

# Statewide Perinatal Quality Collaborative Strategies and Interventions to Advance Equity in Maternal Health Care

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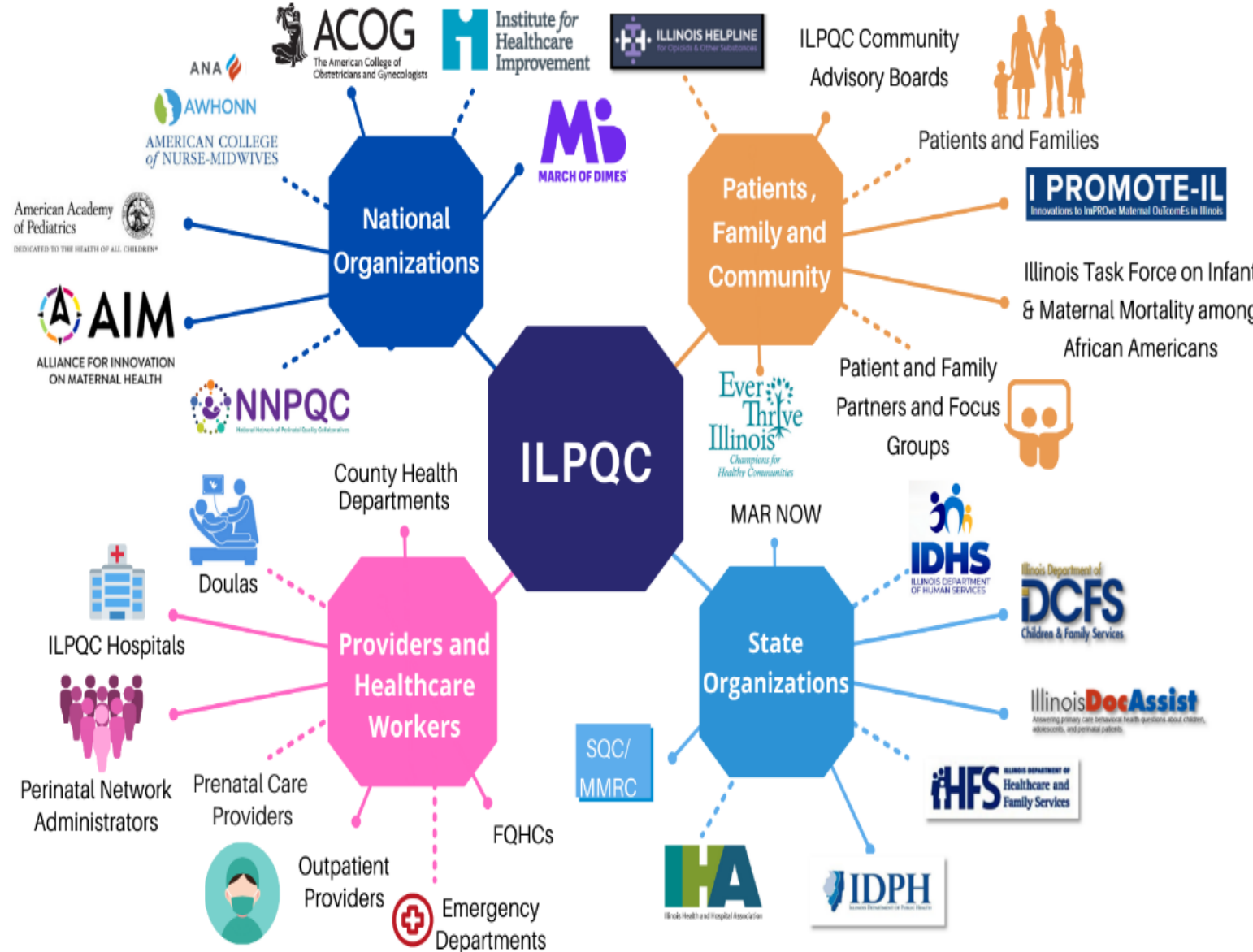
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# Illinois Perinatal Quality Collaborative

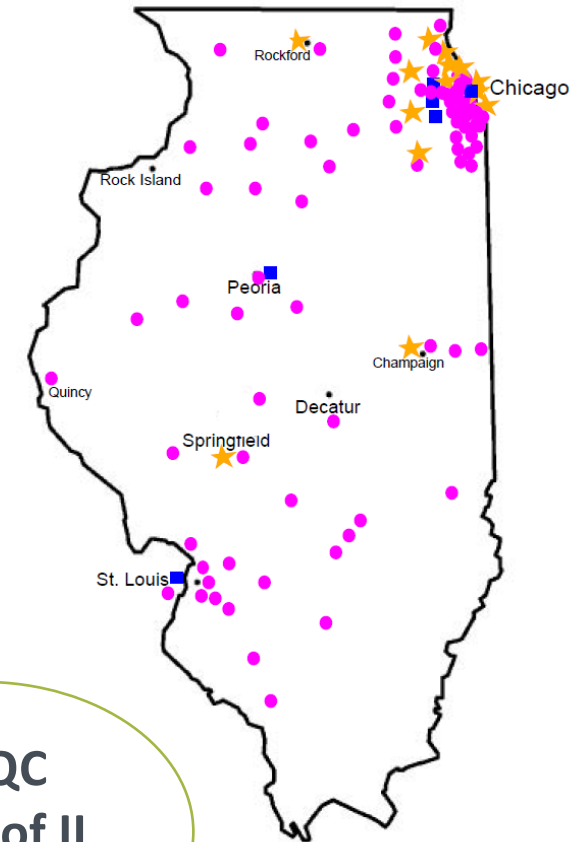
Statewide network of hospital teams, perinatal clinicians, patients, community partners, and public health leaders.

Committed to equitably improving outcomes and reducing disparities for birthing people and newborns in Illinois.



# Illinois Perinatal Quality Collaborative (ILPQC)

- In July 2021 ILPQC began a state wide Birth Equity Initiative across 81 hospitals
- Developed with ongoing partnership with patients and community groups
- Informed by national guidelines and other PQCs



**ILPQC  
>99% of IL  
births**

# Birth Equity Key Strategies

## Birth Equity Initiative Aim

By December 2023,  $\geq 70\%$  of participating hospitals will have implemented all key strategies



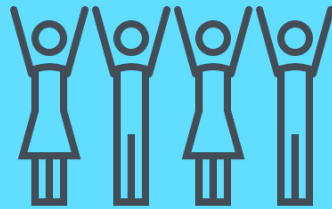
Optimize race and ethnicity data collection and review stratified data



Screen all patients for **social determinants of health** and link to needed services



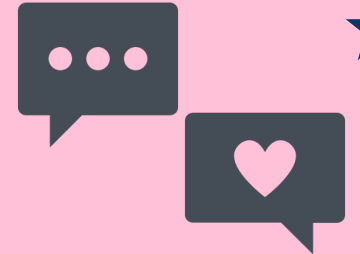
Standardize **postpartum safety** education and schedule early postpartum visit



Engage patients and community members for quality improvement input



Implicit bias & **respectful care** training for providers, nurses, other staff

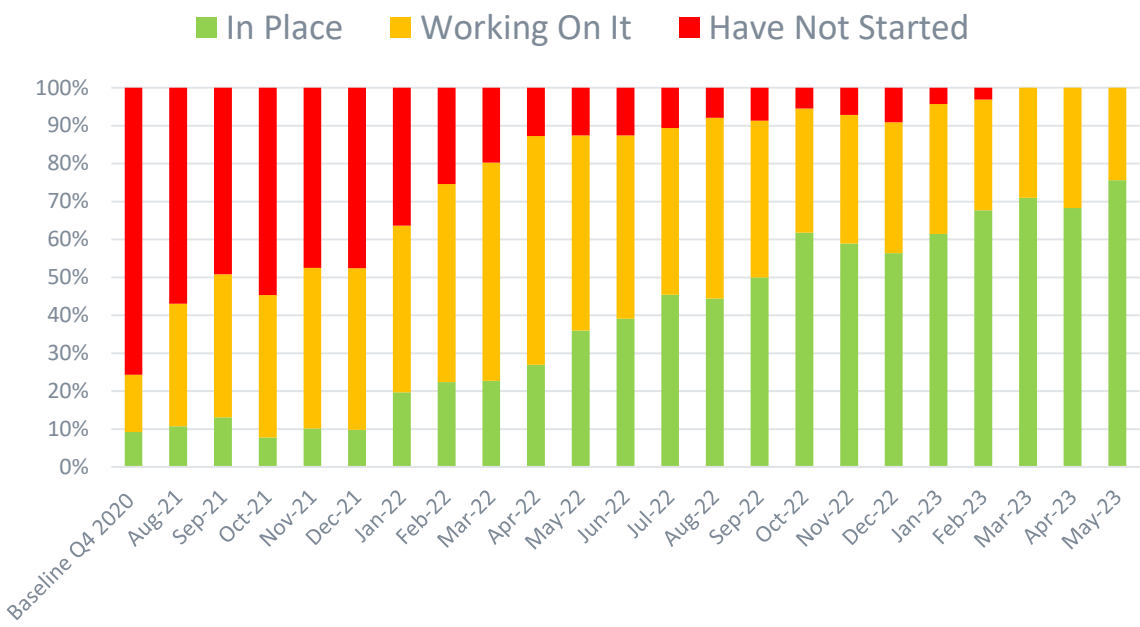


Share **respectful care practices** and **survey** patients on their care experience

# Sharing Respectful Care Strategies with Healthcare Team and Patients

FREE AWHONN Resource  
for each BE team

9% --> 76%



**QI Strategy: Healthcare team sign Respectful Care Commitment & share respectful care practices with patients, promote active implementation of respectful care**

Respectful Maternity Care Framework and Evidence-Based Clinical Practice Guideline

Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN)

**Promoting Safe and Respectful Maternity Care for All Patients**

**Our Commitment to You**

**What does it mean to give and receive respectful care during labor and delivery?**

We need more teams throughout Illinois are coming together to address inequalities in healthcare, and to improve birth experiences for all patients.

