

# ILLINOIS PERINATAL QUALITY COLLABORATIVE (ILPQC) BIRTH EQUITY INITIATIVE

Regional Community Engagement Meeting  
April 2022

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Director of Community Engagement



# Overview

- Introductions (5 minutes) – Tamela Milan-Alexander
- Overview of ILPQC& Birth Equity Initiative (10 minutes) – Ieshia Johnson
- Engaging Community Members in Quality Improvement (20 minutes) – Tamela Milan-Alexander
- Community Panel Discussion (20 minutes) - All
- Next Steps & Wrap Up (5 minutes) – Ieshia Johnson & Tamela Milan-Alexander

# Today's Objectives

- Identify strategies for engaging patients and community groups in your region
- Receive tools on how to respectfully engage community members and optimize community member input so that they can share valuable lived experiences
- Receive concrete feedback on ILPQC Birth Equity Initiative strategies that your hospital is working on



# About EverThrive IL

## OUR MISSION

EverThrive Illinois' mission is to achieve reproductive justice in the health care ecosystem through community-driven partnership, policy action, and systems change.

## OUR VISION

A just and affirming health care ecosystem where individuals, families, and communities can thrive.

## OUR VALUES

- Reproductive Justice
- Anti-Racism
- Centering the Most Impacted
- Bold Action and Transformation



# Shared Agreements

- Take space, make space
- Stay curious and ask questions. This is an opportunity to improve health outcomes for birthing people in your community.
- Ask for what you need, offer what you can
- Listen to understand
- Assume good intent
- Please come off mute and turn on cameras

**What are you hoping to get out of  
today's session?**

# THE ILPQC BIRTH EQUITY INITIATIVE

# About ILPQC

ILPQC is a nationally recognized statewide network of hospital teams, perinatal clinicians, patients, public health leaders, and policymakers committed to improving obstetric and neonatal care to reduce disparities in maternal and infant morbidity and mortality and improve outcomes for all mothers and other birthing persons and newborns across Illinois.

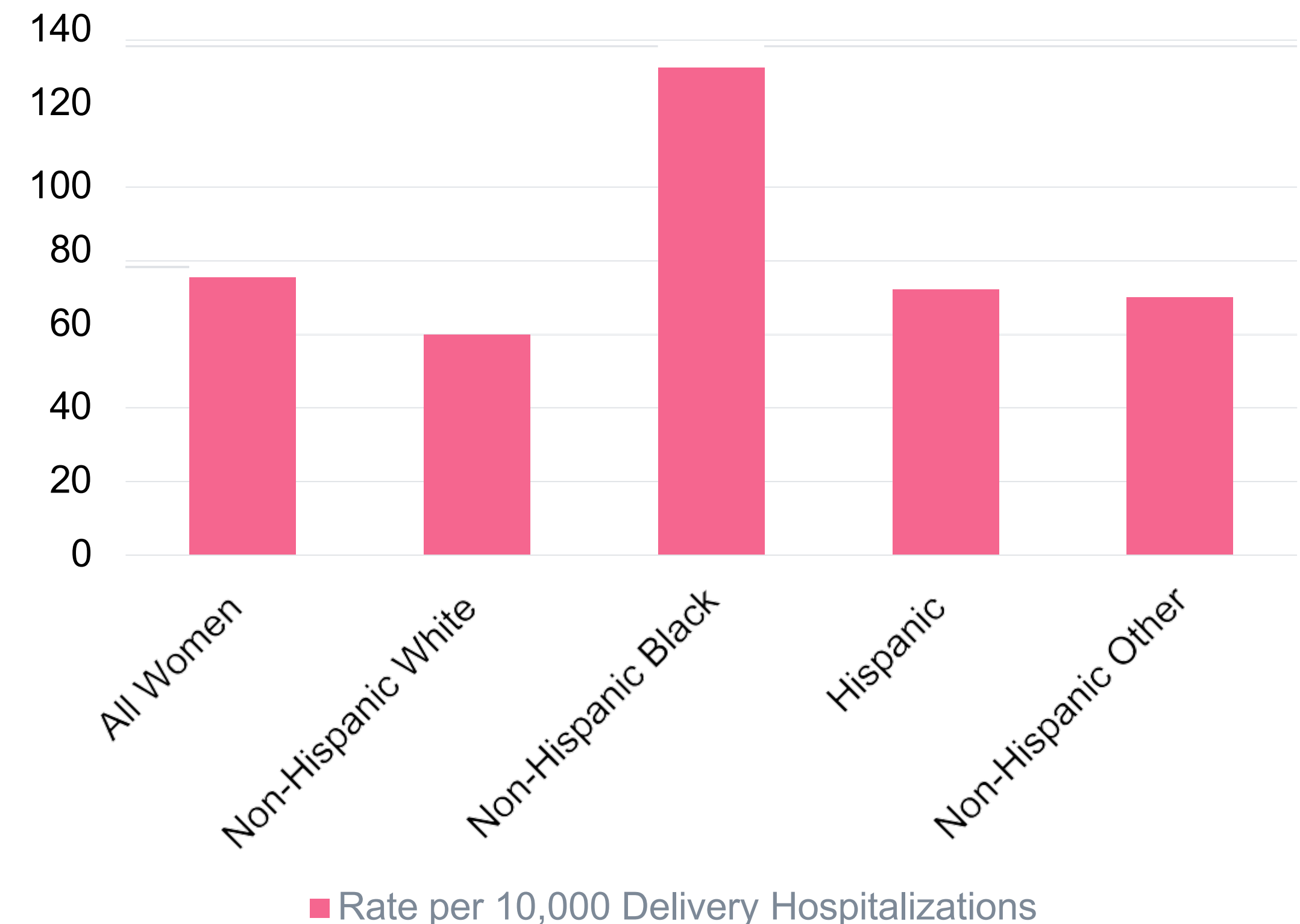




# Illinois Data on Disparities: IL Maternal Morbidity & Mortality Report

- Black women are about 3 times as likely to die as white women in Illinois
- 83% of the pregnancy-related deaths were potentially preventable
- Compared to non-Hispanic white women, all other racial and ethnic groups have higher rates of severe complications during pregnancy and in the year postpartum
- IDPH MMRC Report is a call to action for all IL hospitals to address disparities in OB care, improve birth equity & improve maternal outcomes.

Severe Maternal Morbidity Rates  
among Illinois Delivery Hospitalizations,  
by Demographics, 2016-2017



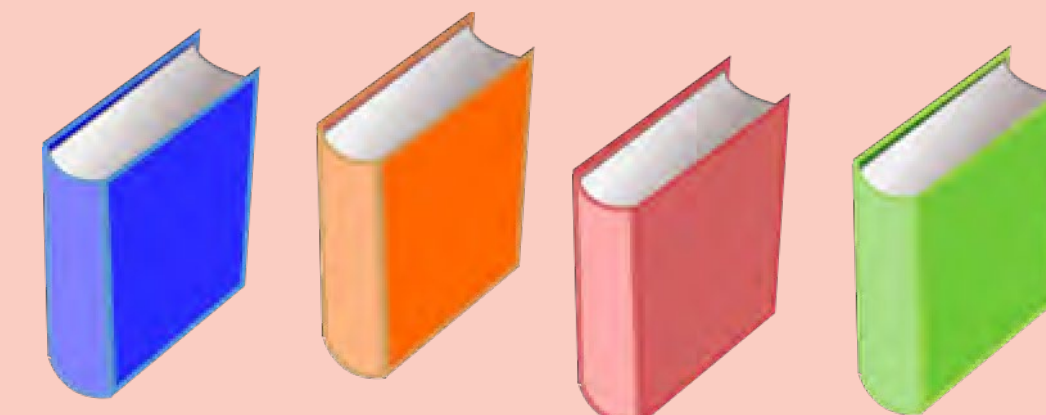
# Laying the Foundation

The Birth Equity Initiative is a foundational initiative for **ALL** Illinois birthing hospital that will build on existing hospital efforts and lay the groundwork for ongoing equity work in all statewide quality improvement initiatives to address maternal disparities and promote birth equity.



