

Birth Equity (BE) Monthly Webinar Making Progress

January 31st, 2021



Overview

- ILPQC Updates
 - Birth Equity Data Review
 - Linking patients to SDoH resources and services
 - Implementing Respectful Care Practices and PREM
 - Guest Speakers: NYSPQC
 - Team Talk – Northwestern Team and MacNeal Hospital
-

Responding to this Challenging Time

- Asking hospitals what they need
 - Reducing data collection for January
 - Can hold off on chart review data for January unless already completed (typically due Feb 15, now will be due March 15)
 - Submit only structure measures on your progress (Red/Yellow/Green)
 - Holding off on moving to additional strategies
 - today we will review implementation efforts for SDOH and Respectful Care Practices / PREM and hear from teams on progress
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Birth Equity Initiative

Helping hospital teams move this important work forward together



BE Key Drivers Diagram

Strategies

Drivers

1. Address social determinants of health during prenatal, delivery, and postpartum care to improve birth equity

2. Utilize race/ethnicity medical record & quality data to improve birth equity

3. Engage patients, support partners including doulas, and communities to improve birth equity

4. Engage and educate providers, nurses, & staff to improve birth equity

AIM

By December 2023, more than 75% of Illinois birthing hospitals will be participating in the Birth Equity Initiative and more than 75% of participating hospitals will have all key strategies in place

1. Utilize ILPQC social determinants of health (SDoH) community resources mapping tool to assist linking patients to resources based on the social determinants of health screening and share with affiliated prenatal care sites and hospital OB units

2. Screen patients for social determinants of health during prenatal care and delivery admission and appropriately link to resources

3. Implement strategy for incorporating discussion of social determinants of health and discrimination as factors in potential hospital maternal morbidity reviews

4. Implement processes and protocols for improving the collection and accuracy of patient-reported race/ethnicity data

5. Develop and implement a process to review and share maternal health quality data stratified by race/ethnicity and Medicaid status

6. Identify a patient advisor for hospital perinatal quality improvement team or other opportunities to engage patient / community members

7. Implement a strategy for sharing expected respectful care practices with delivery staff & patient (i.e. posting in LD) including appropriately engaging support partners and/or doulas

8. Implement a Patient Reported Experience Measure (PREM) patient survey to obtain feedback from postpartum patients and a process to review & share results with providers, nurses, and staff

9. Provide patients the recommended postpartum safety patient education materials prior to hospital discharge including education on urgent maternal warning signs, postpartum safety, communication with healthcare providers and importance of early follow up

10. Educating providers, nurses, and staff on the importance of listening to patients, providing respectful care and addressing implicit bias

Key QI Strategies



Optimize race/ethnicity data collection & review key maternal quality data by race, ethnicity & Medicaid status



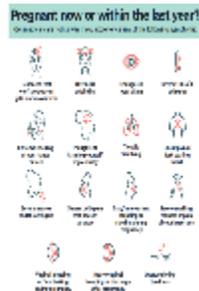
Universal social determinants of health screening tool (prenatal/L&D) with system for linkage to appropriate resources



Share respectful care practices on L&D and survey patients before discharge on their care experience (using the PREM) for feedback



Engage patients and community members for input on quality improvement efforts



Standardize postpartum safety education and schedule early postpartum follow up prior to hospital discharge



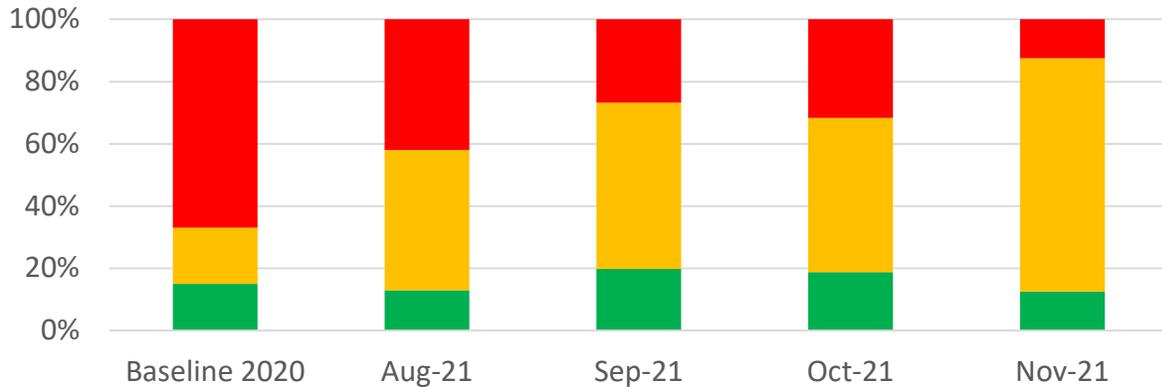
Implicit Bias / Respectful Care training for providers, nurses and other staff

Structure Measures: Implementing Systems Changes

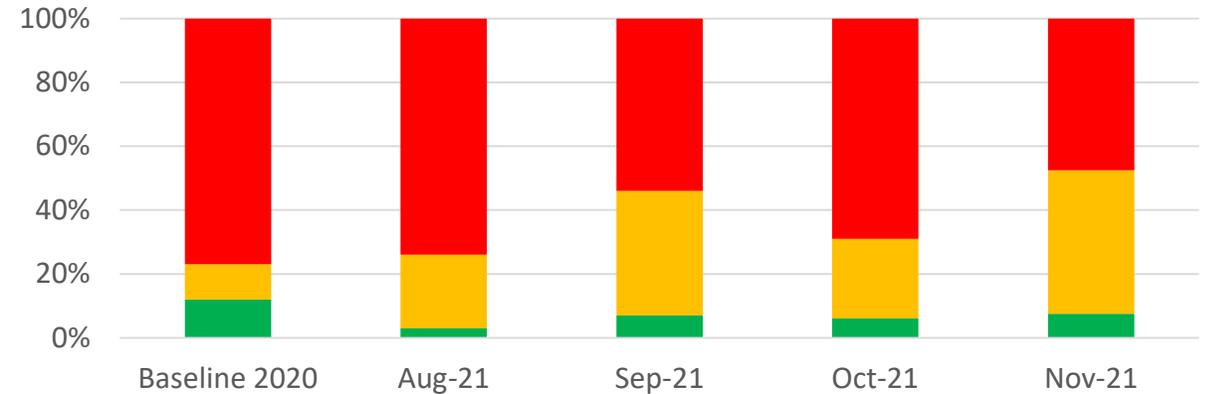
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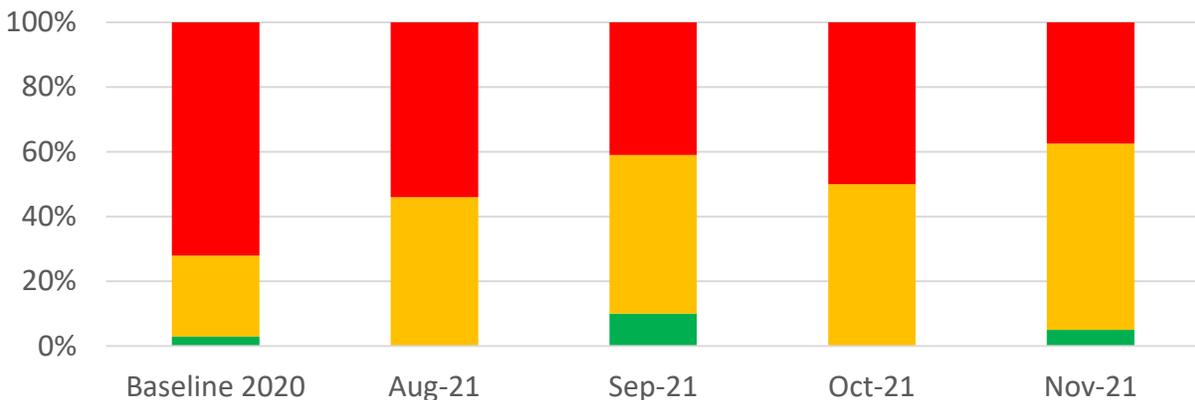
Implemented standardized social determinants of health screening tools for delivery admission



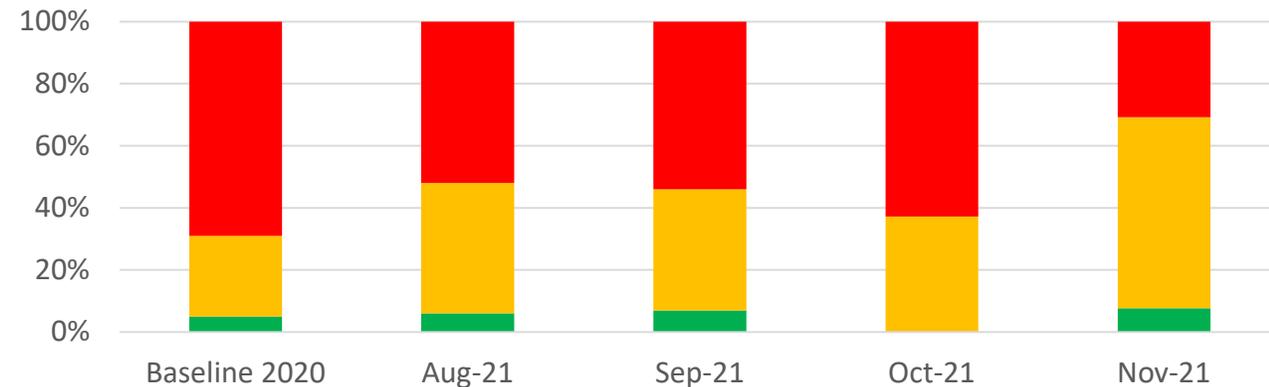
Implemented affiliated prenatal care sites standardized screening tools for universal social determinants of health screening



Completed and shared social determinants of health community resources mapping tool



Implemented a strategy for incorporating discussion of social determinants of health and discrimination as potential factors in hospital maternal morbidity reviews

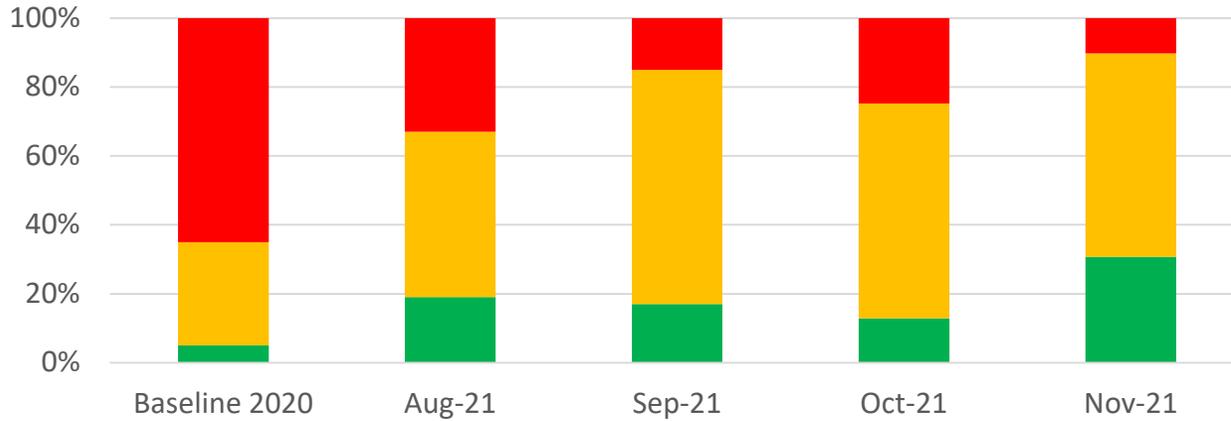


Structure Measures: Implementing Systems Changes

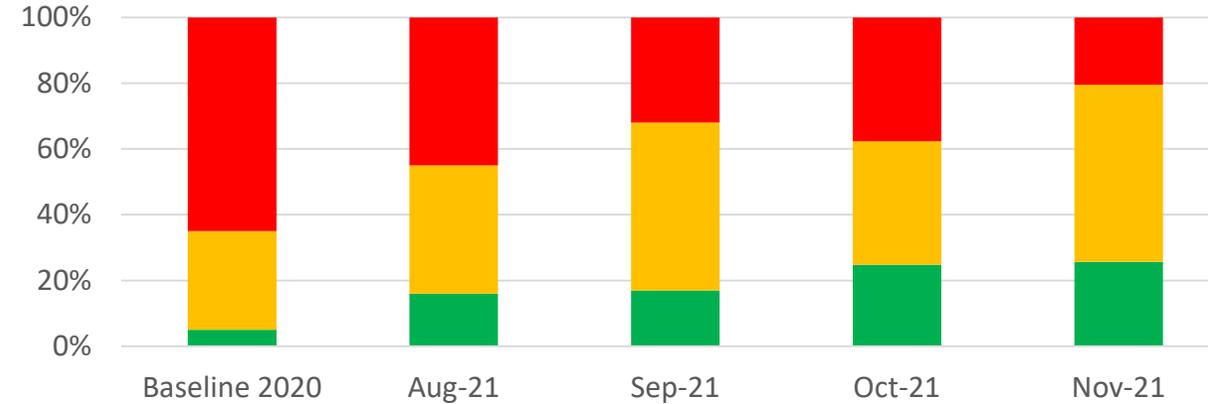
■ In Place ■ Working on it ■ Not Started



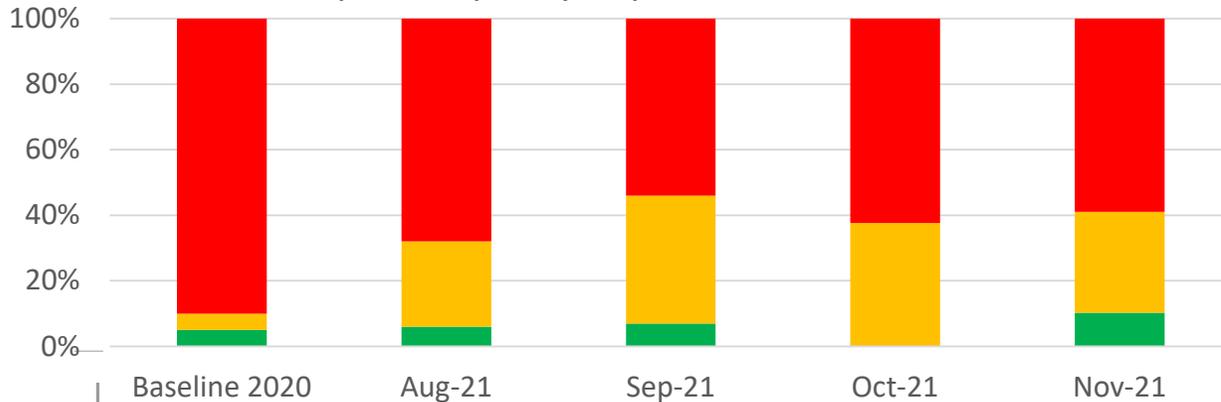
Protocol for improving the collection and accuracy of patient-reported race/ethnicity data