We are committed to providing you safe and respectful care. Respectful care means that patients receive patient-centered care, feel respected and honored in, and the healthcare team and professionals of all birthing people are valued and work.

We believe that respectful care is an essential component of what it takes for all patients to thrive.

**ILPQC**  
Illinois Perinatal Quality Collaborative

Supporting respectful care for all patients

The Illinois Perinatal Quality Collaborative (ILPQC) works with patients, physicians, midwives, nurses, sonographers, and community groups to reduce maternal disparities and promote birth equity by ensuring all patients receive safe, high-quality, compassionate, and respectful care.

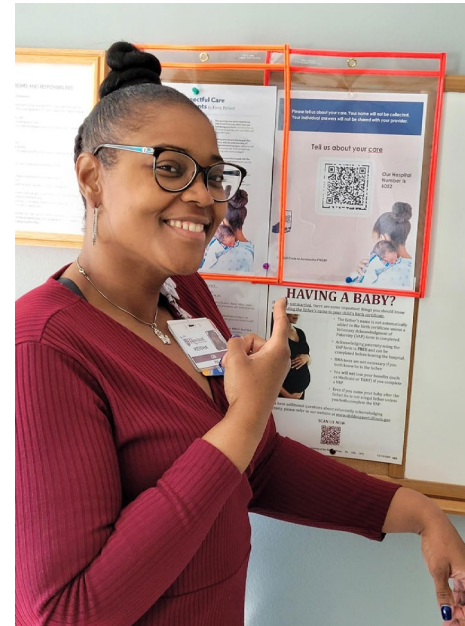
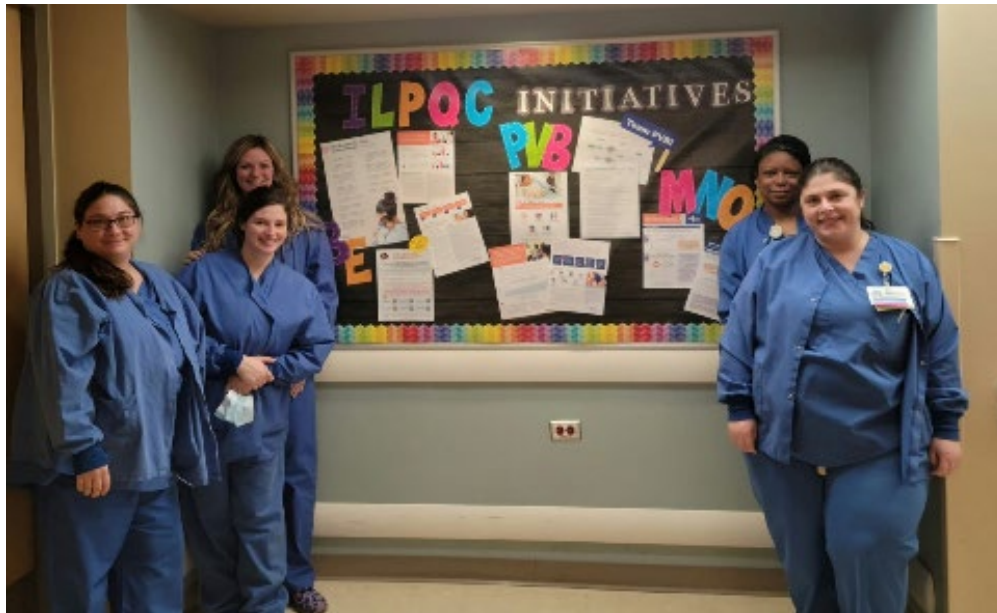
**Here are our respectful care commitments to every patient**

We commit to...

1. Treating you with dignity and respect throughout your hospital stay
2. Introducing ourselves and our role 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. Holding personal boundaries and respecting your dignity and modesty at all times, including asking for a chaperone before entering a room or touching you
9. Recognizing your prior experiences with healthcare may affect how you feel during your birth, so 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 visit 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

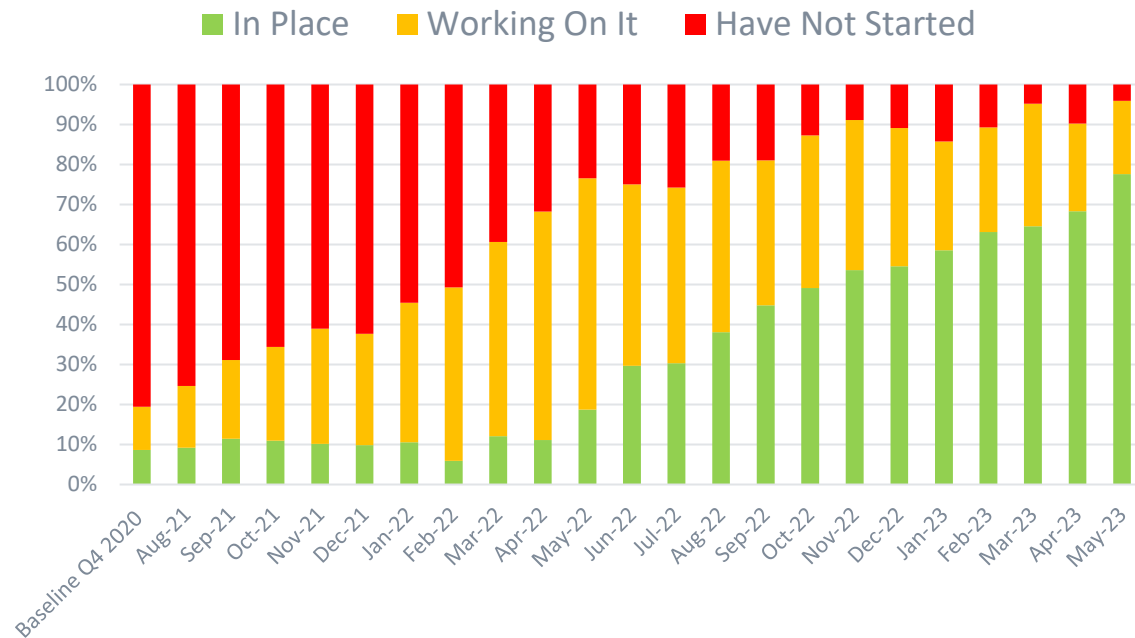


# Active Implementation of Respectful Care



# PREM Survey Implementation

9% --> 76%





## Tell us About Your Birthing Experience!

The purpose of this PREM survey is to give you an opportunity to share feedback on your labor and delivery and postpartum care.

Our goal is to provide respectful care for all patients and we need your feedback to make sure we are providing the care you need.

- Your survey responses will be anonymous (your name is not linked to your answers) and the survey should only take you a few minutes to complete.
- Choose your preferred language and scan the QR Code below to complete the PREM Survey.
- Please complete the survey before discharge. Let your nurse know when it is completed or if you have any issues. If you do not have a phone or other device available to take the survey, let your nurse know.

We are committed to providing you safe and respectful care.

Respectful care ensures that patients receive patient-centered care, feel respected and listened to, and the individual needs and preferences of all birthing people are valued and met.



English



Español



Italiano



Русский



Polski



Français



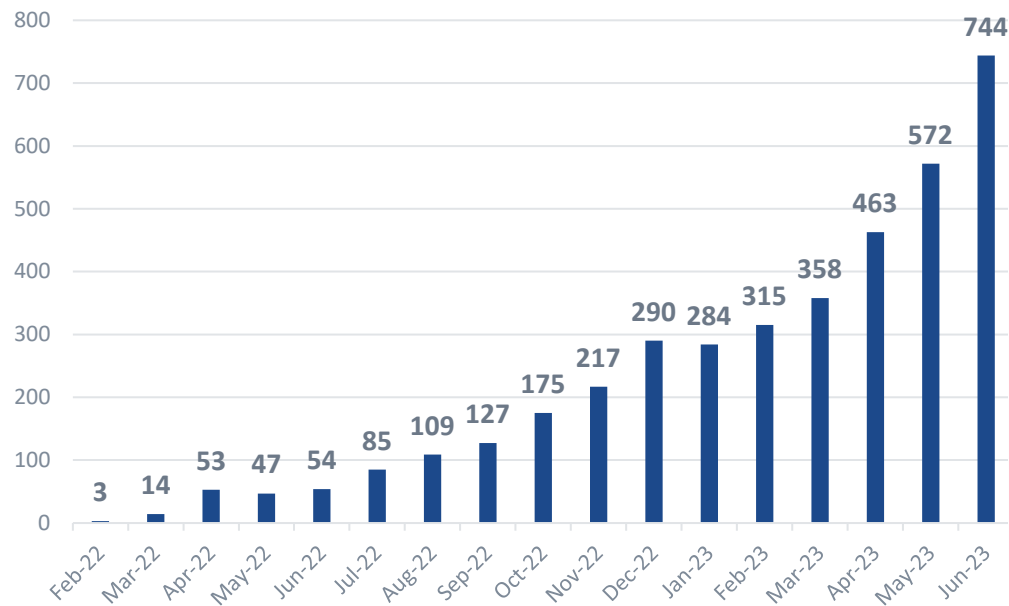
Supporting respectful care for all patients: The Illinois Perinatal Quality Collaborative (ILPQC) works with patients, physicians, midwives, nurses, hospitals, and community groups across Illinois to reduce maternal disparities and promote birth equity by ensuring all patients receive safe, high-quality compassionate, and respectful care.

