

Using PREM to Strengthen Respectful, Patient-Centered Care

Patient-Reported Experience Measures — Birth Quality Designation 2026

The Patient-Reported Experience Measure (PREM) survey helps capture how patients experience respectful maternity care at your hospital. As part of the 2026 Birth Quality Designation, hospitals will continue PREM survey collection to better understand patient perspectives and support respectful care for every patient every time. PREM also provides an opportunity to track trends over time and identify and address disparities in patient experience across groups to guide improvements.

Designation Criteria Update

NEW IN 2026

Hospitals will use the PREM dashboard to review responses to 3 key PREM questions, focusing on "Strongly Agree" and "Agree" responses. This provides a more focused opportunity for clinical teams to understand patient experience, identify differences across groups, and guide focused improvement efforts.

Key Questions to Track:

- ▶ "My healthcare team did a good job listening to me; I felt heard"
- ▶ "My healthcare choices were respected by the health care team"
- ▶ "I was treated with respect and compassion" (from OB providers and nurses)

Review Stratified PREM Data by:

- ▶ Race/Ethnicity: BIPOC vs. Non-Hispanic White
- ▶ Insurance Type: Public vs. Private



2026 Goals:

- ▶ All patients deserve respectful care
- ▶ Achieve $\geq 95\%$ "Agree/Strongly Agree" response rates for 3 Key PREM questions, across racial/ethnic and insurance groups
- ▶ Regularly review PREM data to identify disparities and opportunities for improvement
- ▶ Share data, goals, and strategies for improvement with clinical team

How to Access & Review Your PREM Data

1. Log into REDCap

- ▶ Select the ILPQC Designation Data Form Project, click "Reports" under Project Bookmarks, enter your Hospital ID, and click "Go"

2. Review PREM Completion

- ▶ Monitor your PREM survey completion rate and the demographic distribution of respondents
- Goal: $\geq 10\%$ of deliveries or ≥ 15 PREM surveys/month with a diverse sample

3. Check Patient Agreement Tab

- ▶ Review 3 key PREM questions, highlighted yellow, by Race/Ethnicity and Insurance type
- ▶ Toggle to review data by quarter, 6 months, or yearly
- ▶ Identify opportunities for improvement in respectful care across demographic groups
- ▶ Download data to share progress and goals with clinical teams

STRATEGIES TO INCREASE PREM SURVEY COLLECTION

CONTACT US

The following strategies will help your team increase response rates and collect a diverse, representative sample.

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1. Establish a clear workflow and assign responsibility for PREM collection

Develop a protocol that outlines when and how the PREM survey will be introduced to postpartum patients. Identify a specific role (e.g., birth clerk, discharge nurse, or patient care technician) responsible for requesting the survey is completed before discharge.

2. Use a standardized script to clearly communicate the purpose of the PREM survey

Use the PREM nurse script available on the ILPQC website to emphasize that patient feedback is important and helps improve care. Add badge tags with PREM script on front or back saying: "Ask me about respectful care", or "Please share feedback on respectful care."

3. Leverage technology to support survey completion

Utilize tools such as tablets or iPads to make streamline survey collection and support higher response rates. A discharge nurse can give the patient an iPad to complete the PREM survey before returning with discharge instructions.

4. Emphasize survey anonymity

Reassure patients that survey answers are anonymous and not linked to their name, medical record, or room number. Reinforcing confidentiality may increase trust and willingness to participate.

5. Identify optimal locations for PREM survey materials

Ensure the PREM Survey Handout with QR codes is readily available in postpartum rooms. Include the handout in discharge checklists or attach the QR code to staff badges for easy reference. Best strategy is when someone actively provides the PREM survey and asks patients to complete.

6. Leverage funding or fundraising to incentivize patient participation

Consider using ILPQC mini-grant funding to support PREM survey collection (iPad or small patient gifts for completing PREM). Hospitals have had success offering small patient gifts for completing the PREM survey (e.g., bulk order of baby board books, baby supply items, bib or onesie with hospital logo).

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7. Engage hospital teams with feedback and recognition

Share PREM resources broadly and highlight positive comments received through surveys. Recognize and celebrate examples of respectful care that exceed expectations to reinforce engagement and participation.

8. Share goals and data with clinical staff for 3 key PREM question to achieve $\geq 95\%$ Strongly Agree/Agree providing respectful care for every patient every time