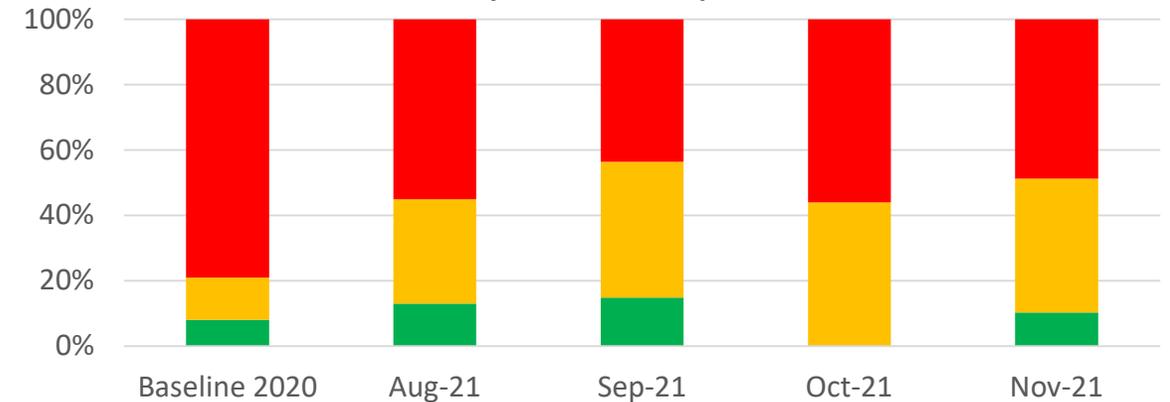
Process to review maternal health quality data stratified by race/ethnicity and Medicaid status



Engaged patients and/or community members to provide input on quality improvement efforts



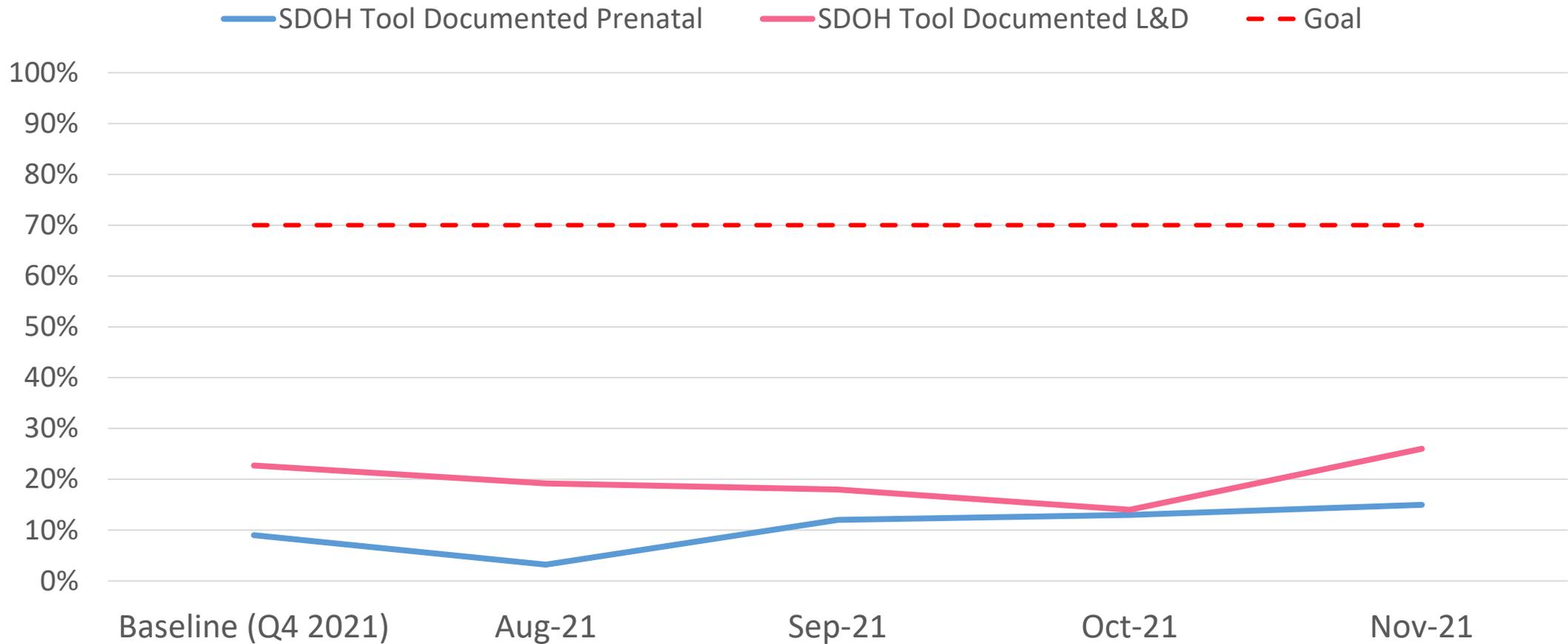
Sharing expected respectful care practices with delivery staff and patients



Process Measures: SDoH Documented & Screened



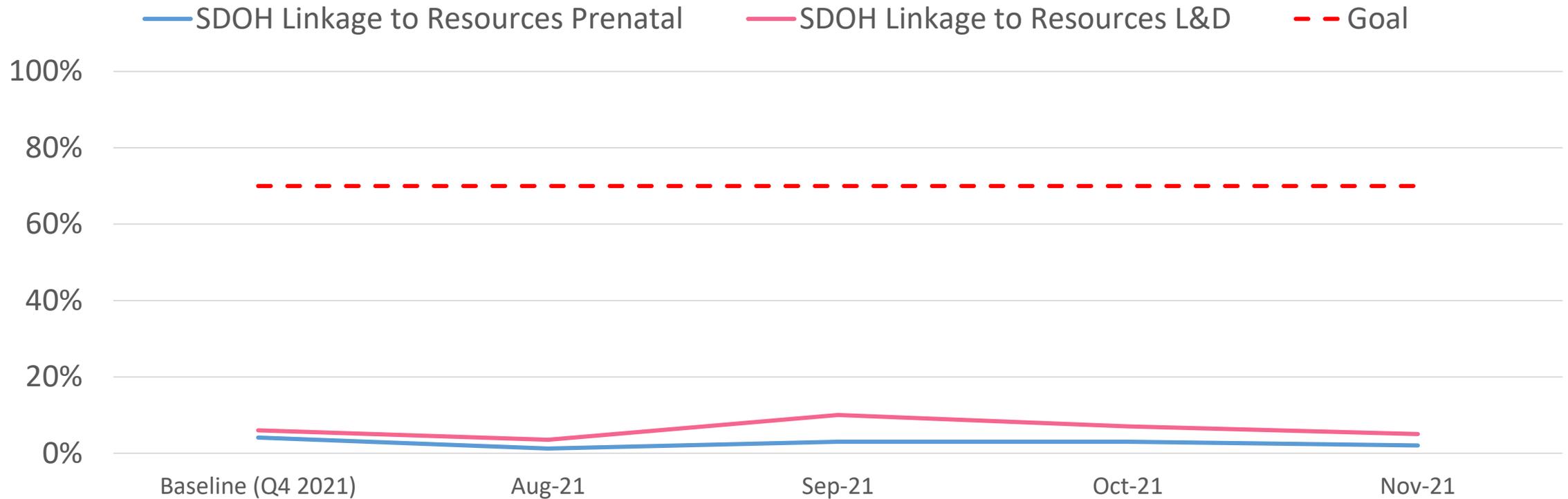
Patients screened prenatal and during delivery admission with social determinants of health (SDoH) screening documented using a SDoH screening tool



Process Measures: SDoH Linkage to Resources



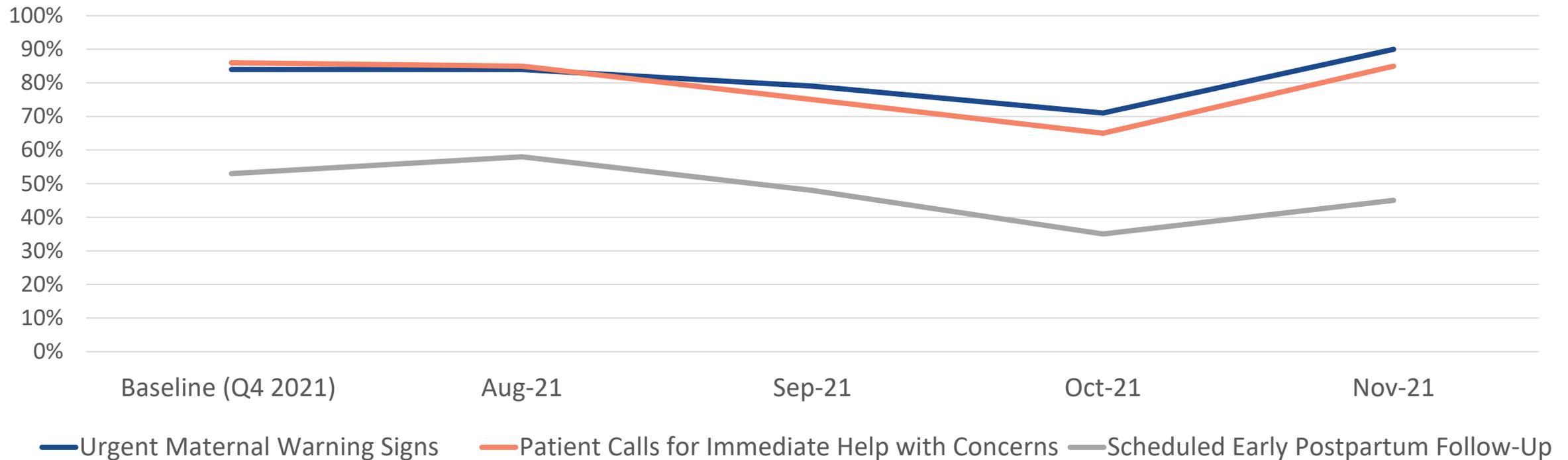
Patients linked prenatal and during delivery admission screened positive for social determinants of health that have documentation of patient linkage to needed resources/services



Process Measures: Postpartum Safety

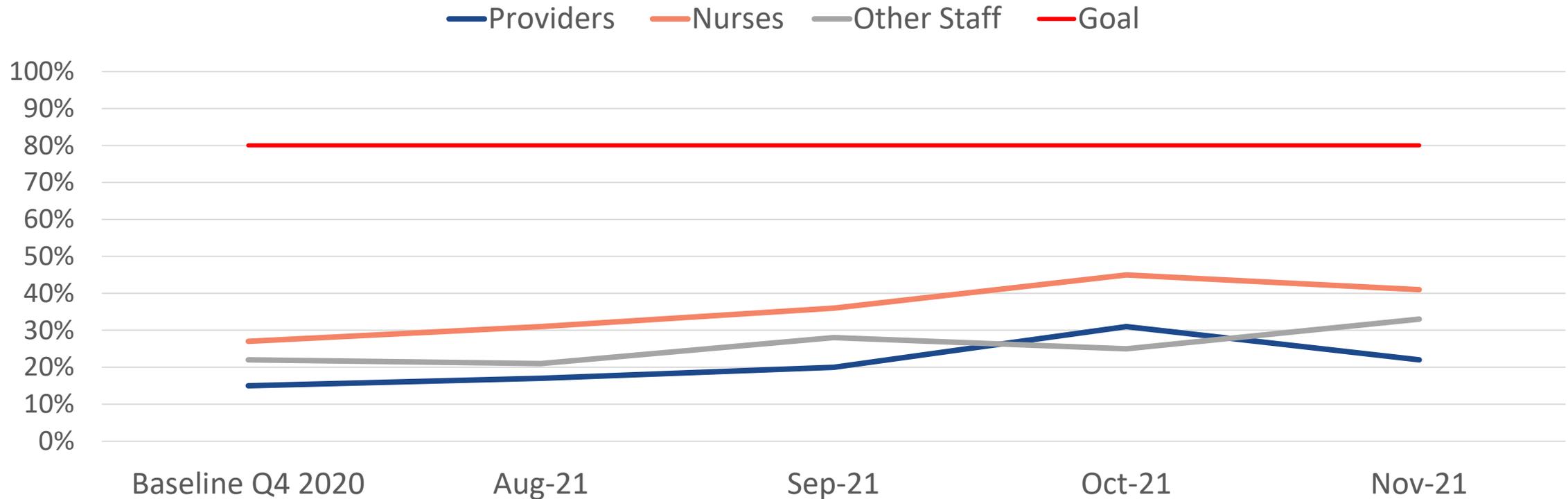


Patients receiving postpartum safety education prior to hospital discharge including urgent maternal warning signs, where to call with concerns, and scheduling early postpartum follow-up



Process Measures: Staff Training

ILPQC Birth Equity Initiative:
Providers, nurses, and other staff completing education addressing implicit bias and respectful care, All ILPQC Hospitals, Baseline 2020 - 2021



ILPQC Hospital Team Data Submission (86 Teams Total)



Month	Teams Reporting Hospital Data
Baseline (Q4 2020)	47
August 2021	54
September 2021	49
October 2021	47
November	40

Use your hospital data form as a QI team meeting roadmap to guide your efforts. Please contact us if you need help getting started with reviewing and entering your data!

Please submit monthly data into REDCap by the 15th of each month!

UPDATE: Reducing BE Data Burden

- We have spoken to teams about how best to reduce data burden during this challenging time
- Based on teams suggestion, **BE hospital teams will ONLY need to submit the structure measures for January data reporting can pause on chart reviews unless already completed**
- We will start full data reporting again for the month of **February due March 15**

Taking time to support implementation efforts for SDOH Screening and Respectful Care / PREM Survey

Today we will take time to review implementation steps

Consider how you can use these steps as you plan your work

SDOH and Respectful Care / PREM are key strategies for BE

Why Respectful Care Practices and Patient Reported Experience matters?

- A review of 39 intervention studies identified that the implementation of universal screening for SDOH among patients, including housing, food, and safety needs, and subsequent linkage to care was associated with significant improvement in health and/or cost outcomes for patients in 87% of cases.
- The role of bias in clinical outcomes was evaluated in another review of 15 publications, which identified that implicit bias among healthcare practitioners was significantly associated with more negative patient–provider interactions, less appropriate treatment decisions, reduced treatment adherence, and poorer mental health outcomes

Social Determinants of Health SDoH

Social Determinants of Health Screening Tools

Table 1. Sample Screening Tool for Social Determinants of Health

Domain	Question
Food	In the last 12 months, did you ever eat less than you felt you should because there was not enough money for food?
Utility	In the last 12 months, has your utility company shut off your service for not paying your bills?
Housing	Are you worried that in the next 2 months, you may not have stable housing?
Child care	Do problems getting childcare make it difficult for you to work, study, or get to health care appointments?
Financial resources	In the last 12 months, have you needed to see a doctor but could not because of cost?
Transportation	In the last 12 months, have you ever had to go without health care because you did not have a way to get there?
Exposure to violence	Are you afraid you might be hurt in your apartment building, home, or neighborhood?
Education/health literacy	Do you ever need help reading materials you get from your doctor, clinic, or the hospital?
Legal status	Father of baby involved (please circle one): Yes No
Next steps	Date of survey completion: _____ Gestational age at time of completion: _____

SDoH EMR Screener

We understand there are factors that may affect your health that are not related to your medical care. We are asking all of our patients if you would like to be connected with community resources that can help. For example, getting food or baby items, or affording medications, utilities or rent.

Would you like to be connected to resources?

No
 Yes

If yes, ask the following questions:

Yes/No/No Response—select one!

1. Are you having trouble paying your rent or bills right now?
2. Are you worried about having a safe and reliable place to sleep?
3. Are you unable to get medications that you need?
4. If you have children, do you have difficulty getting diapers, formula, or internet for school?
5. Do you have trouble getting food when you need?
6. Stress is a concern, and it can be very overwhelming. Do you experience stress that makes it hard to care for yourself or work?
7. Do you have trouble getting transportation?
8. Are there any other needs you have that we can help with?

If patient's answer yes to any of the 8 questions, the patient will be connected to social resources and consider social...

- SDoH EMR Screener (Developed by Erie Health Centers, Chicago)
- ACOG Committee Opinion #729: Sample Screening Tool for Social Determinants of Health
- Social Determinants of Health In Pregnancy Tool (SIPT) with 5Ps (Used by Chicago PCC Communities Wellness Centers) and Actionable Map and Scoring Sheet
- Partner Healthcare SDoH Screening Tool shared by Massachusetts General Hospital Obstetrics & Gynecology

SIPT

Instructions: Your answers to the questions will not affect your care. We want to help you and your baby have a healthy life. Studies have shown too much stress can cause problems to occur and baby during pregnancy. We'd like to help you if we can identify different areas of stress you may have. Please complete the questions below.

1. Please place an X in the box if you have been bothered by any of the following problems in the PAST MONTHS:

	Never	Almost never	Sometimes	Fairly often	Very often
How often have you felt that you were unable to control the important things in your life?					
How often have you felt confident about your ability to handle your personal problems?					
How often have you felt that things were going your way?					
How often have you felt difficulties were piling up so high you could not overcome them?					

Score: ____/16 Follow up plan: _____

2. Please place an X in the box to mark if any of the following are a stress or hassle for you CURRENTLY:

	No Stress	Some Stress	Moderate Stress	Severe Stress
Problems related to family				
Having to move, either recently or in the future				
Recent loss of a loved one				
Current pregnancy				
Problems related to friends				

PARTNERS HEALTHCARE

Personal Information

This form gives us more information about you and your family. Your answers will help us put more support services in place in the future.

1. In the last 12 months, did you ever eat less than you felt you should because there was not enough money for food?
 Yes No

2. In the last 12 months, has your utility company shut off your service for not paying your bills?
 Never True Sometimes True Often True

3. Are you worried that in the next 2 months, you may not have stable housing?
 Never True Sometimes True Often True

4. Do you have trouble getting food when you need?
 I do not have trouble getting food when I need it. I have trouble getting food when I need it. I choose not to answer.

5. What is your housing situation today?
 I live in a safe and reliable place to live. I live in a place that is not safe or reliable. I live in a place that is not safe or reliable and I am worried about my safety.

6. How many times have you moved in the past 12 months?
 Three or more times Two times One time Zero (did not move) I choose not to answer.

7. Are you worried that in the next 2 months, you may not have your own housing to live in?
 Yes No I choose not to answer.

8. Do you have trouble paying your heating or electricity bill?
 Yes No I choose not to answer.

9. Do you have trouble paying for medicines?
 Yes No I choose not to answer.

10. Are you currently unemployed and looking for work?
 Yes No I choose not to answer.

11. Are you interested in more education?
 Yes No I choose not to answer.

12. Do you have trouble with childcare or the cost of a family member's care?
 Yes No I choose not to answer.

Would you like information today about any of the following topics?

Transportation Food Housing
 Paying utility bills Paying for medications Job search or training
 Education Childcare Care for older or disabled

In the last 12 months, have you received assistance from an organization or program to help you with one of the following:
 Transportation Food Housing
 Paying utility bills Paying for medications Job search or training
 Education Childcare Care for older or disabled

Tip Sheet-Utility



State and Federal Programs

- **Help Illinois Families**
 - Website with programs for eligible individuals seeking emergency assistance to cover costs of utility bills, rent, temporary shelter, food, and other household necessities.
 - <https://www2.illinois.gov/dceo/CommunityServices/HomeWeatherization/CommunityActionAgencies/Pages/HelpIllinoisFamilies.aspx>
- **Utility Bill Assistance**
 - The Low Income Home Energy Assistance Program (LIHEAP) helps eligible low-income households pay for home energy services (primarily heating during winter months).
 - Call the LIHEAP Hotline at 1-877-411-WARM (9276).
- **Community Action Agencies**
 - Community Action Agencies across the State provide a variety of services, including but not limited to, Rental/Mortgage Assistance, Food, Energy Utility Bill Assistance, Water/Sewer Payment, Employment Training/Placement, Financial Management, and Temporary Shelter.
 - <https://www2.illinois.gov/dceo/communityservices/utilitybillassistance/pages/default.aspx>

Tip Sheet- Education



State and Federal Programs

- **Illinois Reemployment Services Program Hotline**
 - Search for jobs online
 - Phone number: (877) 342-7533, option 1
 - <https://illinoisjoblink.illinois.gov/ada/r/>
- **Listing of Community Colleges in IL**
 - <https://www.collegesimply.com/colleges/illinois/>
- **Adult Learning Resource Center**
 - Provides referral services for students, volunteers, and employers wishing to access adult education and literacy programs throughout Illinois.
 - <https://alrc.thecenterweb.org/other/illinois-adult-learning-hotline/>

Tip Sheet- Food



State and Federal Programs

- **Supplemental Nutrition Assistance Program (SNAP):**
 - Helps low-income people who qualify
 - Money is provided on an Electronic Benefit Transfer (EBT) card, which works like a debit card
 - Eligibility calculator: <https://fscalc.dhs.illinois.gov/FSCalc/>
 - Apply for assistance: <https://www.dhs.state.il.us/page.aspx?item=33698>
- **Women, Infants and Children (WIC):**
 - A food assistance program for Women, Infants, and Children
 - Helps low-income pregnant, post-partum, and breast-feeding women, infants, and children up to 5 years old who need food to help stay healthy
 - Provides money for healthy foods, vouchers for formula, and other great benefits
 - Can be used at grocery stores and pharmacies
 - IL WIC Services: <https://www.dhs.state.il.us/page.aspx?item=30513>

Tip Sheet- Housing



State and Federal Programs

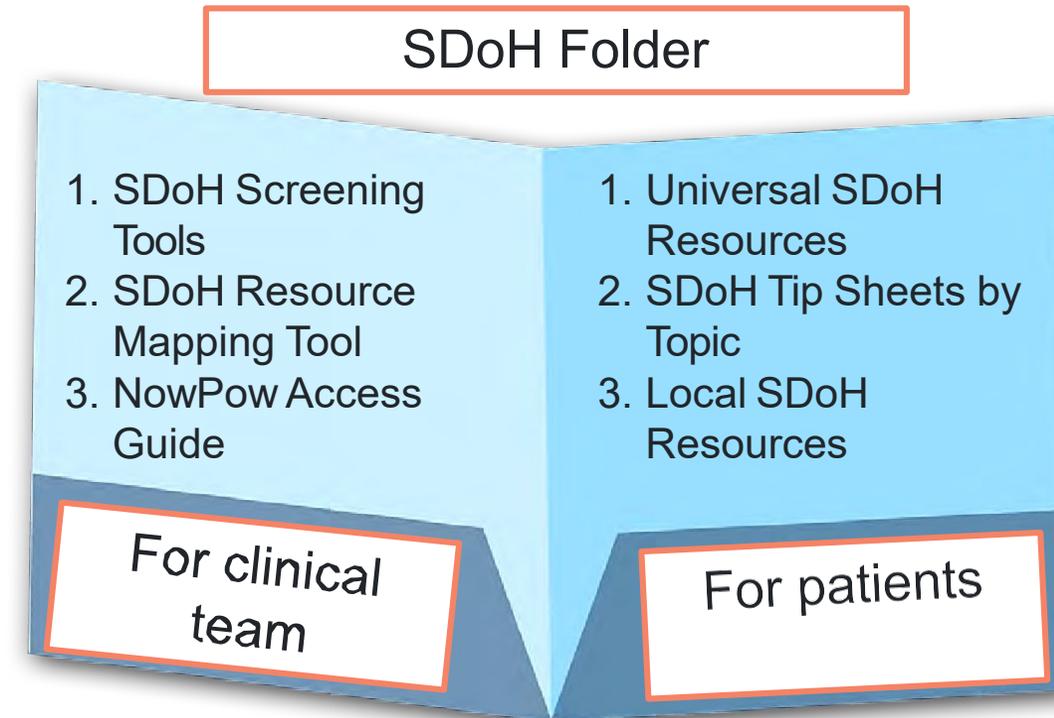
- **U.S. Department of Housing and Urban Development**
 - Website: <https://www.hud.gov/states/illinois/offices>
- **Illinois Shelter List**
 - An online directory of shelters in Illinois
 - <https://www.shelterlist.com/state/illinois>
- **IDHS: Homeless Prevention Providers**
 - An online list of homeless prevention providers in Illinois
 - <https://www.dhs.state.il.us/page.aspx?item=110583>
- **IDHS: Emergency and Transitional Housing**
 - An online list of emergency and transitional housing providers in Illinois
 - <https://www.dhs.state.il.us/page.aspx?item=98150>

ILPQC SDoH Tip Sheets

ILPQC Tip Sheets (for patients)

Addressing Social Determinants of Health

- Sample screening tools
- Community resources and mapping tool
- Folders with patient and provider resources for SDoH screen positive patients
- Patient handouts on SDoH resources (ILPQC Tip Sheets and or NowPow referral)
- **Create a Process Flow for patients who screen positive to confirm documentation & linked to resources**



Review our online toolkit to find these resources linked on our BE website:
<https://ilpqc.org/birthequity/> !

Need to consider QI Strategies

- PDSA cycle to test SDOH screening tools implementation on L&D
 - Start with one nurse, one patient or one day on L&D to trial a screen
 - Get feedback on process and determine best tool
 - Share information with outpatient sites
- Develop a Process Flow Diagram
 - assist implementation of screening for all patients on L&D,
 - linkage to appropriate resources / services for all screen + patients
 - plan for follow up documented
- Consider steps needed in 30/60/90 day planning process

Social Determinants of Health Screening Checklist



ILPQC Social Determinants of Health Screening Checklist

Use this worksheet (checklist) to help determine if your current Labor and Delivery admission process is meeting ACOG Guidelines for universal screening Social Determinants of Health for all patients.

1. Are you using a Social Determinants of Health Screening Tool on admission to Labor and Delivery?
 - a. Example screening tools from the ILPQC BE Toolkit:
 - i. [Sample Screening Tool for Social Determinants of Health from ACOG committee opinion #729](#)
 - ii. [Social Determinants of Health EMR Screener \(Developed by Erie Health Center\)](#)
 - iii. [Social Determinants of Health in Pregnancy Tool \(SIPT\) with 5Ps \(from Chicago PCC Communities Wellness Centers\)](#) and [Actionable Map and Scoring Sheet](#)
 - iv. [Partner Healthcare Screening Tool from Massachusetts General Hospital Obstetrics & Gynecology, and Mass General Brigham](#)
2. Does your current admission process or questionnaire ask about the following social determinants of health? (Items included in ACOG CO #729 recommendations)
 - Food
 - Utilities
 - Housing
 - Childcare
 - Financial Resources
 - Transportation
 - Exposure to Violence
 - Education/health literacy
3. If a patient screens positive for any social determinant of health concern, do you have process flow to document that patient is appropriately linked to needed resources and services? Are the following steps included in your process flow?
 - Documentation of positive screen and clinical team informed
 - Patient is provided SDoH Folder ([link](#)), [Tip Sheets](#), or appropriate resources
 - Documentation that patient is referred and linked to appropriate resources
 - Social work consult is made as appropriate
 - Plan for follow-up is documented
4. Write out a process flow on what currently occurs during your admission process regarding Social Determinants of Health Screening, linkage to needed resources and services, plans for follow-up, and documentation. Compare to the sample one below.