**QI Strategy: Working to increase % PREM survey completion, share results with clinical teams and take action**

# PREM Survey Completion

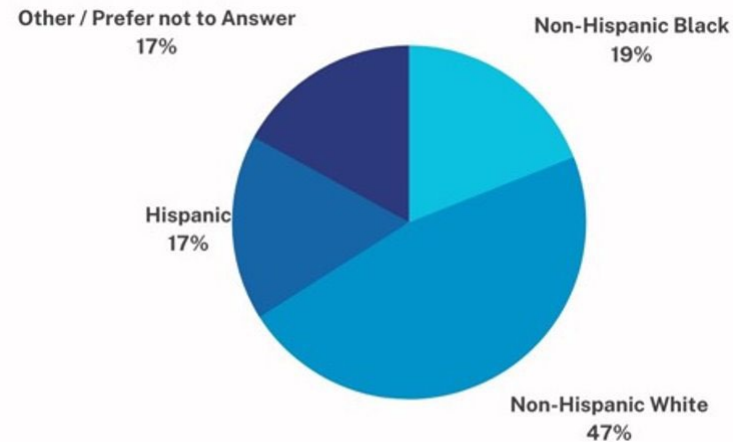
Total Completed PREM Surveys:  
n = 3,910

PREM Survey Submissions (All ILPQC)



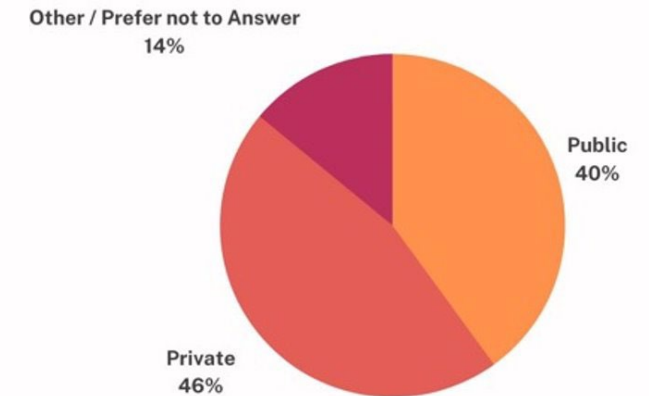
PREM Survey Completion

BY RACE & ETHNICITY



PREM Survey Completion

BY INSURANCE TYPE





# Improving Respectful Care Requires Shared Decision-Making

- 14% of Black patients report feeling pressured into accepting care they did not want
- Over 20% of all patients report that when their care team could not meet their wishes did not explain why

## Recognizing

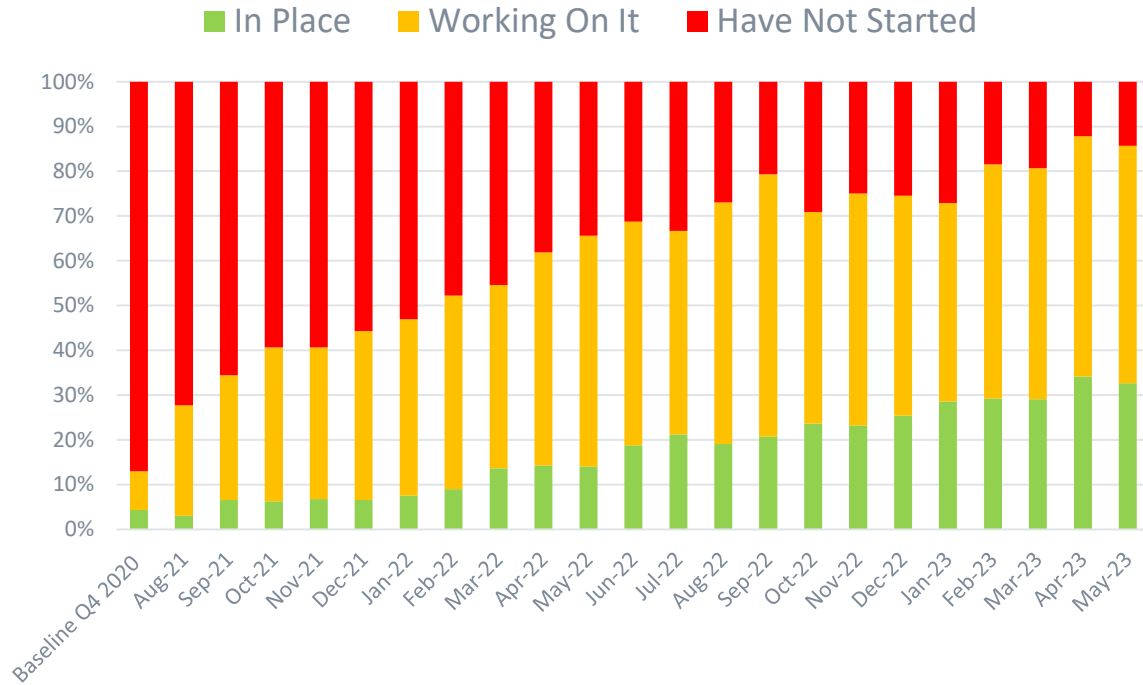
Patients as the experts of their own experience

## Empowering

Patients to make choices through accessible, nonjudgmental communication

# Engage Patients and Community in QI Work

4% --> 34%



**QI Strategy: Regional Community Engagement Meetings, Respectful Care Breakfasts, Patient / Community Partners on QI teams**



**WHAT ARE YOU DOING TO EXPAND DOULA ACCESS FOR PATIENTS AT YOUR HOSPITAL?**

ARE THERE OPPORTUNITIES TO CONNECT LOW-INCOME OR AT-RISK PATIENTS WITH DOULA SUPPORT IN YOUR COMMUNITY?

UTILIZE THE MANY DOULA SERVICES ACROSS ILLINOIS!

- CHILDREN'S HOME & AID DOULA PROGRAM**
- DOULAS ETC.**  
Collaborate to provide support for birthing people across Central IL.
- PEACEFUL BIRTHING DOULA**  
Professionally trained DONA Doulas. Service the Greater Chicagoland area and surrounding suburbs.
- TRINITY DOULA SERVICES**  
Changing the lives of families in and around St. Louis, MO and Southern IL.
- ST. LOUIS DOULA PROJECT**  
Provide access to full spectrum doula support to pregnant people in St. Louis.

**FOR MORE DOULA SERVING YOUR COMMUNITY AT DONA NATIONAL: FIND A DOULA**

**A Celebration of Respectful Care**

**ILPQC Respectful Care Breakfast**

**Steps to Planning your Respectful Care Breakfast**

1. Set the Goals.
2. Invite patients, community partners, doctors, nurses, & staff.
3. Order a coffee & breakfast treat.
4. Host a Panel Discussion.
5. Celebrate Together!

**Invite Patients, Community Partners, and Clinical Staff**

**Patients:** Invite NICU moms, engage outpatient clinics, post a flyer, or engage PP support groups.

**Community Partners:** Connect with Doulas, CHWs, local health department, WIC office.

**Clinical Staff:** Providers, nurses, staff, and social workers.

**Sample Agenda**

**20 mins:** Coffee/breakfast and mingling

**30 mins:** Welcome/Intro to BE initiative and share IL Respectful Care Practices

**30 mins:** Patient and Community Panel Discussion: How do we optimize Respectful Care?

**Sample Panel Discussion Questions:**

- What does respectful care mean to each participant on the panel? Any examples to share where they have experienced Respectful Care in a clinical setting?
- How can clinical team members best take action on the Respectful Care Practices? How do we make sure patients feel listened to? How do we best practice shared decision making?

**Celebrate Together!**

Celebrate respectful care and patient voices with clinical team members, patients, and community partners and enjoy breakfast and discussion together!

**Respectful Care Breakfast Feedback Survey for Participants**

Please ask all participants to complete [this brief survey](#) at the end of the event! We will share anonymous results back with you.

**Respectful Care Breakfasts are a great opportunity to identify Patient/Community Partners for ongoing engagement with your QI team!**

ILPQC

# Respectful Care Breakfasts

*bring your baby, share about respectful care*



LET'S TALK RESPECTFUL CARE WITH  
MOMS: LUNCH WITH BJC AND SSM  
WOMEN'S SERVICES

WE WANT TO HEAR YOUR  
VOICE!

FREE  
LUNCH

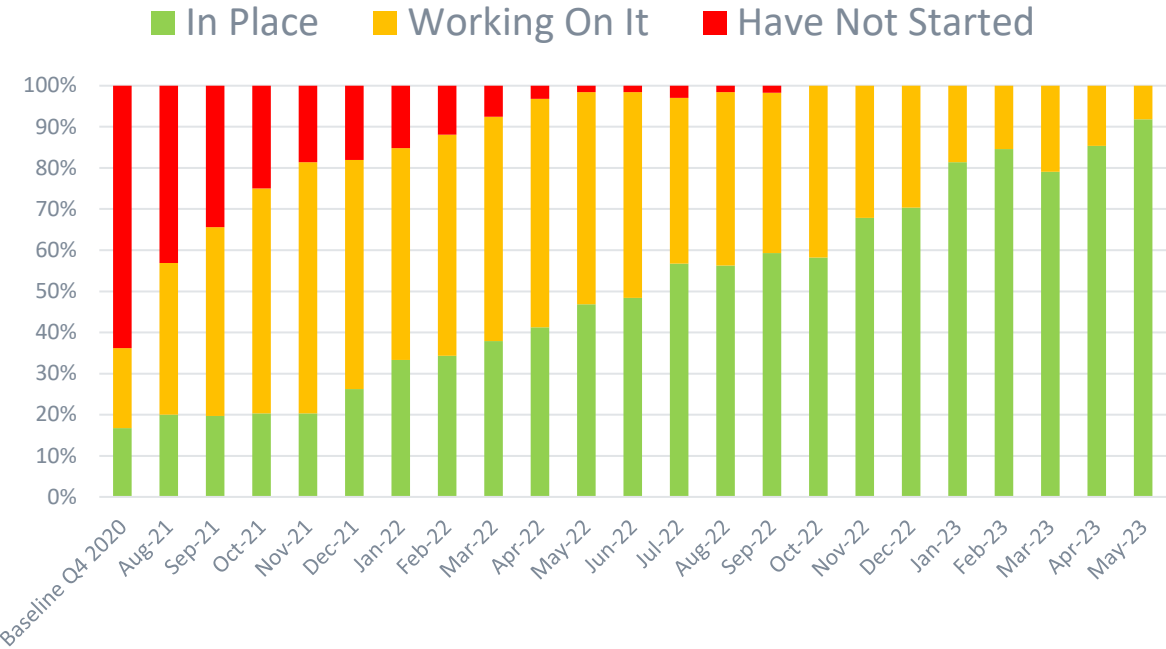


COMMUNITY CREATING  
CHANGE



# Social Determinants of Health Screening (L&D)

17% --> 91%



**Need help linking patients to Social Determinants of Health (SDoH) resources and services?**

FindHelp.org navigates the best community resources and services for patients with over 605,700 verified programs available by zip-code that ensures users find programs in their local area that are ready to serve and offer free help.

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here:

ZIP:

How will clinical teams benefit from FindHelp.org?

- Compare needed SDOH resources by various zip codes, categories, and available in multiple languages
- Identify available local resources and services to share with patients who screen positive for SDOH
- Increase the percentage of patients who screened positive for SDOH that are linked to needed resources

Access the FindHelp.org Website with QR code:

To learn more about IL PQC Birth Equity resources visit the BEI website at: [www.ilpqc.org](http://www.ilpqc.org)

**IL PQC**

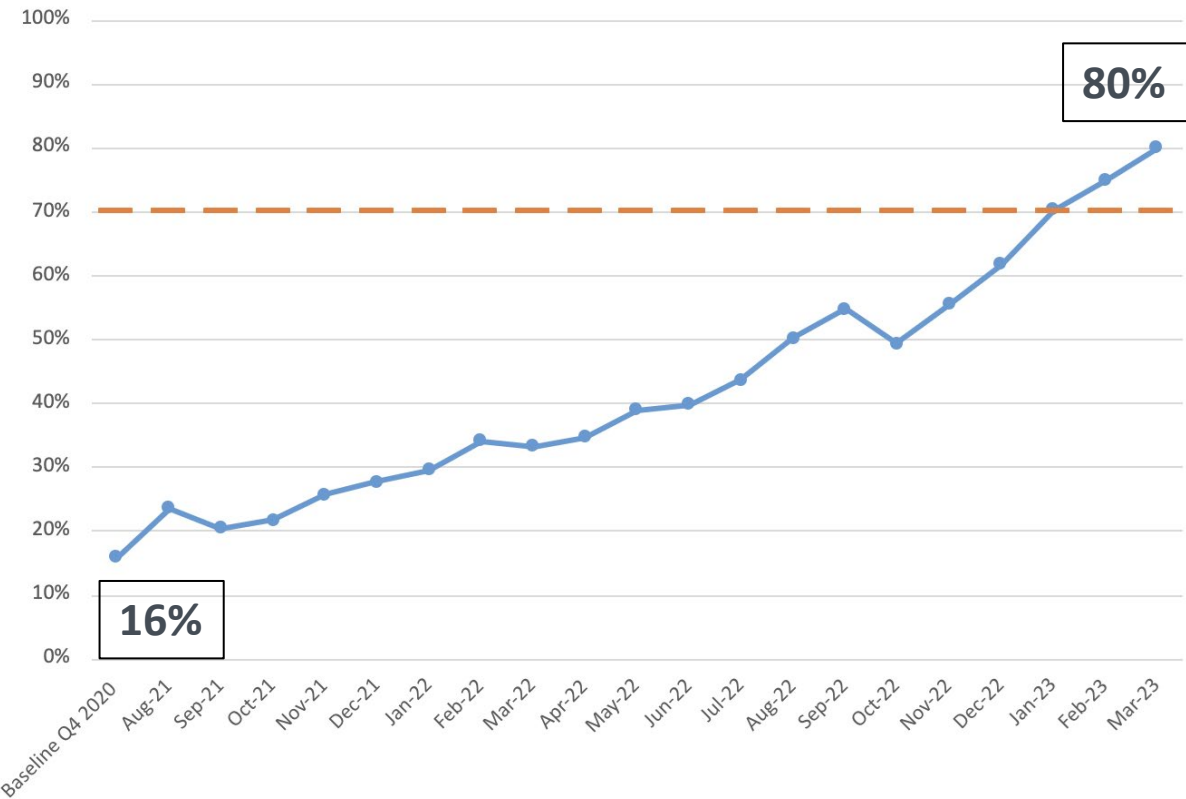
C Social Determinants Screening Tool Comparison		
Screening tool questions/categories?	Other information	Screening instructions to provider/patient?
10-item screening tool a) 10-item screening tool • Healthcare access • Housing/transportation • Food • Additional needs 20-item screening tool a) 20-item screening tool • Domestic violence • Child care • Legal status • Financial • Substance use • Access to needed services and resources • Insurance status • Other	• Used by the Family Health Center • SDOH team members are utilizing • None • Used by the Family Health Center • SDOH team members are utilizing • None • Used by the Family Health Center • SDOH team members are utilizing • None	
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QI Strategy: Implement SDOH screen & process to link screen-positive patients to community resources

