

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**

NEXT STEPS

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