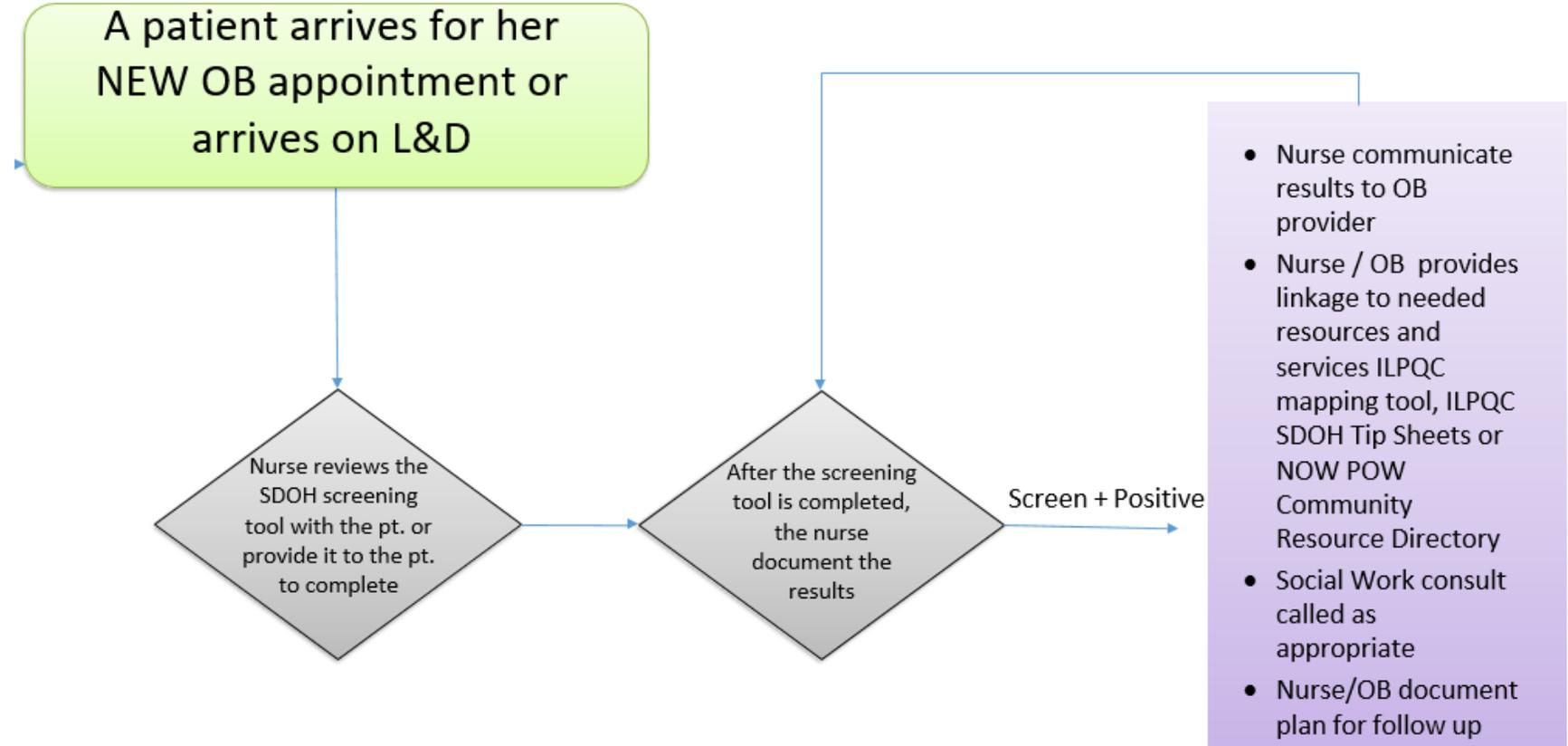
Example process flow:

1. Patient arrives for the New OB appointment or LD admission
2. Patient is provided the SDoH screening tool (front desk, nurse)
3. Completed screening tool reviewed by nurse and documented
4. If positive, clinical team member provided SDoH folder/Tip Sheets and/or ~~new~~ resources and documents
5. Social work consult made as appropriate
6. Plan for follow-up is documented
7. Follow-up with patient occurs

[ILPQC Social Determinants of Health Screening Checklist](#)
(*NEW) (Click link)

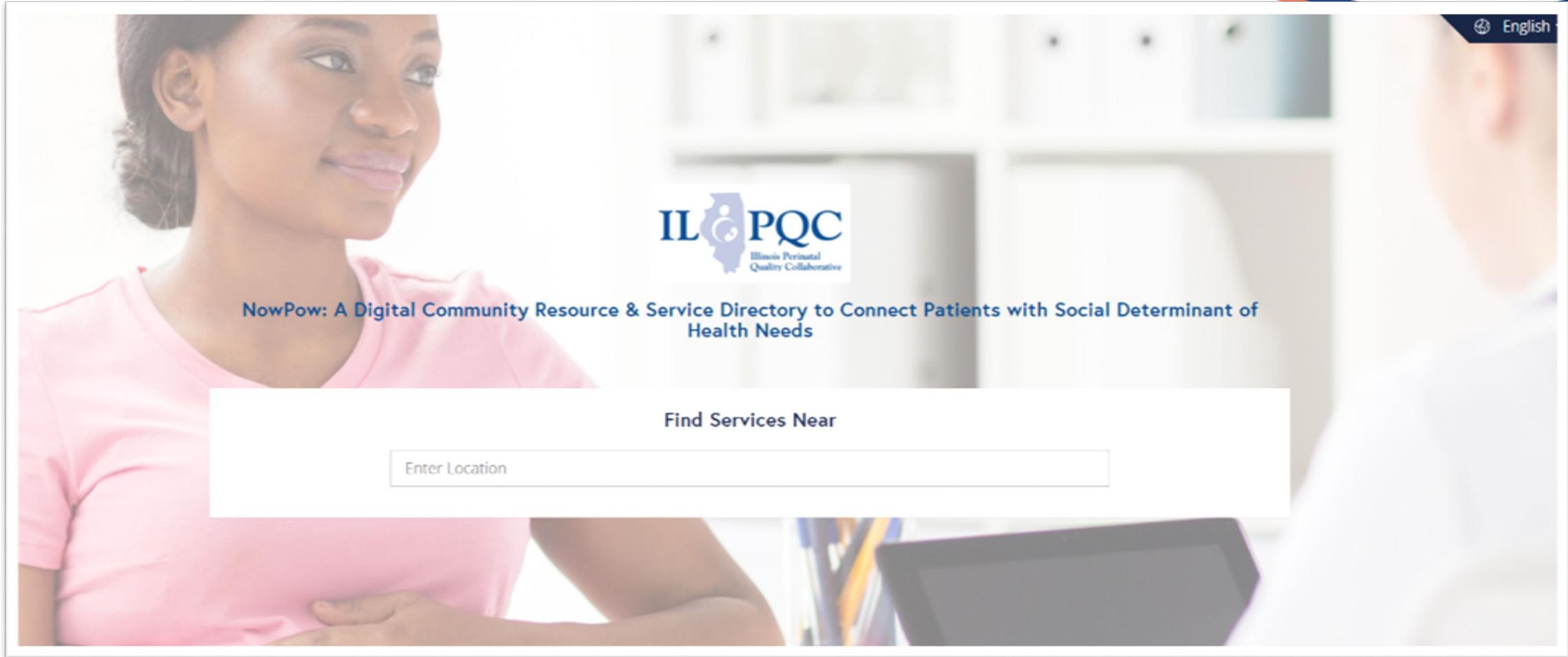
Process Flow to Link Patients Who Screen Positive on SDOH Screening Tool

Process Flow to Link Patients Who Screen Positive on SDOH Screening Tool



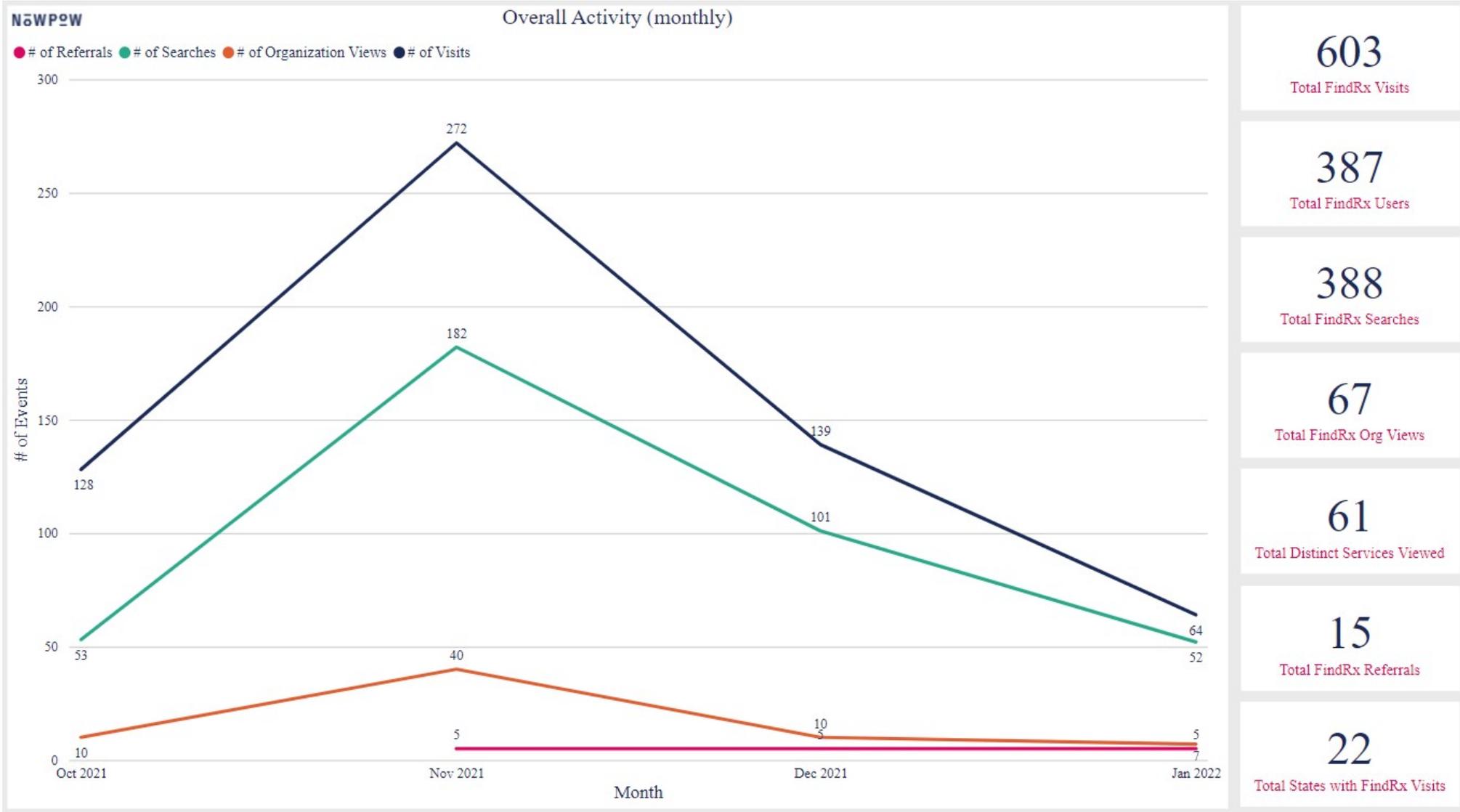


NowPow Update on Team Use

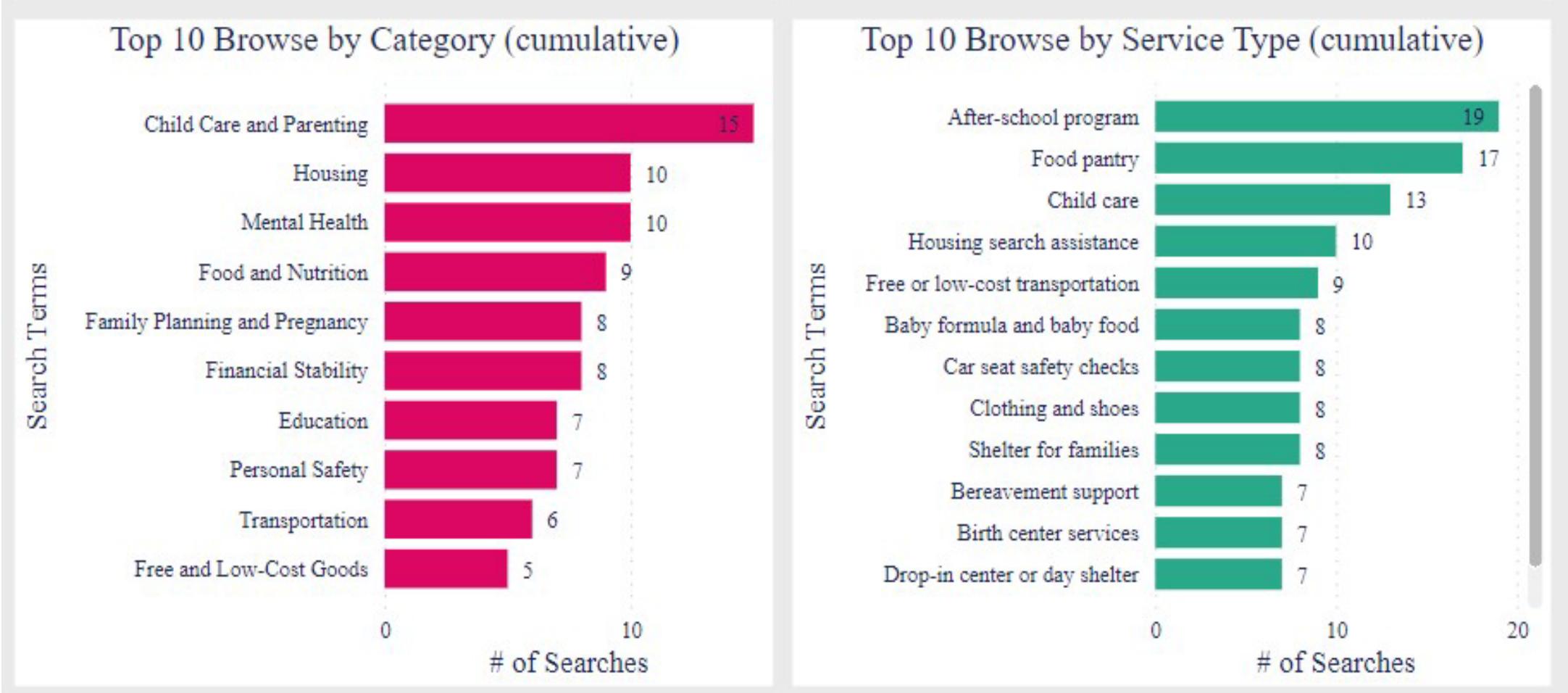


<https://ilpqc.org/>

Overall NowPow Activity for Illinois



Top Searches in Illinois



Teams are also using NOW POW for referrals, including clothing and housing over the past 3 months.

