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***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

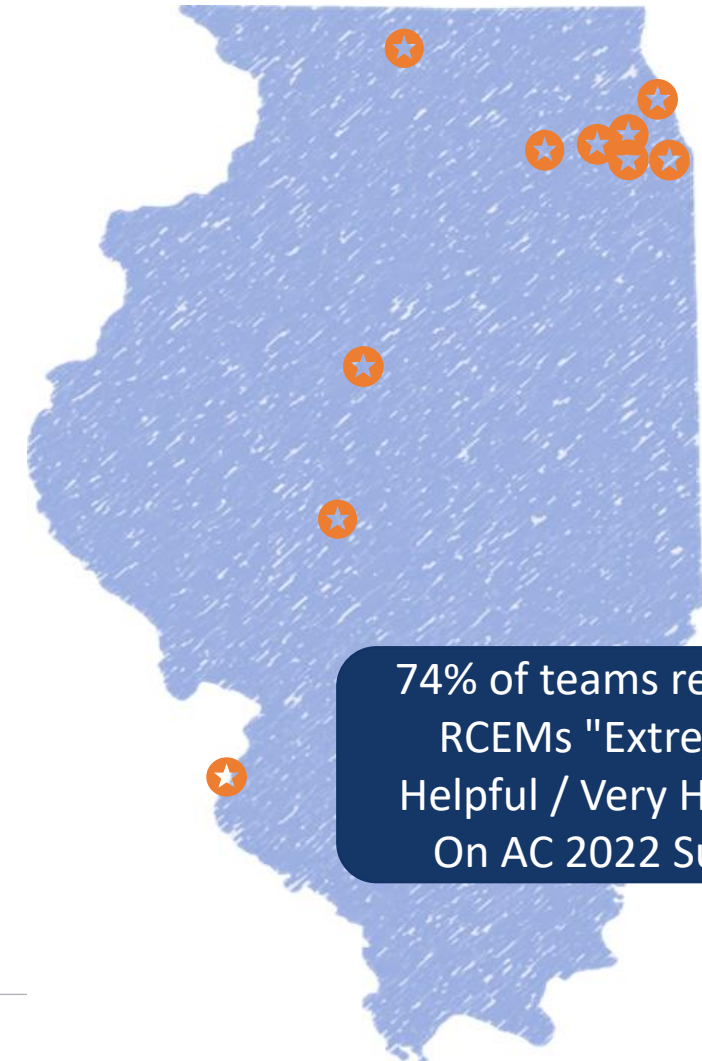
Patti Lee King, PhD, MSW

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



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



Invite to share at hospital grand rounds, organize patient focus group, or host a Community Meeting

Plan a Community Engagement meeting at your perinatal network meeting

Engage as member of your BE QI Team

Develop a patient community advisory board

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

About EverThrive IL

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	Patients
<ul style="list-style-type: none">• 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 your community go to worship?• What advocacy groups exist in your community?	<ul style="list-style-type: none">• Does my hospital have a patient advisory board? Ask other patients and families serving as advisors if they have a friend who is interest.• 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.

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 sessions 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

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).

BIRTH EQUITY STRATEGY 1

Social Determinants of Health Screening and Linkage to Resources

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?

BIRTH EQUITY STRATEGY 2

Respectful Care Practices

Question: If you feel comfortable, can you share an example of when you have experienced respectful care and why you think respectful care matters?

BIRTH EQUITY STRATEGY 3

Patient Reported Experience Measure: Survey to obtain feedback on Respectful Care Practices

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?

BIRTH EQUITY STRATEGY 4

Optimizing self-reported race/ethnicity data collection for pregnant and postpartum patients

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?



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

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

TRUST

by supporting their ideas,
vocally and financially

CARE

by providing support,
availability and understanding

HONOR

by debunking stereotypes about them
especially when they are not present

ADVOCATE

by elevating their voices
and perspectives

FOR BLACK WOMEN



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.



Our Priorities

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



**STAND
FOR
QUEENS**



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

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In kind support:

