

# Utilizing PREM REDCap Reports to Actively Implement Respectful Care for Every Patient, Every Time



## Steps to access PREM REDCap Reports to share with your clinical team

1. Log into REDCap and select the PREM - English Project

2. Click on the "Reports" tab under Project Bookmarks



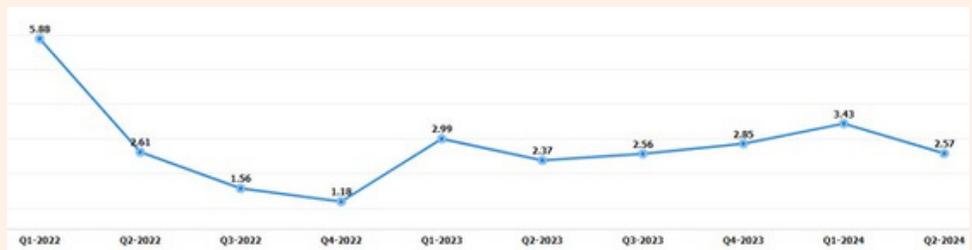
3. Enter your Hospital ID and click "Go"



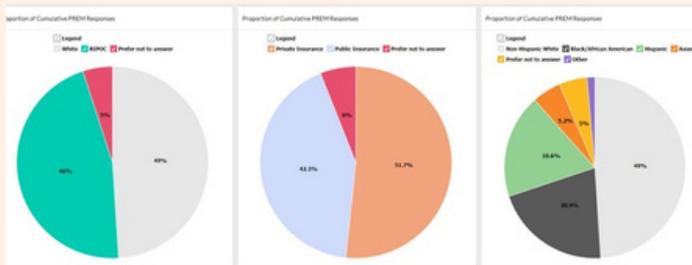
## Steps to use PREM Survey Reports to interpret patient-reported data and highlight Respectful Care Practices opportunities for improvement at your hospital

4. Click through Reports 1-14 to view single question reports, stratify by race, ethnicity & insurance to identify disparities AND view by month, quarter, 6-months & year

Report 1: Participants reporting they could not take part in decisions about their care - **decrease in negative sentiment shows improvement!**



5. Click on Report 15 to view PREM survey completion rate and race, ethnicity and insurance distribution



Review PREM survey completion by self-reported race, ethnicity, and insurance demographic groups

*Goal: collect a diverse sample of your patients*

Review PREM survey completion by month, quarter, or year

*Goal: >10% of deliveries or at least 15 PREM surveys per month*

Monthly/Quarterly/Yearly PREM Responses

Group	2022	2023	2024	Total counts
BIPOC	548	3069	890	4507
White	570	3192	1036	4798
Prefer not to answer	56	322	111	489
<b>Grand Total:</b>	<b>1174</b>	<b>6583</b>	<b>2037</b>	<b>9794</b>

6. Click on Report 16 to review summary data for each PREM survey measure and identify statements and demographic groups reporting the most opportunities for improvement for Respectful Care Practices:

- 1 I felt pressured by the healthcare team into accepting care I did not want or did not understand
- 2 I was treated with respect and compassion during discharge
- 3 When the healthcare team could not meet my wishes, they explained why

# Share PREM Survey Data with Clinical Team Members and Take Action

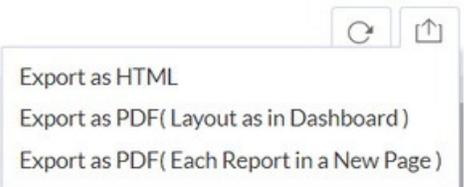


Access REDCap and review PREM survey reports including completion rate (report #15) with your Birth Equity team monthly.

*Achieve goal >10% of deliveries or > 15 PREM surveys per month*



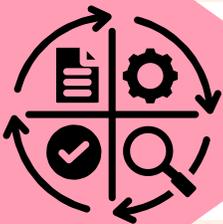
Download and print REDCap reports (including #16 for a summary).



Share PREM survey results with OB clinical staff in break rooms, change of shift, OB provider meetings.



Identify Respectful Care Practices to actively work on with your unit using Report #16.



Review Respectful Care Practices with clinical teams and take action, such as: commit to sit, shared decision making, active listening, introductions to patient/family on room entry, and monitor for improvement.

**Improving respectful care requires shared decision making and active listening**

**Recognize** patients as the experts of their own experience

**Empower** patients to make choices through accessible, nonjudgemental communication