Team Talks





Birth Equity at Prentice Women's Hospital

Social Determinants of Health

Presented to: ILPQC

Presented on: January 31, 2022

Presented by: Lena Callan, MSN, RN-BC, RNC-OB

Birth Equity Nurse Champion



SDOH Screening

- System level initiative
- Pilot started 4/12/2021
- Phased approach
- Go-Live for OB was 11/8/2021

Time taken: 1/21/2022 0849 More ▾

Show Last Filed Value Show Details Show All Choices

SDOH Screening

Do you have a doctor or clinic where you usually go for medical care?

Yes No Prefer Not to Answer Unable to Ask [dropdown] [file]

Do you have trouble getting medicines, medical supplies, or paying for medication co-pays on a regular basis?

Yes No Prefer Not to Answer Unable to Ask [dropdown] [file]

Do you have trouble getting transportation to medical appointments?

Yes No Prefer Not to Answer Unable to Ask [dropdown] [file]

Have there been times that your food ran out, and you didn't have money to get more?

Yes No Prefer Not to Answer Unable to Ask [dropdown] [file]

Are you concerned about having a safe and reliable place to live?

Yes No Prefer Not to Answer Unable to Ask [dropdown] [file]

Would you like help finding professional services to help with stress, depression, anxiety or other mental health concerns?

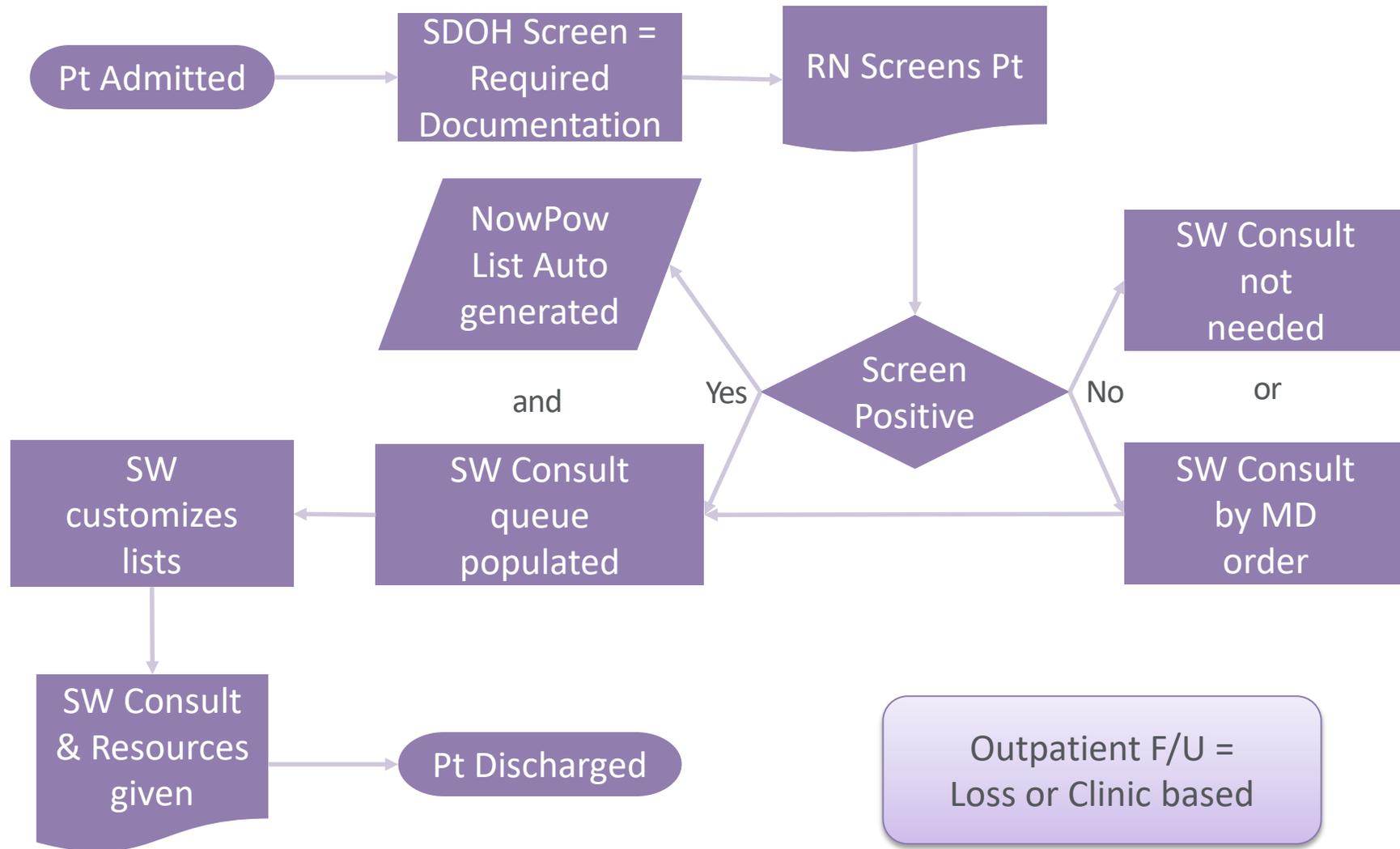
Yes No Prefer Not to Answer Unable to Ask [dropdown] [file]

🕒 Would you like to be connected to groups that can help with any of these topics? (choose all that apply)

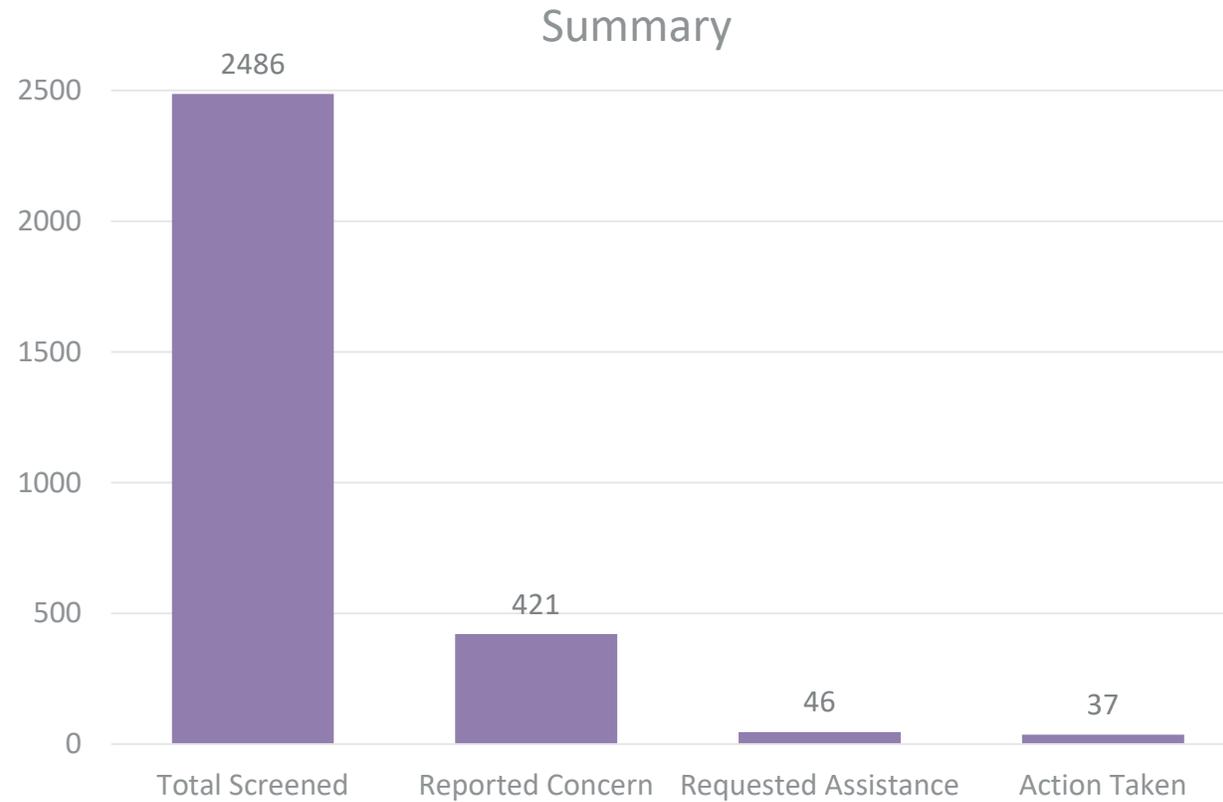
Affording Medication Transportation to... Food Housing
 Mental Health None Prefer Not to Answer Unable to Ask [dropdown] [file]

Social Determinants of Health

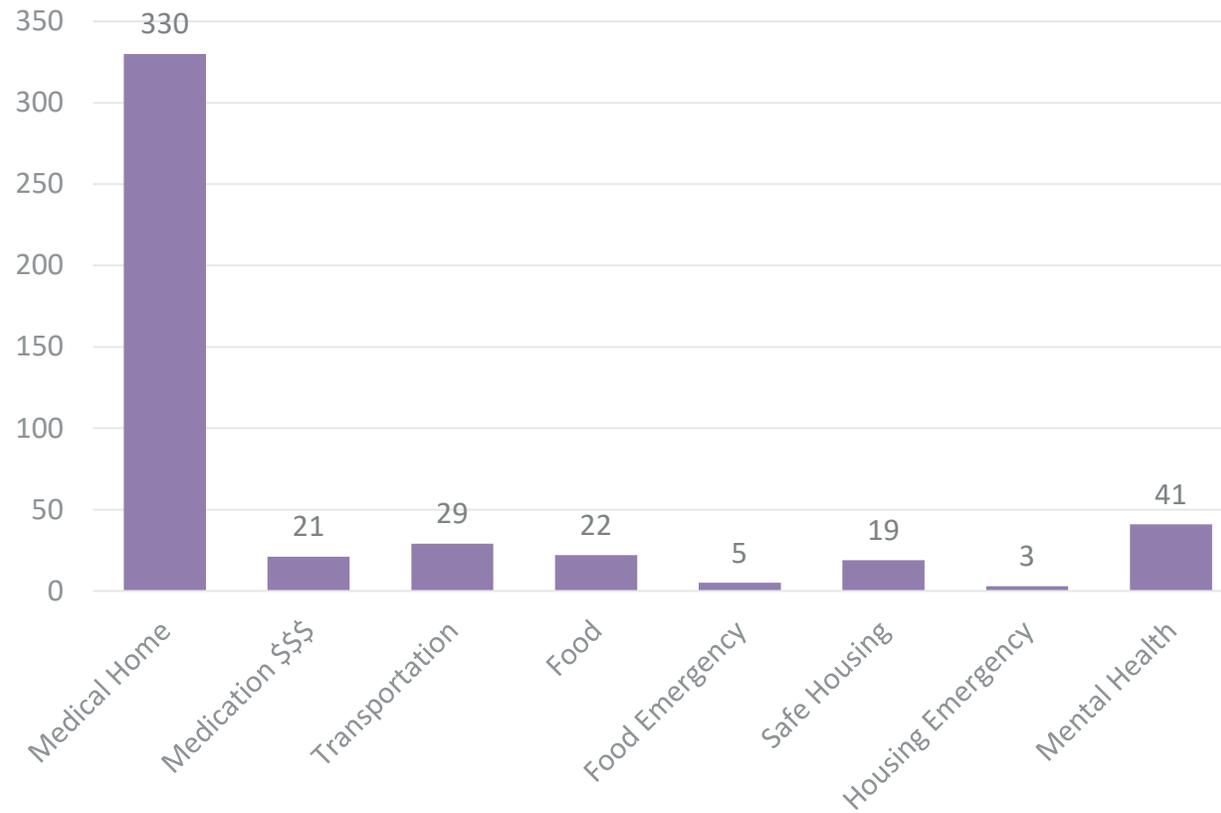
Workflow



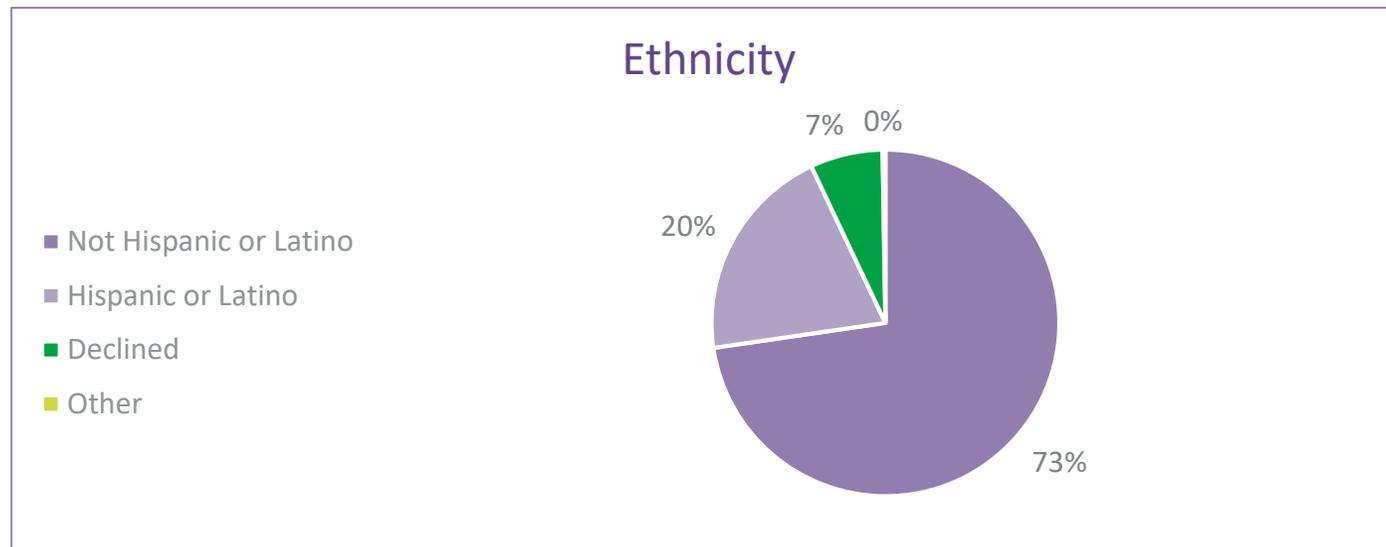
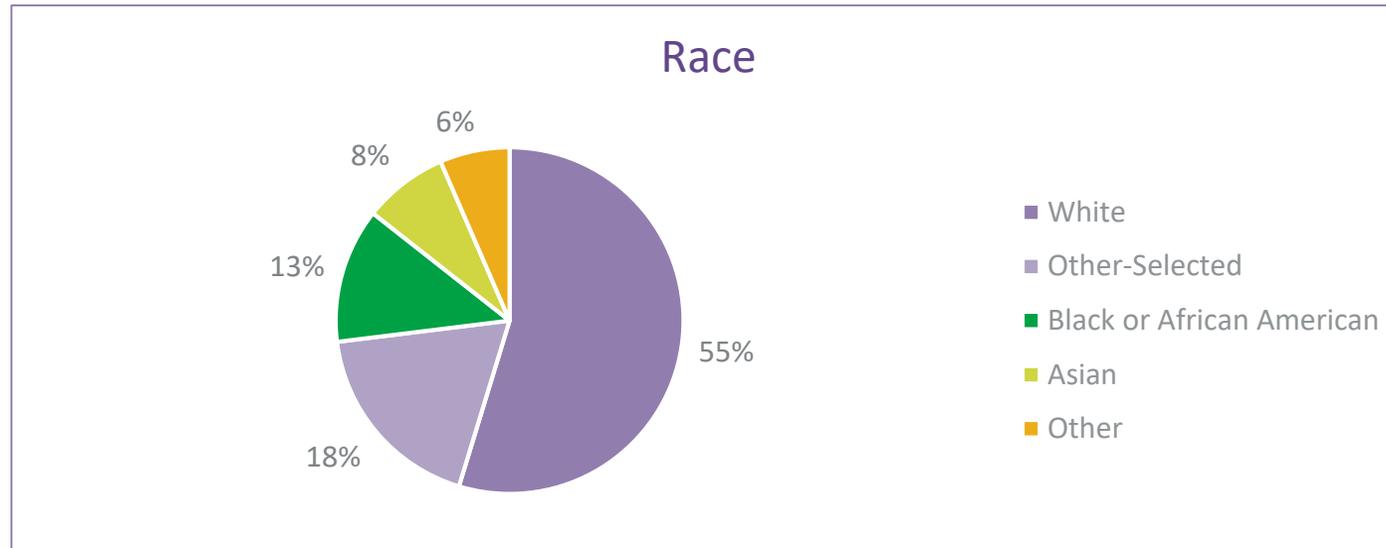
SDOH Screens Nov 8, 2021 – Jan 15, 2022



SDOH Concerns



SDOH Statistics



Questions?

Thank You

MacNeal Hospital

**374**

Licensed beds

**14,052**

Discharges in FY18

**64,211**

ED visits in FY18



SERVICES INCLUDE

- Emergency Services
 - Chest Pain Center
 - EDAP
 - Primary Stroke Center
 - Level II Trauma Center
- Adult Critical Care
- Neurosurgery (24/7)
- Cardiovascular Surgery
- Telemetry & Medical Surgical Units
- Obstetrics & Level II Nursery
- MRI, CT, Lab Services (24/7)
- Bariatrics
- Cancer Care
- Heart & Vascular Care
- Rehabilitation Services
 - Inpatient Rehabilitation Facility
 - Skilled Nursing Facility
 - Comprehensive Outpatient Services
- Behavioral Health
- Hospice Unit
- Ambulatory Care Centers:
 - Immediate Care Services
 - Family Medicine
 - Internal Medicine
 - Pain Management
 - Wound Care
 - Imaging
 - Occupational Health



Loyola-MacNeal Hospital

Birth Equity Initiative



LOYOLA
MEDICINE

Team Members

- *Danielle Felty MSN, RN, NEA-BC, RNC-OB*
- *Karen Richardson, MSN, RN, RNC-OB*
- *Dr. Deslyn Browne*
- *Maria Lotesto, RN*
- *MaryJo Kron, BSN, RN*



Focused Key Opportunity - SDoH

Key Opportunity #1

Implementation of universal social determinants of health screening prenatally and during delivery admission with linkage to appropriate resources and services.



Social Determinants of Health (SDoH)

Current State

- Loyola-MacNeal has two documentation systems for a labor admission. The systems are OB TraceView and EPIC.
- Most admission questions are currently completed within OB TraceView.
- Employed Physician offices document care within EPIC



Social Determinants of Health (SDoH)

Review

- Both OB TraceView and EPIC had some SDoH screening questions. What we needed to determine is if these questions were inclusive of what was needed.
- We selected the SDoH EMR Screener (Developed by Erie Health Center).
 - Are you having trouble paying your rent or bills right now?*
 - Are you worried about having a safe and reliable place to sleep?*
 - Are you unable to get medications that you need?*
 - If you have children, do you have difficulty getting diapers, formula, or internet for school?*
 - Do you have trouble getting food when you need?*
 - Stress is common, and it can be very overwhelming. Do you experience stress that makes it hard to care for yourself or work?*
 - Do you have trouble getting transportation to medical appointments?*
 - Are there any other needs you have that we have not discussed?*





Social Determinants of Health (SDoH)

Review

- Using the EMR screener tool questions, we reviewed both OB TraceView and EPIC to determine which admission system had all (or most) elements of the PHST
- Upon review it was determined that EPIC had all but one question (infant care supplies) already built.

OB TraceView

Discharge Planning Home Setting	
<input type="checkbox"/>	Adequate housing & resources
<input type="checkbox"/>	Infant supplies/car seat
<input type="checkbox"/>	No adult support available
<input type="checkbox"/>	No transportation
<input type="checkbox"/>	Needs infant supplies
<input type="checkbox"/>	No car seat
<input type="checkbox"/>	Other

EPIC

♥ Social Determinants of Health

Tobacco Use Jan 21 2022: Low Risk	Alcohol Use Jan 4 2022: Not At Risk
Financial Resource Strain Jan 4 2022: Low Risk	Food Insecurity Jan 4 2022: No Food Insecurity
Transportation Needs Jan 4 2022: No Transportation Needs	Physical Activity Aug 17 2021: Sufficiently Active
Stress Not on file	Social Connections Jan 4 2022: Moderately Isolated
Intimate Partner Violence Aug 17 2021: Not At Risk	Depression Jan 4 2022: Not at risk
Housing Stability Jan 4 2022: Low Risk	

ALLERGIES
No Known Allergies

Collection: Lab
ACO Managed: ACO Managed

POSTPARTUM
No blood loss documented
GirlEstefania Martinez

SINGLETON PREGNANCY
Hx: G2P1102
GA: 36w2d
Blood Type: O POSITIVE

L&D ENCOUNTER: 1/20/2022 (1 D)
Patient Class: Inpatient
No expected discharge
No active principal problem

SOCIAL DETERMINANTS
Concern present

BP (non-invasive): 94/51
Temp: 98.2 °F (36.8 °C)
Pulse: 85

NO ORDERS TO ACKNOWLEDGE

NEW RESULTS (LAST 36H)
 Lab (4)
 Micro (4)

Respectful Care Practices / PREM Survey



Respectful Care Practices Resources



- 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**

Available in:
✓ Tear
pads
✓ Posters
✓ Bi-Fold



Respectful Care Practices Materials for teams

- Did your team receive the Respectful Care Practices Materials from ILPQC?
 - 10 Posters (English)
 - 5 Posters (Spanish)
 - 1 Tear pad of 50 sheets (English and Spanish)
 - 10 Bi-folds Brochure
- *The materials were shipped out to your team address on file by the printing company 12/14/21, so please double checked your team has received the materials any questions contact us at info@ilpqc.org*



Steps for Implementing Respectful Care Practices



- **Make sure your team has received the Respectful Posters ILPQC sent to your hospital**
 - **Provide all providers and nurses a copy of the Respectful Care Practices to read and sign off** on to acknowledge they commit to these practices
 - **Post Respectful Care Practices posters** in patient facing areas where patients can read them: such as labor and delivery rooms, triage, check in
 - **Create a process flow** to
 - Identify a team member responsible for providing patients the expected **Respectful Care Practices** on arrival to L&D and briefly reviewing to make sure patient has received
 - At discharge, make sure all **patients receive the PREM Survey QR Code** and are **asked to anonymously complete the PREM Survey on their phone before discharge** to report back on their respectful care experience during their delivery admission.
 - **Review PREM Survey Reports** and provide feedback to clinical team
-



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

- Treating you with dignity and respect throughout your hospital stay
- Introducing ourselves and our role on your care team to you and your support persons upon entering the room
- 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?
- 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
- Communicating effectively across your health care team to ensure the best care for you
- Partnering with you for all decisions so that you can make choices that are right for you
- Practicing "active listening"—to ensure that you, and your support persons are heard
- Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you
- 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
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- Ensuring you are discharged with the skills, support and resources to care for yourself and your baby
- Protecting your privacy and keeping your medical information confidential
- Being ready to hear any concerns or ways that we can improve your care

ILPQC
Illinois Perinatal Quality Collaborative

Supporting respectful care for all patients
The Illinois Perinatal Quality Collaborative (ILPQC) works to improve care, pregnancy, newborn, maternal, neonatal, and community groups to reduce maternal, neonatal, and perinatal deaths and improve health equity by ensuring all patients receive safe, high-quality, compassionate and respectful care.

PREM Implementation

- **QR code form is customizable** - Hospitals will have an unique number to put on their QR code paper for patients to identify the correct hospital name. Please use the English PREM survey to receive your hospital #. **It is located in front of your hospital name on the survey!**
- Provider instructions
- Sample survey
- Currently available in 5 languages
 - English and Spanish
 - 8 more languages coming soon!
- Surveys completed by patients on smart phone, tablet or computer **before discharge:**
 - Laminate QR code with your hospital number
 - Create script for your hospital (example scripts in toolkit)
 - PREM QR Code

Please tell us about your care. Your name will not be collected.
Your individual answers will not be shared with your provider.

Tell us about your care



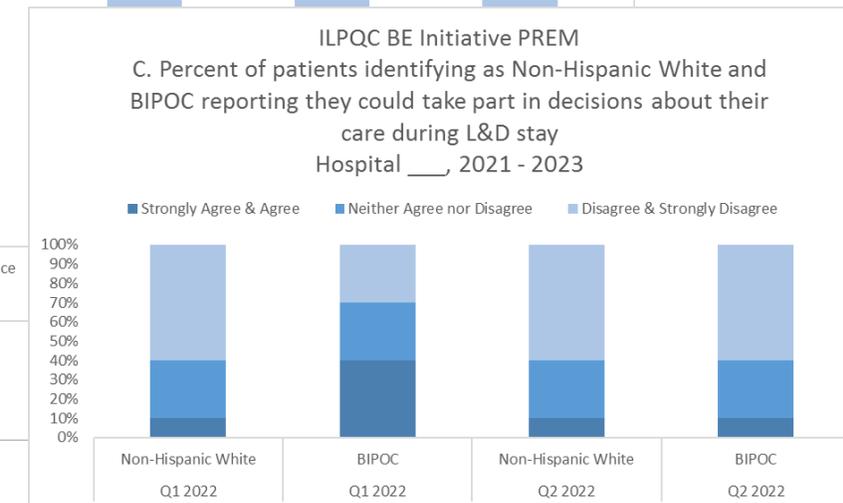
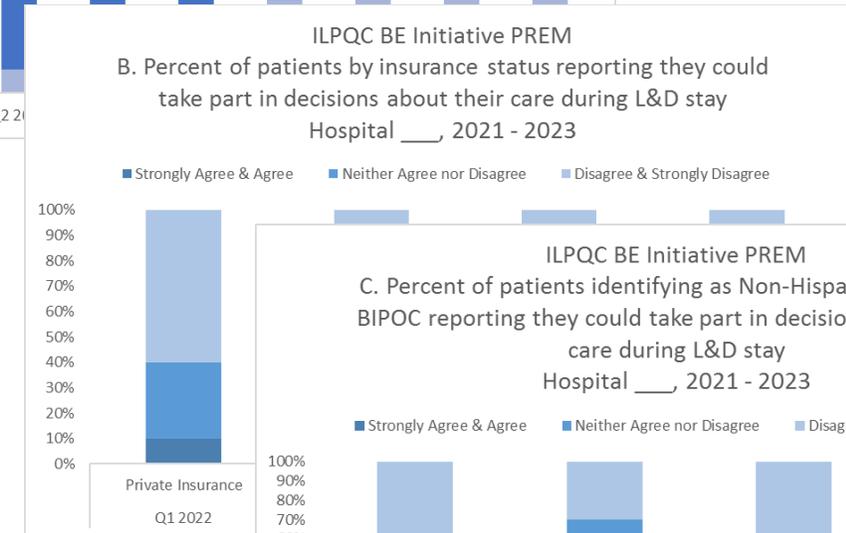
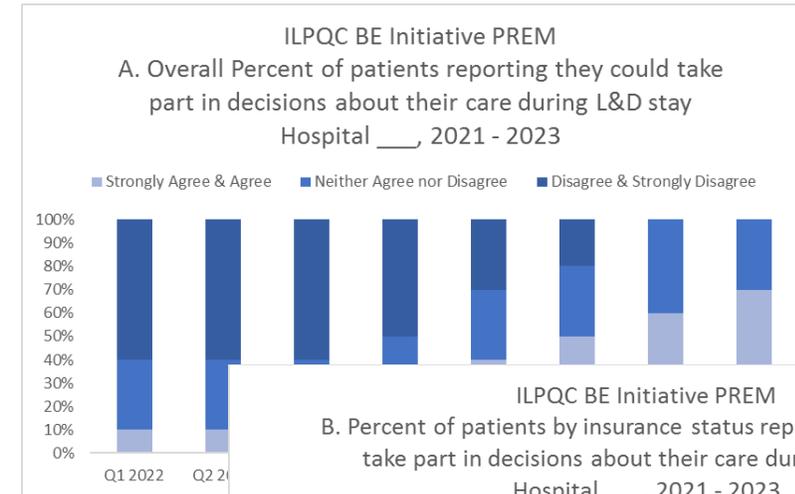
Scan the QR code or
enter the following link:

Put unique number here



PREM Reports Updates

- Proposed PREM Timeline:
 - PREM reports to launch March 2022
- PREM Reports:
 - Will stratify responses by:
 - Overall respondents
 - Public Insurance compared to Private Insurance responses
 - Non-Hispanic White compared to BIPOC responses
 - Black, White, Asian, Hispanic, Other (will report only if sufficient numbers > 5 patients per category)



Example of Introduction of PREM to Patients from NYSPQC

- ❖ This survey is an opportunity for birthing people to provide feedback on their experience of care during labor and delivery and postpartum.
- ❖ XXX Hospital in partnership with New York State both aim to improve the care of birthing people.
- ❖ This survey is anonymous and takes only a few minutes to complete.
- ❖ We encourage **ALL** our birthing people to participate
- ❖ Please scan the QR code. I will give you your privacy while you complete the survey and will return in a few minutes.

Thank you

Albany Medical Center NYSPQC Team Example Flyer for PREM promotion to patients

Tell Us About Your Experience at Albany Med!

Your input is valuable as we ensure patients are having a positive experience

Below are several ways to let us know how your stay with us went. You can also provide feedback by filling out the PREM survey that you will receive at the end of your visit by your nurse manager.



Patient Relations

Contact a patient relations representative to share your experience or voice a concern. You may contact them at (518) 262-3499.



Albany Med CARES

Speak with the nurse manager, lactation consultant, nursing supervisor, and/or bedside nurse or physician about your experience.



Virtual Survey

Scan the QR code (right) and fill out a survey to provide us with more information about your stay at Albany Med, and to report any instances of inequitable care.



Why Do We Want to Know?



New York State Birth Equity Improvement Project

Albany Medical Center is participating in the New York Birth Equity Improvement Project (NYBEIP). This project assists birthing facilities in identifying how individual and systemic racism impacts birth outcomes at their organization, and take action to improve the patient experience and perinatal outcomes for Black birthing people in our community. Scan the QR code to learn more.



https://www.albany.edu/cpho/mch_nyspqc.shtml



Office of Health Equity,
Diversity & Inclusion



Guest Speaker:

NYSPQC Team





Bellevue Hospital Center's Experience in Implementation of the PREM Survey
Date: January 31, 2022

Susan E. Richter, MPA
Regional Perinatal Center Coordinator
Associate Director QA



Bellevue Hospital Center

NYC Health + Hospitals/Bellevue is located in Manhattan, it's a 844 bed facility and is the oldest public hospital in the United States. Bellevue is the Regional Perinatal Center for the health system, providing clinical services and consultations for approximately 18,000 deliveries per year within the five boroughs. We accept high risk maternal/neonatal transports 24/7. Our dedicated team of highly skilled and competent professionals deliver an average of 1,400 babies annually in our family-centered state of the art Labor and Delivery Suite.

Bellevue serves a culturally diverse patient population and is recognized for its many designations, of which include a world-renowned Level I Emergency/Trauma Center, a Regional Perinatal Center, Baby-Friendly Designation, Level IV Neonatal Intensive Care Unit, Center of Excellence for Bariatric Surgery, and Special Pathogen.



Quality Improvement Team

- **Judith Chervenak, MD**
 - Department of Obstetrics, Maternal Fetal Medicine
- **Judita Bautista, MD**
 - Chief of Obstetrics & Gynecology
- **MaryAnn Tsourounakis, MS**
 - Administrator – MCH, Team Coordinator/ Primary Contact
- **Vicky Holman, RN**
 - Director of Nursing - MCH
- **Allison Waldo, RN**
 - Head Nurse, Mother Baby
- **Dina Kifayeh, RN**
 - Staff Nurse
- **Ida Brown, MPA**
 - Director of Quality
- **Maggie Connolly, LMSW**
 - Maternal Medical
- **Mary Campione**
 - Coordinating Manager
- **Susan Richter, MPA**
 - RPC Coordinator
- **Ana Aguilar, MSED**
 - Assistant Director, Clinical Services
- **Leticia Zuniga**
 - Bellevue Volunteer Department
- **Adina Lopez**
 - Bellevue Volunteer Department
- **Nina Qui**
 - Bellevue Volunteer Department
- **Orinta Svidraite**
 - Bellevue Volunteer Department

After you deliver your baby,

We would like to get your feedback on your experience of care during labor and delivery at Bellevue.

We will give you a survey to fill out at discharge from the hospital.

The purpose of this is to improve care of birthing people in New York State.

This is an unidentified survey and should only take a few minutes to complete.

Thank you for taking the time to fill out the survey.

The Bellevue Birth Equity Team



PREM Survey

- Consisted of 17 Core Questions
(regarding the patient's care experience)
- 5 Demographic Questions
(ethnicity, race, sex, gender identity and sexual orientation)
- Survey took approx. 5 minutes to complete
- PREM Survey's are submitted electronically to the NYSBEIP



PREM Survey

- Monthly Data Collection Tool submitted to the NYSBEIP

Number of birthing people discharged after delivery	
Number of birthing people discharged after delivery who received the Patient Reported Experience Measure(PREM) Survey either via QR Code or hospital iPad/tablet/laptop	
Number of incidents of inequitable care reported by birthing people(and/ or their families) during their delivery stay	

- Hospitals received monthly feedback from NYSBEIP



PREM Survey Implementation

- Volunteers were trained to instruct the patients on the purpose of the survey.
 - “the opportunity to provide feedback on their birthing experience”
- They walked the patients through how to take the survey, assisting when necessary.
- We encouraged the use of our I-Pads rather than the patient’s cell phone.



PREM Survey Implementation

- Every morning we had a daily list of patients being discharged.
- Volunteers went to the mother baby unit at the same time every day to administer survey's.
- We kept track of all PREMs that were completed and any difficulties that occurred.



PREM Results

	Language						Total Survey Submissions
	English	Bengali	Chinese	French	Spanish	Yiddish	
	#	#	#	#	#	#	#
Facility Name							
NYCHHC - Bellevue Hospital Center	39	2	1	1	29	1	73
Survey Submissions Completion							
Complete: 17 questions answered	35	2	0	0	23	0	60
More than 50%: 9-16 questions answered	1	0	0	0	4	0	5
Excluded from Score: Only Language Selected	3	0	1	1	2	1	8

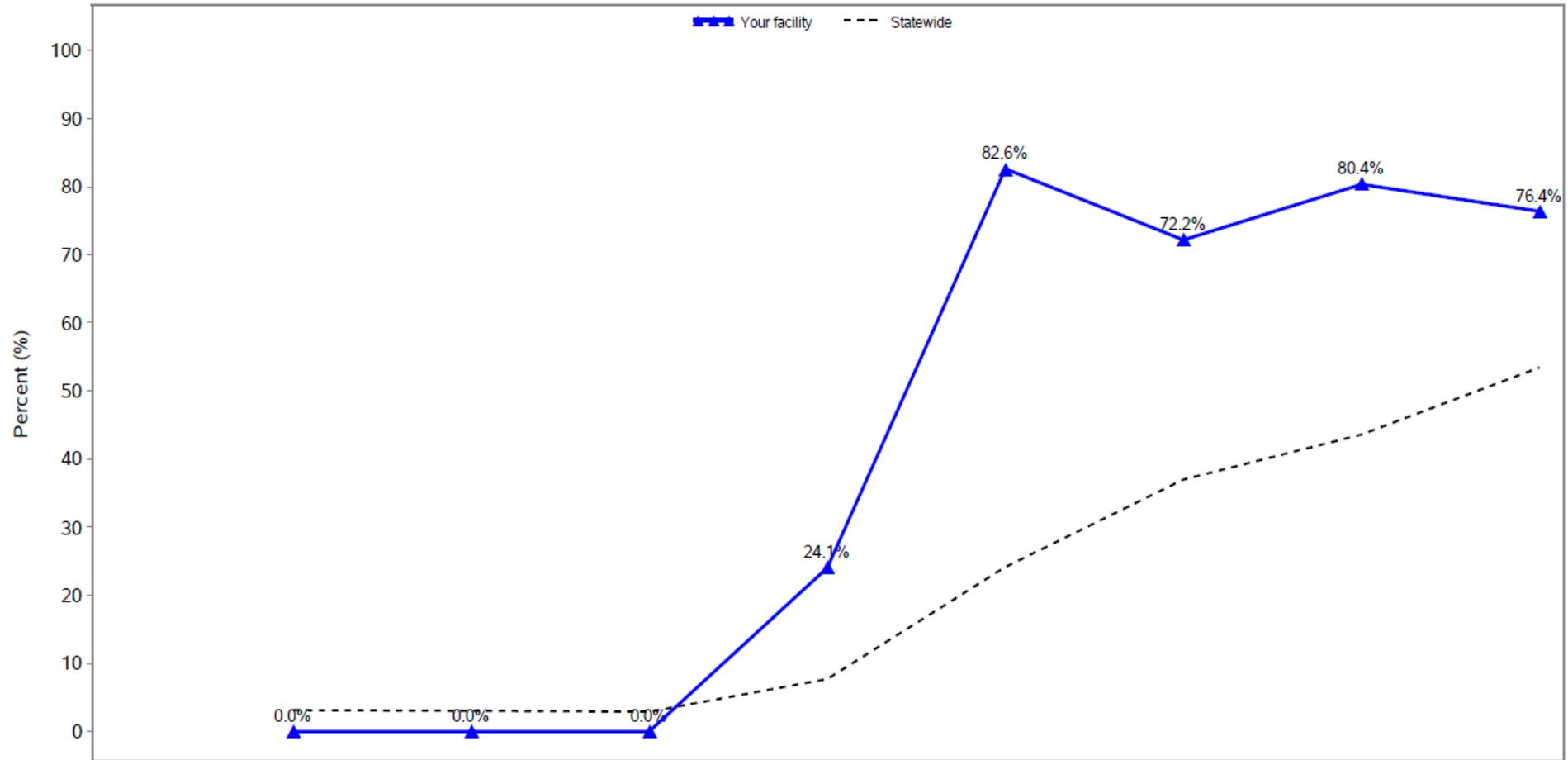


PREM Results

Core PREM Questions	Total Submissions per Question	Average Response Weight
I could take part in decisions about my care.	65	4.5
I could ask questions about my care.	64	4.6
My health care choices were respected by the health care team.	65	4.5
The health care team asked for my permission before carrying out exams and treatments.	65	4.5
I felt pressured by the health care team into accepting care I did not want or did not understand.	65	4.2
When the health care team could not meet my wishes, they explained why.	65	4.3
I trusted the health care team to take the best care of me.	65	4.6
I was treated differently by the health care team because of:My race or skin color	64	4.7
I was treated differently by the health care team because of:My ethnicity or culture	63	4.7
I was treated differently by the health care team because of:My sexual orientation or gender identity	63	4.7
I was treated differently by the health care team because of:The type of health insurance I have	63	4.7
I was treated differently by the health care team because of:The language I speak	64	4.7
I was treated with respect and compassion:During my check-in	65	4.8
I was treated with respect and compassion:During my labor and delivery	64	4.8
I was treated with respect and compassion:During my care after delivery	63	4.6
I was treated with respect and compassion:During discharge	62	4.7
The care I received was:	64	4.7



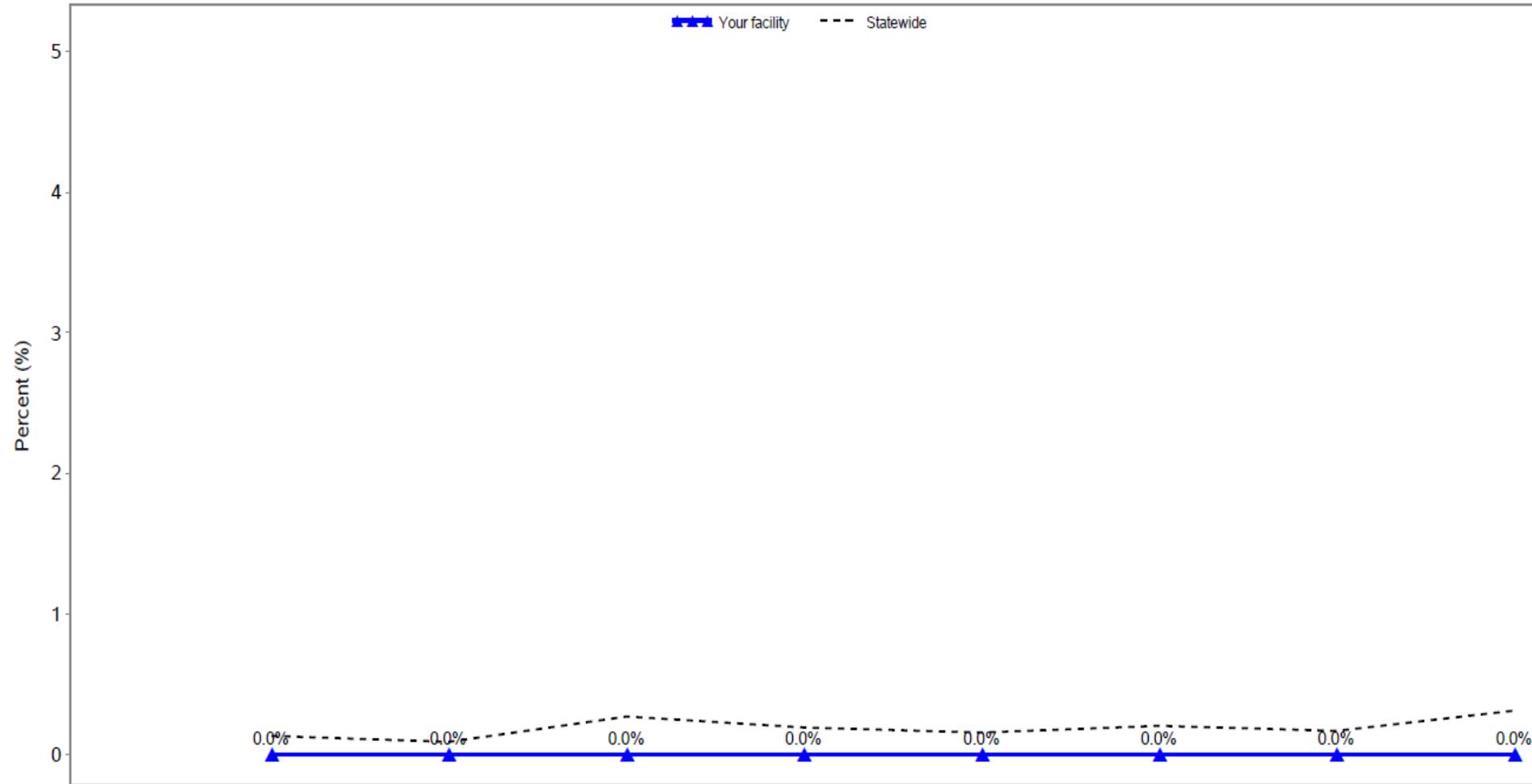
PREM Survey



Year:	2021							
Month:	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Num:	0	0	0	19	90	78	82	84
Den:	88	80	94	79	109	108	102	110



PREM Survey



Year:	2021							
Month:	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
Num:	0	0	0	0	0	0	0	0
Den:	88	80	94	79	109	108	102	110



Patient Reactions

- Patient's were willing to take the survey, some seem eager
- Appreciated that we were taking time to ask their opinions
- Volunteers made the patients feel comfortable
- Gave patients opportunity to talk about themselves
- Feels like home would come back to the hospital again
- They felt they were treated well
- No claims of inequitable care in the 468 survey's done since mid-July



Questions ??



Getting started with provider, nurse, staff education

Tiered Approach for Birth Equity Implicit Bias Training

- **Diversity Science: Dignity in Pregnancy and Childbirth Course training**
 - FREE [e-module trainings](#) available for all staff
 - Can integrate into the hospitals e-learning systems to track completion
- **Perinatal Quality Improvement SPEAKUp Training**
 - 1 team member per hospital to attend over 2 days (total 8 hours) anti-racism training
 - Train the trainer model to amplify local trainings
- **Laboring with Hope video and discussion guide**
 - The 30 min video and discussion guide will be available for free for all BE teams for group viewing and discussion.
 - Plan to release the video to teams in February and we will have access to free streaming of the video for 12 months.



Develop respectful care and bias education for providers, nurses, and staff



Dignity in Pregnancy and Childbirth Course

Implicit bias and reproductive justice training for perinatal providers. Aligned to CA SB464 training requirements.

register today at [equalperinatalcare.diversityscience.org](https://www.equalperinatalcare.diversityscience.org)



- ILPQC has partnered with Diversity Science to provide simplified online access to the *Dignity in Pregnancy and Childbirth* online e-module training
- 3-module free program for perinatal providers, nurses and staff
 - ***The response time after submitting the group access form is 24-28 hours for delivery of all SCORM files**
- Free access to the resources and support to add e-modules to online hospital learning systems will be provided
- Webpage link: **NEW***
[https://www.diversityscience.org/ilpqc-2/!](https://www.diversityscience.org/ilpqc-2/)

Birth Equity next steps

Next Steps for Birth Equity

- Monthly data for **December** due into REDCap by **January 15th** (now)!
- Schedule your team KPM meeting to receive help to get started
- Make a 30 60 90 day plan for next steps with SDoH, Respectful Care, and/or PREM implementation



Key Players Meetings to help support you get started

Opportunity for each BE team to receive consultation with a BE champion to strategize and map out your hospital's next steps for making progress with BE by helping your team create 30/60/90 plans.

- Request your KPM meeting with this link:
<https://redcap.healthlnk.org/surveys/?s=C9TKXKJN>
[MD](#)

Very helpful and resourceful! – FHN Memorial Hospital

Great help with moving things forward! – Stroger Hospital

ILPQC has completed 4 KPM meetings so far.....SIGN your team up TODAY!

Upcoming Monthly Webinars:

Date	Topic
Monday, February 21th 12:00-1:00pm	Implementing a comprehensive implicit bias training for provider / nurse education
Monday, March 21st 12:00-1:00pm	Engaging patients and community in QI / Birth Equity work
Monday, April 18th 12:00-1:00pm	Implementation Review of Key Strategies
Monday, May 16th 12:00-1:00pm	Face-to-Face (NO Webinar)

Register and Join here:

<https://northwestern.zoom.us/meeting/register/tJMod-uoqDotGtzzJICE1O5TphPWT2-pZfmY>

Other updates

Maternal Hypertension & OB Hemorrhage Continuing Education



- We would like to thank those who provided this information last year! We had 90 facilities statewide submit training data and we are pleased to report that the majority of birthing hospitals (86%) reported at least some providers completing continuing education training on obstetric hemorrhage or maternal hypertension.
- **The form to submit calendar year 2021 training data is now open and can be accessed [here](#). We are asking each birthing hospital to submit their training data by February 28, 2022.** Based on hospital feedback, we made changes to this year's form to decrease reporting burden.
- There are several training resources available for birthing facilities, including e-modules, simulations, or drills from AIM, ACOG and other leading national groups available on the ilpqc.org [website](#).
- This information is used by ILPQC and I PROMOTE-IL to understand hospitals' ability to complete training on these topics and potentially identify opportunities to provide further support to hospitals to achieve our shared goal of improved maternal health across the state.

Thanks to our Funders



In kind support:



Resources & Tools

Brief review of tools for implementing universal SDOH screening

Process Flow to Link Patients Who Screen Positive on SDOH Screening Tool

Process Flow to Link Patients Who Screen Positive on SDOH Screening Tool

A patient arrives for her NEW OB appointment or arrives on L&D

Nurse reviews the SDOH screening tool with the pt. or provide it to the pt. to complete

After the screening tool is completed, the nurse document the results

Screen + Positive

- Nurse communicate results to OB provider
- Nurse / OB provides linkage to needed resources and services ILPQC mapping tool, ILPQC SDOH Tip Sheets or NOW POW Community Resource Directory
- Social Work consult called as appropriate
- Nurse/OB document plan for follow up

Example of Mass General Hospital Workflow

A patient arrives for her NEW OB appointment or L&D



Front desk gives patient the SDOH screen



MA takes screen from the patient and gives it to the RN



RN / OB provider reviews screen with patient and offers resources

ILPQC SDOH Tip Sheets or NOW POW resource provided to patient based on resource need, Social Work consult called as appropriate and if > 2 positive items

RN / OB documents screen results, linkage to resources and plan for follow up

Tip Sheet-Utility



State and Federal Programs

- **Help Illinois Families**
 - Website with programs for eligible individuals seeking emergency assistance to cover costs of utility bills, rent, temporary shelter, food, and other household necessities.
 - <https://www2.illinois.gov/dceo/CommunityServices/HomeWeatherization/CommunityActionAgencies/Pages/HelpIllinoisFamilies.aspx>
- **Utility Bill Assistance**
 - The Low Income Home Energy Assistance Program (LIHEAP) helps eligible low-income households pay for home energy services (primarily heating during winter months).
 - Call the LIHEAP Hotline at 1-877-411-WARM (9276).
- **Community Action Agencies**
 - Community Action Agencies across the State provide a variety of services, including but not limited to, Rental/Mortgage Assistance, Food, Energy Utility Bill Assistance, Water/Sewer Payment, Employment Training/Placement, Financial Management, and Temporary Shelter.
 - <https://www2.illinois.gov/dceo/communityservices/utilitybillassistance/pages/default.aspx>

Tip Sheet- Education



State and Federal Programs

- **Illinois Reemployment Services Program Hotline**
 - Search for jobs online
 - Phone number: (877) 342-7533, option 1
 - <https://illinoisjoblink.illinois.gov/ada/r/>
- **Listing of Community Colleges in IL**
 - <https://www.collegesimply.com/colleges/illinois/>
- **Adult Learning Resource Center**
 - Provides referral services for students, volunteers, and employers wishing to access adult education and literacy programs throughout Illinois.
 - <https://alrc.thecenterweb.org/other/illinois-adult-learning-hotline/>

Tip Sheet- Housing



State and Federal Programs

- **U.S. Department of Housing and Urban Development**
 - Website: <https://www.hud.gov/states/illinois/offices>
- **Illinois Shelter List**
 - An online directory of shelters in Illinois
 - <https://www.shelterlist.com/state/illinois>
- **IDHS: Homeless Prevention Providers**
 - An online list of homeless prevention providers in Illinois
 - <https://www.dhs.state.il.us/page.aspx?item=110583>
- **IDHS: Emergency and Transitional Housing**
 - An online list of emergency and transitional housing providers in Illinois
 - <https://www.dhs.state.il.us/page.aspx?item=98150>

Tip Sheet- Food



State and Federal Programs

- **Supplemental Nutrition Assistance Program (SNAP):**
 - Helps low-income people who qualify
 - Money is provided on an Electronic Benefit Transfer (EBT) card, which works like a debit card
 - Eligibility calculator: <https://fscalc.dhs.illinois.gov/FSCalc/>
 - Apply for assistance: <https://www.dhs.state.il.us/page.aspx?item=33698>
- **Women, Infants and Children (WIC):**
 - A food assistance program for Women, Infants, and Children
 - Helps low-income pregnant, post-partum, and breast-feeding women, infants, and children up to 5 years old who need food to help stay healthy
 - Provides money for healthy foods, vouchers for formula, and other great benefits
 - Can be used at grocery stores and pharmacies
 - IL WIC Services: (<https://www.dhs.state.il.us/page.aspx?item=30513>)

ILPQC SDoH Tip Sheets

[ILPQC Tip Sheets \(for patients\)](#) (click link)

Brief review of tools for implementing respectful care practices

Respectful Care Practices Resources



- 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**
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- 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**
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- 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**

Available in:
✓ Tear
pads
✓ Posters
✓ Bi-Fold



We commit to...



- 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
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- 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



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"/>

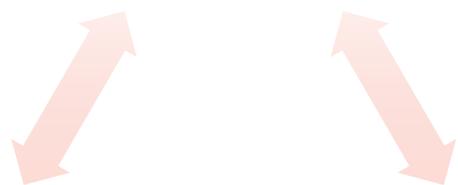
7. The health care team asked for my permission before carrying out exams and treatments.

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

- Treating you with dignity and respect throughout your hospital stay
- Introducing ourselves and our role on your care team to you and your support persons upon entering the room
- 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?
- 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
- Communicating effectively across your health care team to ensure the best care for you
- Partnering with you for all decisions so that you can make choices that are right for you
- Practicing "active listening"—to ensure that you, and your support persons are heard
- Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you
- 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
- 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
- Ensuring you are discharged with the skills, support and resources to care for yourself and your baby
- Protecting your privacy and keeping your medical information confidential
- Being ready to hear any concerns or ways that we can improve your care

IL PQC
Illinois Perinatal Quality Collaborative

Supporting respectful care for all patients
The Illinois Perinatal Quality Collaborative (ILPQC) works to improve care, pregnancy, newborn, maternal, neonatal, and community groups to reduce maternal, neonatal, and perinatal deaths and improve health equity by ensuring all patients receive safe, high-quality, compassionate and respectful care.

Brief review of the PREM Survey

PREM Survey Questions

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

1. I could take part in decisions about my care.
 2. I could ask questions about my care.
 3. My health care team did a good job listening to me, I felt heard.
 4. My health care choices were respected by the health care team.
 5. My health care team understood my background, home life and health history, and communicated well with each other.
 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.
 7. The health care team asked for my permission before carrying out exams and treatments.
-

PREM Survey Questions cont.

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

8. I felt pressured by the health care team into accepting care I did not want or did not understand.
9. When the health care team could not meet my wishes, they explained why.
10. I trusted the health care team to take the best care of me.
11. I was treated differently by the health care team because of:
 - My race or skin color
 - My ethnicity or culture
 - My sexual orientation or gender identity
 - The type of health insurance I have
 - The language I speak

PREM Survey Questions cont.

Strongly Agree

Agree

Neither Agree
nor Disagree

Disagree

Strongly
Disagree

12. I was treated with respect and compassion:

- During my check-in
- During my labor and delivery
- During my care after delivery
- During discharge

13. I was treated with respect and compassion:

- By the obstetric doctors/midwives that took care of me
- By the nurses that took care of me
- By other staff at the hospital

14. The care I received was: Excellent, Good, Average, Fair, Poor

15. Please share any additional thoughts or comments about your experience with your delivery and hospital stay

PREM Demographics Questions

1. Ethnicity:
 - Hispanic
 - Non-Hispanic
 - Prefer not to answer
2. Race (select all that apply):
 - Asian
 - Black
 - Native American/American Indian
 - Native Hawaiian/Pacific Islander
 - White
 - Other:
 - Prefer not to answer
3. Health insurance type
 - Private insurance
 - Public insurance (Medicaid or Medical Card)
 - Self-pay
 - Uninsured
 - Prefer not to answer
4. Sexual Orientation:
 - Straight/Heterosexual
 - Bisexual
 - Gay
 - Lesbian
 - Queer
 - Other
 - Prefer not to answer
5. Gender Identity (select all that apply):
 - Agender
 - Female
 - Gender-neutral
 - Male
 - Non-binary/Gender non-conforming
 - TransMale
 - Other
 - Prefer not to answer
6. Age:
 - <18
 - 18-24
 - 25-29
 - 30-34
 - 35-39
 - 40 +
 - Prefer not to answer
7. Type of Delivery:
 - Vaginal
 - Cesarean section
 - Prefer not to answer

Brief review of education resources online

Resources and Education for RCP & PREM

Resources to review for sharing expected respectful care practices with providers, nurses, staff, and patients:

ILPQC Respectful Care Practices English

- [Poster](#)
- [Patient and Provider Handout](#)
- [Bi-Fold \(Brochure\)](#)

ILPQC Respectful Care Practices Spanish

- [Poster](#)
- [Patient and Provider Handout](#)
- [Bi-Fold \(Brochure\)](#)

Patient Reported Experience Measure (PREM) patient survey

- [ILPQC PREM Survey English Link](#)
 - [PREM information for hospital teams](#)
 - [QR Code for teams to post within L&D rooms](#)
- [ILPQC PREM Survey Spanish Link](#)
 - [QR Code for teams to post within L&D rooms](#)

*(customize this page with your unique number)

Patients handouts on SDoH resources (to be launched for patients who screen positive)

- [ILPQC Tip Sheets \(for patients\)](#)
- [ILPQC Universal Resources](#)
- [NowPow Digital Community Resource & Service Directory](#)

Resources to help providers and staff understand Social Determinants of Health

- [*ILPQC Social Determinants of Health Screening Checklist \(NEW\)](#)
- [Empower Journey Map](#)
- [Principles for Patient-Centered Approaches to Social Needs Screening](#)
- [Patient-Centered Social Needs Screening Conversation Guide for Staff](#)
- [Social Determinants of Health Curriculum for Clinicians \(E-modules\)](#)

Birth Equity Toolkit now available online:

<https://ilpqc.org/birthequity/>