**Birth Equity Toolkit  
available online:**

<https://ilpqc.org/birthequity/>



# Expanded resources for engaging patients, families and communities

Patient, Family and  
Community engagement pilot

Consulting Everthrive to promote  
community engagement

Patient focus groups and  
feedback



Maternal Health Task  
Force engagement

Patient engagement  
consultant: LaToshia Rouse

Infant and Maternal Mortality Among  
African Americans Task Force

# What is the focus of Birth Equity (BE)?

**BE AIM:** By December 2023,

- more than 75% of Illinois birthing hospitals will be **participating in the Birth Equity Initiative** and
- more than 75% of participating hospitals will have the **key strategies in place**.

**86** teams  
participating in the  
Birth Equity  
Initiative!

Addressing  
Social  
Determinants  
of Health

Review  
race/ethnicity  
medical record  
and quality data

Promote patient-  
centered  
approach to  
engage patients  
and  
communities

Develop  
respectful care  
and bias  
education for  
providers,  
nurses, and staff



# Key QI Strategies



**Optimize race/ethnicity data collection & review key maternal quality data by race, ethnicity & Medicaid status**

**Universal social determinants of health screening tool (prenatal/L&D) with system for linkage to appropriate resources**



**Share respectful care practices on L&D and survey patients before discharge on their care experience (using the PREM) for feedback**



**Engage patients and community members for input on quality improvement efforts**



**Standardize postpartum safety education and schedule early postpartum follow up prior to hospital discharge**



**Implicit Bias / Respectful Care training for providers, nurses and other staff**

# Optimize race/ethnicity medical record and quality data

- Tools and strategies to optimize collection and accuracy of race/ethnicity data
- Resources to develop a process to review hospital maternal health quality data by race, ethnicity, and Medicaid status



How to Ask the  
Questions  
Regarding  
Race/Ethnicity



## Hospital Guide to Stratifying Data by Patient Demographics

1. Assemble workgroup
2. Validate patient data
3. Identify priority metrics
4. Determine if stratification is possible
5. Stratify the data



# Implement universal social determinants of health screening and linkage to appropriate resources

- Sample screening tools
- Community resources and mapping tool
- Folders with patient and provider resources for SDoH screen positive patients
- Patient handouts on SDoH resources (ILPQC Tip Sheets and or NowPow referral)
- Create a Process Flow for patients who screen positive to confirm documentation & linked to resources

