

# 5 Steps to Engaging a Patient or Parent Partner



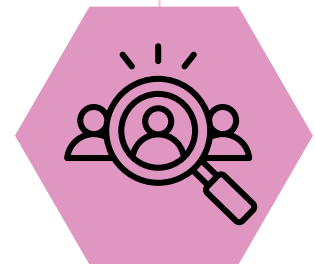
## Finding a patient or parent partner to join your QI Team

- Hold a Respectful Care Breakfast and meet potential patient and parent partners.
- Ask clinical team members who work with mothers and newborns to think about prior patients or parents who might want to share their experiences to help improve care.
- Consider opportunities to identify patient and parent partners from diverse perspectives.

• **Ask for help from:** OB Providers      Nurses      NICU team      Pediatricians  
 Social Workers      Doulas      Lactation Consultants

## The next step is to reach out and ask

- Ask clinical team members who know a patient or parent best to reach out to ask if they might be interested in being a partner.
- Ask if they want to work with your QI team to be a patient or parent voice and share their perspective to help improve care! Patients appreciate being asked!
  - "Would you be interested in working with our QI team to help us improve care for mothers and families at our hospital?"



## Welcome partners to the team- Onboarding!

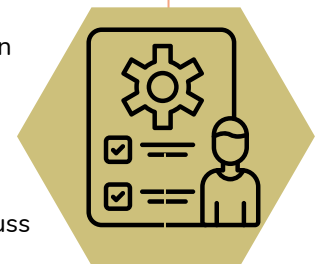
It's critical that you appropriately onboard your patient or parent partner

- Identify a main contact on your QI team and have them reach out, discuss frequency of meetings and opportunities to connect
- Go over steps that are specific to your hospital onboarding.
- Link patient or parent partners to MoMMA's Voices community and **Patient Family Partner training** (Scan QR Code).



## QI opportunities to engage your patient partner

- Help develop or give feedback on patient- or parent-facing education
- Assist in planning Respectful Care Breakfasts
- Input on steps for active implementation of respectful care
- Input to improve PREM survey completion & share feedback
- Input on doula-friendly strategies & improve linkage to doula care
- Support patient-centered response to mental health screens to discuss treatment options, warm handoffs, and community support services



## Make sure partners feel valued and heard

- Determine a regular (monthly or quarterly) meeting time to check-in with your patient or parent partner. Create space to make sure they feel valued and heard.
  - Provide updates on specific projects and share lessons learned
- Invite your patient partner to QI team meetings.
  - Make sure they have a specific contact
  - Ask how they want to contribute – what do they want to work on?
  - Ask for their regular feedback on how it is going – do they feel heard?
- How can you reimburse their valuable time?
  - Payment, meal with meetings, parking, gift bag or other options to show you value their time and expertise

