ADDRESSING DISPARITIES THROUGH INTENTIONAL PARTNERSHIP WITH PATIENTS AND COMMUNITIES

The Problem
Disparities in maternal health outcomes are well characterized and the target of quality improvement initiatives. While it is a best practice, the BIDMC Department of Obstetrics and Gynecology had no structured process in place to actively solicit diverse patient voices into quality and process improvement activities.

Our Approach
Our goal is to identify strategies to recruit diverse patient voices and create a structure that integrates patient perspectives into all departmental quality improvement initiatives.

Stakeholders
- Department Leadership
- OBGYN EQuIS Division
- OB and GYN Leadership Committees
- BIDMC PFAC
- DIA Patient Equity Workgroup

Milestones
- Established Implementation Team and Work Plan
  - Formed a multidisciplinary team: implementation specialist, nurses, social workers, clinicians, researchers, doulas, program administrators
  - Developed mission statement
  - Envisioned PAC structure
- Community Engagement
  - Broadened relationships across institutional silos
  - One-on-one conversations with key stakeholders at the community level
  - Ongoing relationship building with community partners
- Identify Project(s) and Define Opportunities for Patient Engagement
  - Partnering with ongoing quality and process improvement teams to identify opportunities for patient engagement
  - Projects will define the anticipated role(s), responsibilities, and expected contributions of patient advisors
- Recruitment and Selection Process
  - Identified opportunities to leverage existing workflows for screening, interviewing interested candidates
  - Collaborated with Social Work liaison to develop selection criteria for participants
  - Trialed recruitment strategies (PDSA cycles ongoing)
    - 1 patient identified, educated through Momma’s Voices program
- Launch e-Advisory Group
  - Working to identify sustainable mechanism for adequate compensation
  - Prepare and disseminate orientation materials
    - Patients with severe maternal morbidity eligible for Momma’s Voices training scholarships
  - Schedule introductory meeting: group vs. individual participation in QI projects?
  - Understand and inform patient expectations for participation, including how ideas will be incorporated
- Measure, Improve and Continuous Engagement
  - Evaluate advisor experience
  - Establish a structure that ensures regular communication with the PAC group
  - Integrate patient voices into all projects

NEXT STEPS