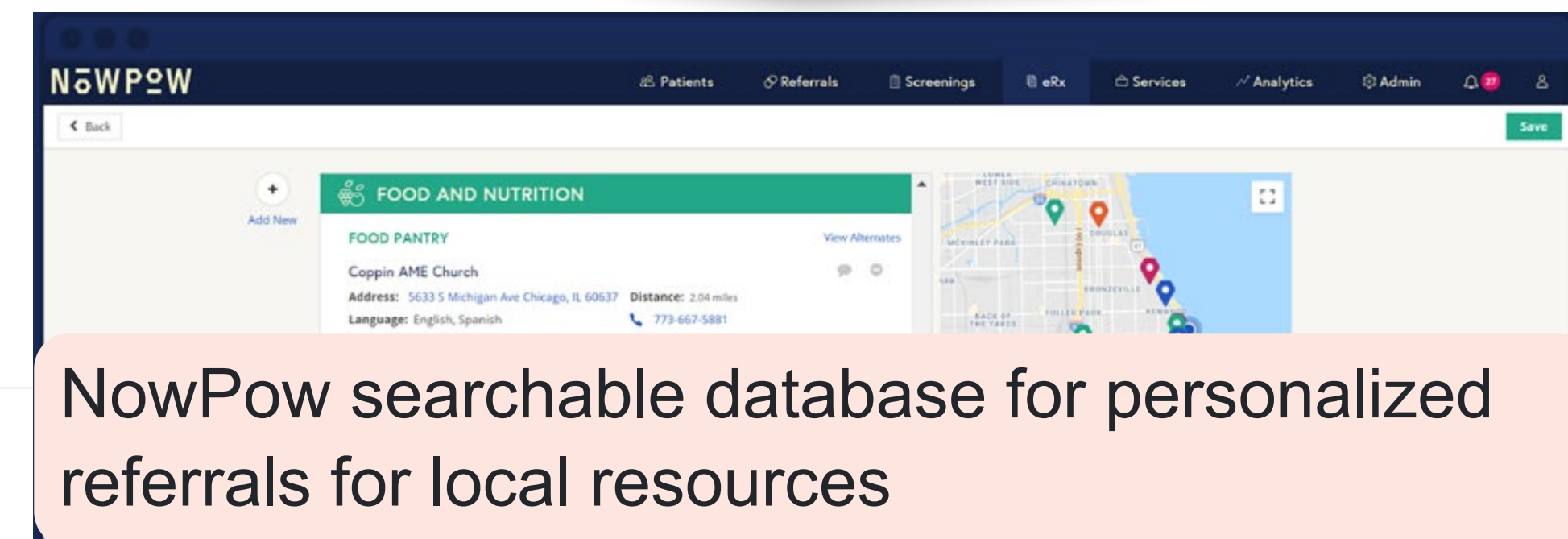
## SDoH Folder

1. SDoH Screening Tools
2. SDoH Resource Mapping Tool
3. NowPow Access Guide

For clinical team

1. Universal SDoH Resources
2. SDoH Tip Sheets by Topic
3. Local SDoH Resources

For patients



NowPow searchable database for personalized referrals for local resources



# Promote patient-centered approach to engage patients and communities

## Our Respectful Care Practices



- Engage patient and community input with support from partnerships with Everthrive IL and LaToshia Rouse (patient advisor consultant)
- Posters and tools for sharing respectful care practices with providers, nurses, staff and patients
- Patient Reported Experience Measure (PREM) patient survey with QR code

**Key Strategy 3.** Take steps to engage patients and/or community members to provide input on QI efforts



Please call us about your care. Your name will not be collected. Your individual answers will not be shared with your provider.

Tell us about your care



Scan the QR code or enter the following link:  
Unique URL




## Labor & Delivery

1. I could take part in decisions about my care.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. I could ask questions about my care.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. My health care team did a good job listening to me, I felt heard.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. My health care choices were respected by the health care team.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. My health care team understood my background, home life and health history, and communicated well with each other.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. My health care team introduced themselves to me, and my support persons, and explained their role in my care when they entered my room.

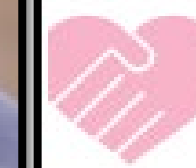
Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. The health care team asked for my permission before carrying out exams and treatments.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PREM

Respectful  
Care  
Practices



## Our Respectful Care Commitments to Every Patient

1. Treating you with dignity and respect throughout your hospital stay
2. Introducing ourselves and our role on your care team to you and your support persons upon entering the room
3. Learning your goals for delivery and postpartum: What is important to you for labor and birth? What are your concerns regarding your birth experience? How can we best support you?
4. Working to understand you, your background, your home life, and your health history so we can make sure you receive the care you need during your birth and recovery
5. Communicating effectively across your health care team to ensure the best care for you
6. Partnering with you for all decisions so that you can make choices that are right for you
7. Practicing "active listening"—to ensure that you, and your support persons are heard
8. Valuing personal boundaries and respecting your dignity and modesty at all times, including asking your permission before entering a room or touching you
9. Recognizing your prior experiences with healthcare may affect how you feel during your birth, we will strive at all times to provide safe, equitable and respectful care
10. Making sure you are discharged after delivery with an understanding of postpartum warning signs, where to call with concerns, and with postpartum follow-up care visits arranged
11. Ensuring you are discharged with the skills, support and resources to care for yourself and your baby
12. Protecting your privacy and keeping your medical information confidential
13. Being ready to hear any concerns or ways that we can improve your care



# ENGAGING COMMUNITIES IN QUALITY IMPROVEMENT

# Why Engage Community Members in Quality Improvement?

- Patients and community lived experience can help you see a problem from the patient's perspective
- Opportunity to get timely feedback on care experiences, before seeing in other data sources
- Help interpret your QI data through storytelling
- Diverse groups develop solutions faster

# Identifying Community Groups and Patients

Community Based Organizations	Patients
<ul style="list-style-type: none"><li>• What parents and family support groups exist in my community?</li><li>• Are there block clubs in my community?</li><li>• What charitable groups serve birthing people in my community (e.g. WIC offices homeless shelters, domestic violence organizations, housing organizations)</li><li>• What community health and mental health centers exist in my community?</li><li>• Where do people in your community go to worship?</li><li>• What advocacy groups exist in your community?</li></ul>	<ul style="list-style-type: none"><li>• Does my hospital have a patient advisory board? Ask other patients and families serving as advisors if they have a friend who is interest.</li><li>• As providers to identify patients and families who might be interested in getting more involved.</li><li>• Post notices in your clinic</li><li>• Ask community leaders or representatives from community groups to help identify</li><li>• Patients who have filed complaints and voluntarily offered suggestions may be good candidates for quality improvement.</li></ul>