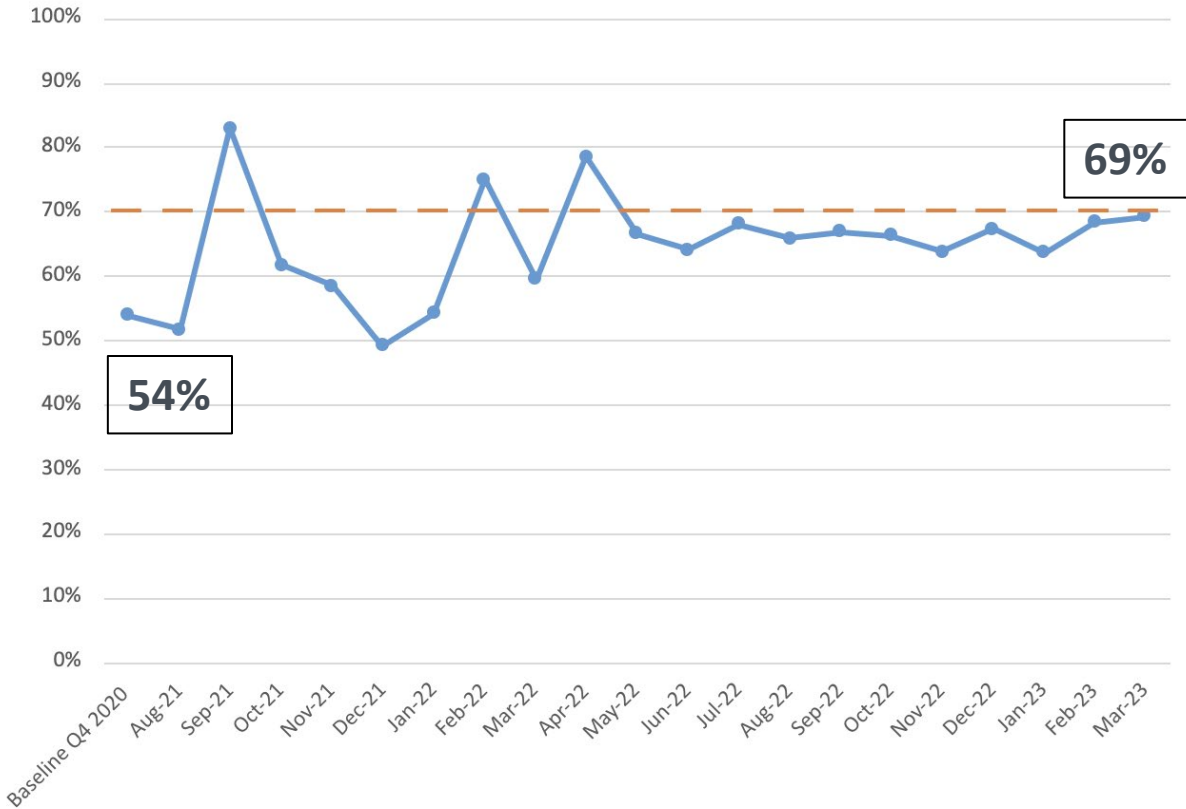


# SDOH Screening and Linkage to Resources

SDoH Screening (L&D)



Documentation of Linkage to Resources (L&D)



# Thanks to our Funders



In kind support:

