

LaToshia Rouse
Mom of 4,
PFE Consultant,
Birth and Postpartum Doula



LISTENING TO PATIENTS: THE IMPORTANCE OF
INTEGRATING
PATIENTS IN QUALITY IMPROVEMENT



PFE
Consultant
LATOSHIA
ROUSE

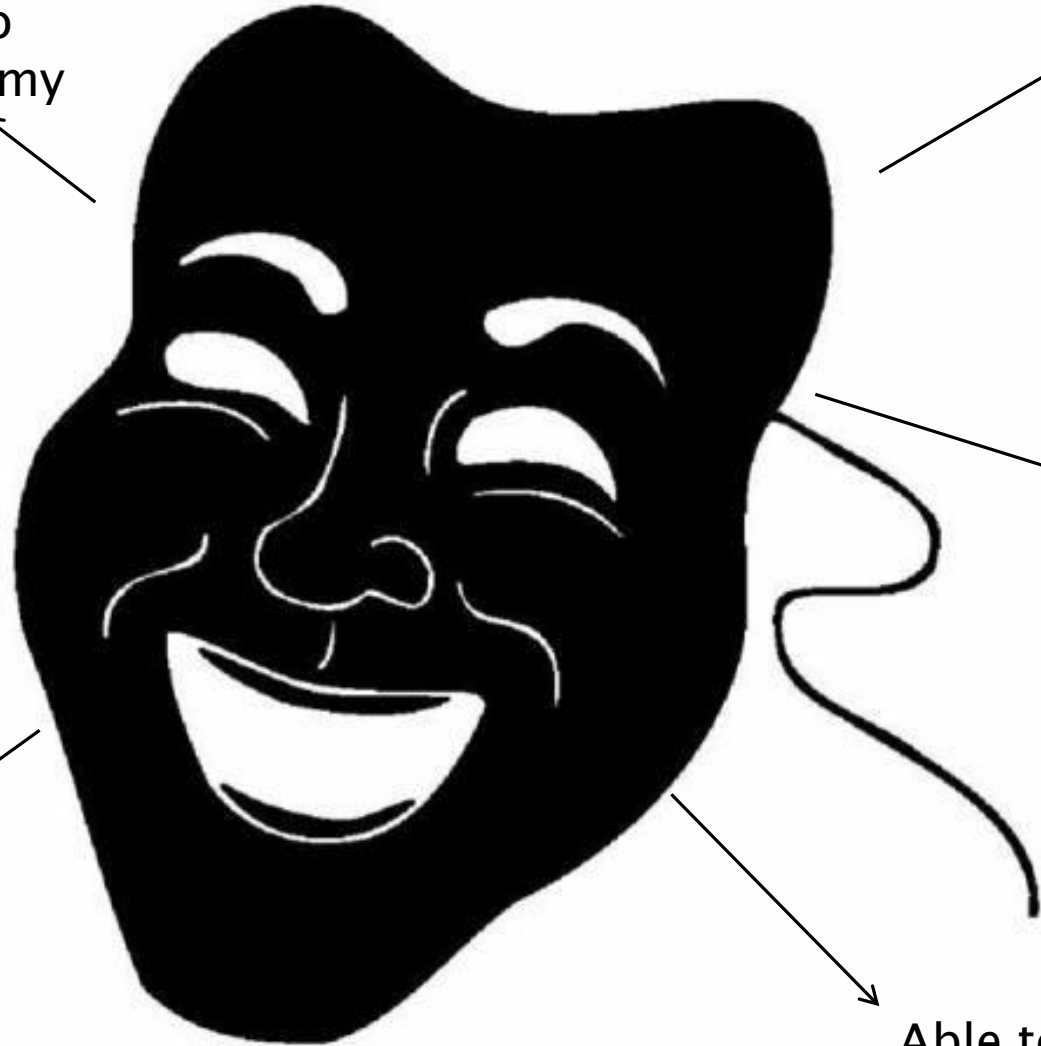


PFE
Consultant
LATOSHIA
ROUSE

The Mask

Emotionally available to bond with my baby

Capable of caring for my kids



Capable of understanding

Not wanting to be a burden on staff's time

Able to be a part of decisions



NNPQC

National Network of Perinatal Quality Collaboratives



THE AMERICAN CONGRESS OF OBSTETRICIANS AND GYNECOLOGISTS



POSTPARTUM SUPPORT INTERNATIONAL



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE



Wisconsin Perinatal Quality Collaborative (WisPQC)



DRIVER DIAGRAM

Aim:
All PQCS will have two or more designated patient/family partner leader(s) (PFP) who are core members of the PQC leadership team by January 2021

Primary Drivers

Engage Multidisciplinary Advisory Committee (MAC) Leaders

Identification, Recruitment and Orientation of Prepared and Activated PFP(s)

Levels of Partnership/ Leadership

Secondary Drivers

Develop a supportive structure

Appoint a staff liaison who has the knowledge and skills to effectively engage with PFP

Develop a measurement strategy for accountability

Assessment of PQC structure, financial structure and level of involvement of PFP

Readiness assessment to be done prior to PFP engaging in a committee that lacked PFE

Develop standardized role description, recruitment, and orientation materials

PFP ensures that diverse populations are represented in the PQC work

PFP works to ensure alignment and advancement of improvement projects/ acts as PQC liaison between P/F state teams, Ad Hoc group, etc.

PFP acts as community liaison with existing, diverse P/F community leaders, volunteer groups, advocacy groups and individual P/F with unique healthcare experiences.

Collaboration: PFP are regarded as valuable as all other members of the PQC and they are engaged in every phase of the work of the PQC in a continuous collaboration to model a project that is patient and family-centered



See you in the Break Out
Session on Patient Engagement!

LaToshia Rouse

PFEngage@gmail.com

www.PFEConsultant.com

THANK YOU!

PFE
Consultant

LATOSHIA
ROUSE