# Creating space to get community feedback

- Hold a special meeting for community leaders who work with pregnant/postpartum patients and families to discuss Birth Equity work and get feedback
- Participate in existing community forums (townhall meeting, etc.)
- Host an informal breakfast with community leaders / Birth Equity QI team with open discussion

# Inviting Community Members to Participate

- Share expectations for engagement up front
  - What role do you want them to play?
  - When do meetings take place?
  - How are you compensating them for their time?
  - What should they expect at the first few meetings?
- Schedule an information sessions ahead of the meeting to answer questions
- Complete hospital volunteer and/or confidentiality paperwork (check requirements at your hospital)
- Share how you have integrated patient or family feedback in the past

# Integrating Community Feedback

- After receiving feedback, identify what changes are realistic in the short and long term.
- Share the list of suggestions back to community members, what options are feasible to change. If some options are not feasible, explain why and what might be possible.
- Share next steps with community members.
- Engage participants who are interested in next steps toward making changes (e.g. review edited draft of a survey).

# Building a Lasting Relationship

- Engage community members using their preferred methods of communication (email or text) with updates from your hospital.
- Share how suggested changes improved care at your hospital.
- Community advisors can also play an ambassador role for your hospital. Share resources that might be valuable for participating patients and families.



**Questions?**

# Community Panel Discussion

EVERTHRIVE ILLINOIS  
CHAMPIONS FOR HEALTH EQUITY

made with

# WELCOME THE COMMUNITY MEMBERS



# BIRTH EQUITY STRATEGY 1

## Social Determinants of Health Screening and Linkage to Resources

**Question:** Can you discuss resources and services in your community that you think would be helpful for Obstetric clinical teams to know about, to share with pregnant/postpartum women who screen positive on an SDOH screen regarding stressors they may be experiencing?

# BIRTH EQUITY STRATEGY 2

## Respectful Care Practices

**Question:** If you feel comfortable, can you share an example of when you have experienced respectful care and why you think respectful care matters?



# BIRTH EQUITY STRATEGY 3

Patient Reported Experience Measure: Survey to obtain feedback on  
Respectful Care Practices

**Question:** Why do you think it is important to ask patients about their experience during the delivery admission and give them an easy, anonymous way to provide the clinical team feedback?

# BIRTH EQUITY STRATEGY 4

Optimizing self-reported race/ethnicity data collection for pregnant and postpartum patients

**Question:** Hospitals are working to reduce having patients race / ethnicity recorded as Other or Declined to Respond, what approach could hospitals use to improve the number of patients who provide their race/ethnicity and better explain to patients why this data is important and how it is used to improve care?

**How do you integrate feedback into your work, share with your team?**

**How to you follow up / make community input an ongoing process, have some group meeting regularly or / and select an individual for ongoing relationship / feedback?**

# **Activity 30/60/90 day plan**

# Putting your work into Action

What goals do you have  
for engaging community  
members in the future?

What is one action item  
that you are committed to  
moving forward this week  
to make progress towards  
this goal?



# Putting your work into Action

- Develop a 30-60-90 day action plan organizing your goals to inform your next steps for community engagement
- Make sure these goals are attainable
- Identify a champion to lead each goal
- Commit to reviewing your progress each month

# QI TEAM'S 30/60/90 DAY PLAN

30  
DAY

Overall Goal:

TASKS TO ACHIEVE GOAL:

RESPONSIBLE PARTY:

- 1.
- 2.
- 3.

60  
DAY

Overall Goal:

TASKS TO ACHIEVE GOAL:

RESPONSIBLE PARTY:

- 1.
- 2.
- 3.

90  
DAY

Overall Goal:

TASKS TO ACHIEVE GOAL:

RESPONSIBLE PARTY:

- 1.
- 2.
- 3.

# Wrap up

Please help us serve you in the future by completing our brief survey!





THANK YOU!!



# Thanks to our Funders



In kind support:

