

PATIENT AND COMMUNITY ENGAGEMENT

Actively engaging families and community partners helps clinical teams improve care during pregnancy, delivery admission, and the postpartum period for both the birthing person and the baby.

ROLE OF PATIENT, PARENT AND COMMUNITY PARTNERS TO SERVE ON QI TEAMS

1. Recruit patient, parent, and community partners through referrals from physicians, midwives, newborn and NICU care teams, postpartum support groups, and Respectful Care or parent-centered community gatherings.
2. Provide all partners with a clear, accessible description of their role, expectations, and the value of their lived experience in improving care.
3. Identify a contact person on the QI team who regularly checks in with your partner and offers any support.
4. Ensure partners are onboarded. This includes identifying appropriate ways to reimburse their time (e.g. direct payment, gift bags, meals, parking passes, childcare, or other forms of recognition).
5. Co-create tools and resources with patient, family, and community partners to support their engagement in quality improvement activities.



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

1. Host Respectful Care community gatherings by inviting clinical staff, patients, and parents or caregivers who have given birth or cared for a newborn in the past year.
2. Create an environment that encourages honest dialogue and feedback. This can look like a panel discussion or small table huddles.
3. Remember, it is important to highlight both positive and negative experiences of respectful care during pregnancy, delivery and the postpartum period in order to identify opportunities to improve care.
4. Incorporate patient stories into staff education and discussion. Tools can include *Hear Her Campaign* videos, screening *Laboring with Hope*, and inviting patients to share their experiences during staff meetings or Grand Rounds.



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

1. Help plan regular Respectful Care Gatherings (2-4 times per year).
2. Collaborate on strategies to promote Respectful Care for birthing people, infants, and families in *all* settings.
3. Help improve linkage to community-based resources such as linkage to doulas, home visiting programs, transportation, and childcare.
4. Provide feedback on patient education materials (e.g. safe sleep, infant care) and the postpartum / NICU discharge process.
5. Collaborate on improving admission screening processes for OB, postpartum and newborn patients, especially related to social determinants of health (SDOH), perinatal mental health (PMH), and additional needs.

ENGAGE COMMUNITY PARTNERS TO IMPROVE LINKAGE OF PATIENTS TO COMMUNITY RESOURCES

Can you build partnerships with local community organizations?

- Improve referral systems for linkage of patients to community resources.
- Improve understanding, strengths, and capacity of partner organizations.

Can you make your hospital more Doula friendly?

- Hold doula trainings for staff and Doula/Staff meet and greets to build enhanced understanding and collaboration.
- Increase knowledge regarding doula care and role from the doula perspective.
- Reduce systemic barriers that may impact doula access.

ILPQC CONTINUES TO SUPPORT PATIENT/COMMUNITY ENGAGEMENT:

- 40+ hospitals have held Respectful Care Breakfasts or gatherings 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 has developed 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.