

# PATIENT AND COMMUNITY ENGAGEMENT

Actively engaging patients / families and community partners helps clinical teams improve care for birthing people across pregnancy, delivery admission, and the postpartum period.

## IDENTIFY PATIENT / FAMILY COMMUNITY PARTNERS TO SERVE ON QI TEAMS

1. Recruit patient/community partners from physician, midwife, and/or doula recommendations, also consider, NICU parents, postpartum/breastfeeding support groups, and Respectful Care Breakfasts.
2. Provide patients/community partners with a clear description of their role and responsibilities
3. Make sure patients partners have a contact person on the QI team who regularly checks in.
4. Onboard patient partners, identify way to reimburse their time (can be payment, gift bag, meal, parking, or other vouchers) and link to Momma's Voices training.
5. Develop tools and resources with patient/family/community partners to assist in their participation in quality improvement efforts



## ENGAGE CLINICAL STAFF WITH PATIENT/FAMILY EXPERIENCES AND FEEDBACK TO IMPROVE CARE

1. Host Respectful Care Breakfast by inviting OB clinical staff, patients who have delivered in the last year and their partners together for breakfast and a discussion, host a panel discussion or discuss by table, both positive experiences of respectful care during pregnancy and delivery and opportunities where we can do better.
2. Use PREM Survey data to provide feedback to staff.
3. Share patient stories for staff education/discussion: such as Hear Her Campaign videos, invite patients to speak at ground rounds, or share the Laboring with Hope video.



## OPPORTUNITIES FOR PATIENT/FAMILIES/COMMUNITY PARTNERS TO ENGAGE IN QI ACTIVITIES

1. Help plan regular Respectful Care Breakfasts (2-4 times per year).
2. Work on strategies to promote Respectful Care.
3. Help improve linkage to community SDoH resources such as linkage to doulas, home visiting programs, transportation, etc.
4. Help improve PREM Survey completion and work on improving patient experience.
5. Provide feedback on patient education materials and postpartum discharge process.
6. Help improve process flow for OB admission screening for PMH, SUD, SDOH.

## ENGAGE COMMUNITY PARTNERS TO IMPROVE LINKAGE OF PATIENTS TO COMMUNITY RESOURCES

Can you build partnerships with local community organizations?

- Improve referrals for linking to resources
- Improve understanding of the capacity of partners
- Improve linkage of patients to community doulas, home visiting programs and other community resources.

Can you make your L&D more Doula friendly?

- Hold doula trainings for staff and Doula/Staff meet and greets
- Increase knowledge regarding doula care and role from the doula perspective
- Build relationships and create doula friendly culture

### ILPQC CONTINUES TO SUPPORT PATIENT/COMMUNITY ENGAGEMENT:

- 40+ hospitals have held Respectful Care Breakfasts for providers and nurses to hear from patients who have delivered about what matters to optimize Respectful Care
- 30+ hospitals have engaged patient/family partners to support QI work
- ILPQC is developing a patient partner network to support community building
- 10 ILPQC Regional Community Engagement Meetings held to bring hospital teams and community partners together to discuss Birth Equity strategies