 'PEDIATRICIAN' and 'NURSE', 'PLAN FOR TODAY' with a 'GOALS' section, 'MOM DISCHARGE CHECKLIST' with various checkboxes, and 'BABY DISCHARGE CHECKLIST' with checkboxes. At the bottom, there are fields for 'BABY'S NAME' and 'FEEDINGS'. A QR code is visible at the bottom of the form, which is likely used for digital submission of the survey.

- Provided the survey in paper format to staff prior to Go Live for them to be able to read the questions that were being asked of the patients
- Every room has the QR code hanging on white board as a visual reminder for staff to complete prior to discharge
- Encouraging staff to now bring the iPad into the room for all patients as it enlarges the survey for them while also making it appear less lengthy
- Patients are now able to submit their name into a drawing after completing the survey for the chance to win a goodie basket at the end of each month (\$25-\$30 value). Their answers remain anonymous.
- Throughout entire process we have remained diligent in providing staff with diversity, equity and inclusion training to increase their awareness of why a survey like this is so important

PREM Survey stats

2022	April	May	June	July	Aug	Sept	Oct	Nov
Surveys completed	28	11	6	7	2	19	45	37
Total deliveries	238	244	260	254	260	266	233	267

Team Talk: PREM

SSM Health St. Mary's Hospital - St. Louis

Elena Jenkins, RN BSN
Nurse Manager - Labor & Delivery



Approaches to Launching the PREM survey

St Mary's Hospital – St Louis



PREM Survey Initial Rollout

May 2022:

- PREM Survey discussed with patients in Leader rounding on L&D
- Staff on Postpartum unit go over information on PREM on admission to PP unit
- QR code posted on Whiteboards in front of patients
- Small survey QR codes placed in patient folders

Initial Results:

- 4 surveys total completed May through September
- Participation not high enough to see results



Evaluation of Initial Rollout

Challenges:

- Staff not consistently discussing PREM on admission; inconsistent scripting
- Discovered incorrect QR code in patient folders
- Patients not scanning QR code poster in room
- Inconsistent patient access to smart phones/devices
- No paper surveys
- Survey looks longer on phone screen

Revamping the Rollout

Increasing Engagement + Resources

- Brought PREM survey discussion to A3/Maternal DEI committee
 - Multidisciplinary discussion at hospital and system level
 - Involvement/Resources from Patient Engagement Team
 - Goal planning re: next steps for responding to results
- Sought input from UPC/frontline nurses re: workflow
- Assigned project re: increasing participation to SLU nursing students completing capstone

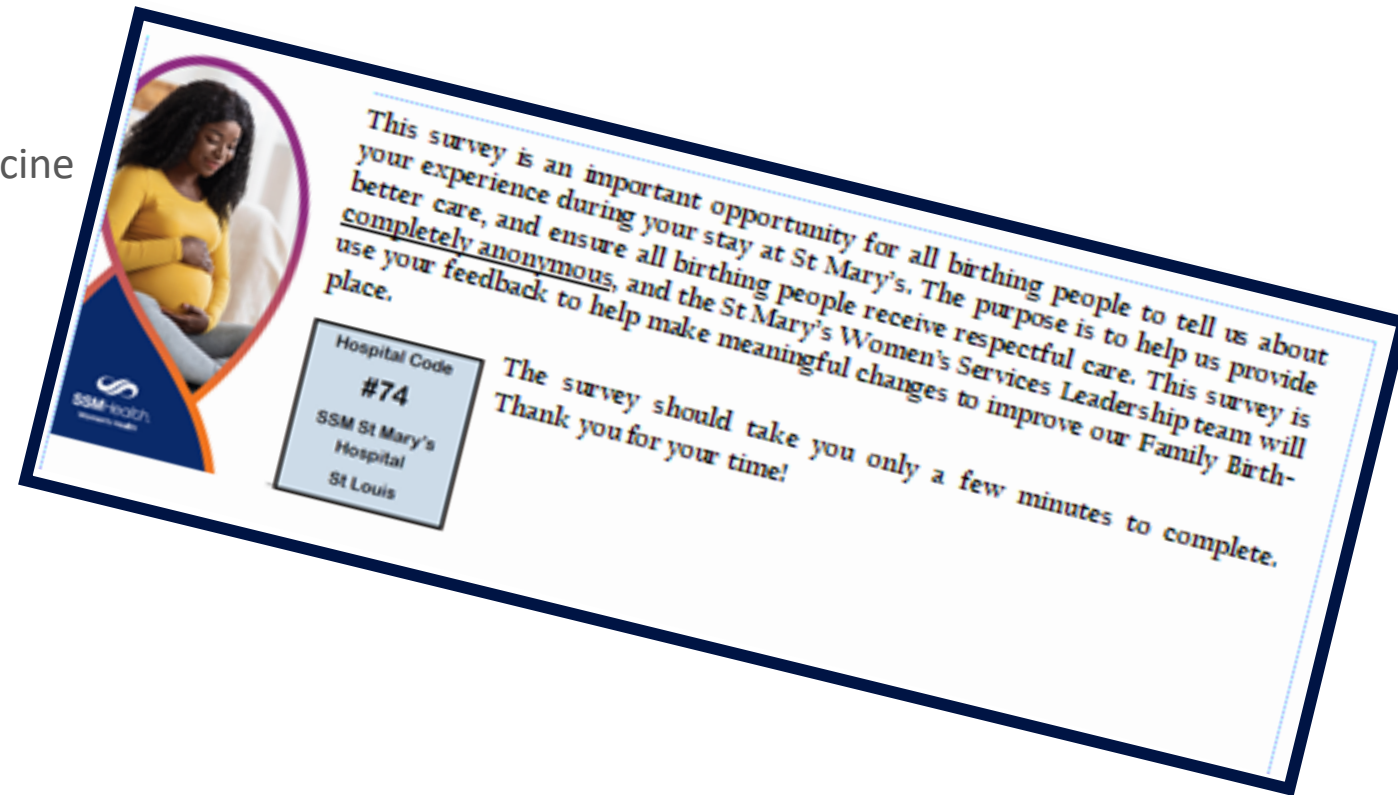
Resources for patient engagement

- Patient Engagement Key points: Lessons learned from other hospital-initiated surveys
 - Appeal to the desire of respondents to feel important by explaining how their feedback will change the status quo
 - Clearly explain to respondents how you will use their feedback and who will see it
 - Tell respondents why you chose them for this survey
 - Tell respondents how long the survey will take

Revamping the Rollout

Address Challenges:

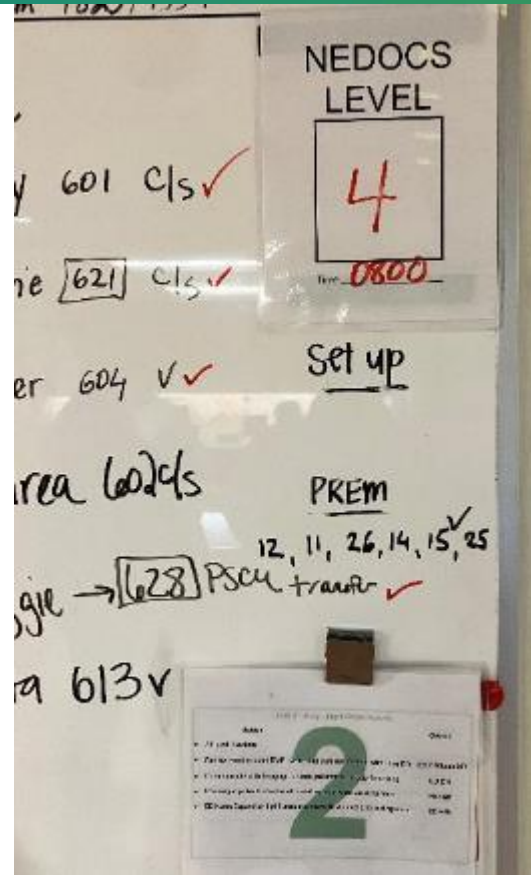
- Repurposed unit iPads used for COVID/Telemedicine
 - Eliminated need for patient to scan QR code
 - Equal access for all patients
 - Better visualization of survey questions
 - Survey appears shorter
- Frontline staff workflow changes
 - Visual cue for completion
 - Fit into discharge process
- Scripting placed across top of Ipad
 - Visual cue for staff
 - Easy for patient to read



Revamping the Rollout

AM Huddles:

- Each day the patients identified as potential discharges are written on the board
- Once a patient has taken their PREM surveys, the nurse puts a checkmark by the room number to visually indicate completion



New process:

- IPads (on rolling stands) will be provided to patients to take the survey
- Just prior to discharge, the primary RN will roll the iPad into the room for the patient, explain that we are collecting anonymous feedback to improve our care
- Provide privacy for the patient to complete the survey while the RN completes last discharge tasks
- The RN returns, collects the iPad, then provide the patient with discharge papers and walks them out.
- Each RN will document in the discharge note that the PREM survey has been completed.

Revamp Results

Increased participation, Newly Identified Priorities

- October: 44 surveys
- November: 54 surveys
- December: 37 surveys MTD
- Nursing Student interventions underway to continue improvement in participation among nursing staff
 - Education focus, contest for greatest # surveys completed
- Reviewed current results with Women's Services Leadership, Patient Engagement Leadership, and DEI Leadership
- Planning in progress for actions/strategies to address issues identified
 - Increasing patient involvement in decision-making throughout hospital admission
 - Developing Patient Advisory group



Thank You



Upcoming ILPQC BE calls



Upcoming BE Calls

<u>Event</u>	<u>Day/Time</u>
BE Teams Call (3rd Monday of the Month)	<p><u>January 2023 call: No webinar</u></p> <p>Team Tasks:</p> <ol style="list-style-type: none"> 1) <i>Work on Respectful Care / PREM Kick-off / Buy in</i> 2) <i>Share photos by February 15 for raffle</i> (info@ilpqc.org) <p><u>February 20th, 2022, at 12:00pm</u></p> <p>Topic: achievable patient/community engagement strategies</p>





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**

SAVE
the
DATE

**ILPQC 11TH
ANNUAL CONFERENCE**

11.02.2023

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