The PNQIN Maternal Equity Bundle

Optimizing Racial Equity Action Across Massachusetts

Team Presentation:
Mercy Medical Center

February 20, 2024

AIM ALLIANCE FOR INNOVATION ON MATERNAL HEALTH

BETSY LEHMAN CENTER for Patient Safety

PN QIN PERINATAL-NEONATAL QUALITY IMPROVEMENT NETWORK

COMMONWEALTH OF MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH

NNPQC National Network of Perinatal Quality Collaboratives

WELCOME!

- Please type your name and institution into the chat
  - *Optional: In celebration of Black History Month, what is your favorite book, art piece, movie, podcast, etc. by a Black creator?*
- Please mute yourselves when not speaking.
- Feel free to type your questions into the chat during the webinar.
- We will record this session and upload the recording and webinar slides to our website afterwards!

Agenda

12:00-12:05 Welcome

12:05-12:10 Equity Bundle Reminders & Announcements

12:10-12:30: Team Presentation

12:30-12:40: Q&A

12:40-1:00 Wrap Up

AGENDA

12:00-12:05	Welcome	Audra Meadows
12:05-12:20	Equity Bundle Reminders & PNQIN Announcements	Kali Vitek
12:20-12:40	Team Presentation	Mercy Medical Center
12:40-1:00	Discussion, Q&A	All

PNQIN MATERNAL EQUITY BUNDLE WORKGROUP

Audra Meadows, MD
PNQIN

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PNQIN

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DPH

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BWH

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PNQIN/BWH

Rachel Wood, MD
BWH

Raj Reddy, MD
BWH

Ron Iverson, MD
PNQIN/BMC

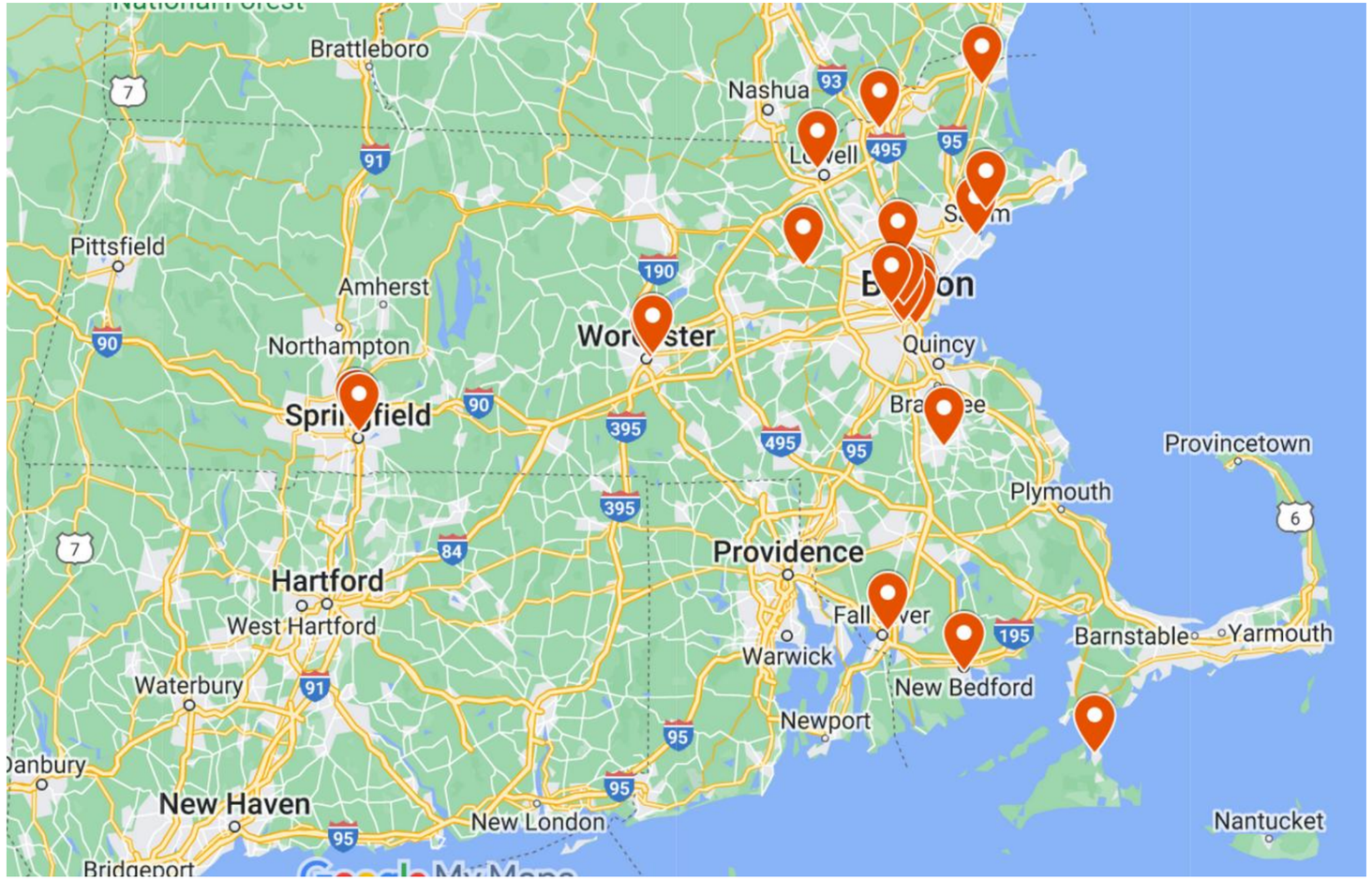
Sarah Thibodeau, RN
Lowell

Shaniqua Choice
PNQIN

Teju Adegoke, MD
BMC

EQT BUNDLE: PARTICIPATING HOSPITALS

- Anna Jaques Hospital
- Baystate Medical Center
- Beth Israel Deaconess Medical Center
- Beverly Hospital
- Brigham and Women's Hospital
- Boston Medical Center
- Cambridge Health Alliance
- Charlton Memorial Hospital
- Emerson Hospital
- Holy Family Hospital
- Lowell General Hospital
- Mount Auburn Hospital
- Massachusetts General Hospital
- Martha's Vineyard Hospital
- Mercy Medical Center
- Saint Vincent Hospital
- Salem Hospital



18. Signature Healthcare Brockton Hospital
19. St. Luke's Hospital
20. Tufts Medical Center
21. UMass Memorial Medical Center
22. Winchester Hospital

Maternal Equity Bundle: Reminders & Announcements

Kali Vitek, MPH
PNQIN Project Manager

Agenda

12:00-12:05 Welcome

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12:10-12:30: Team Presentation

12:30-12:40: Q&A

12:40-1:00 Wrap Up

All Presentation Dates have been filled!

2024 Webinars (12-1pm ET):

February 20th, 2024 (Mercy)

March 19th, 2024 (Martha's Vineyard)

April 16th, 2024 (Mount Auburn)

May 21st, 2024 (Lowell General)

July 16th, 2024 (Tufts)

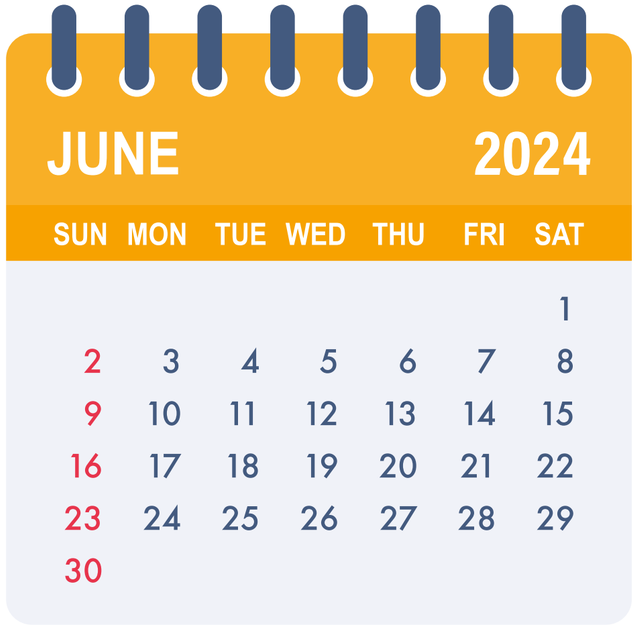
Zoom Poll: Interest in Remote BP Monitoring

The Health Policy Commission is exploring an investment opportunity that would allow interested hospitals to receive funding to implement a post-partum remote blood pressure monitoring system. Funding could be used for staff time, BP cuffs, project management support, etc. This is currently being implemented at Baystate, the Brigham, and Boston Medical Center. The Health Policy Commission is trying to gauge market interest for this opportunity.

Poll: If the Health Policy Commission posts this opportunity for funding, how likely would it be that you (or your hospital) would be interested in applying for this?

Very likely
Somewhat likely
Unsure
Somewhat unlikely
Very unlikely

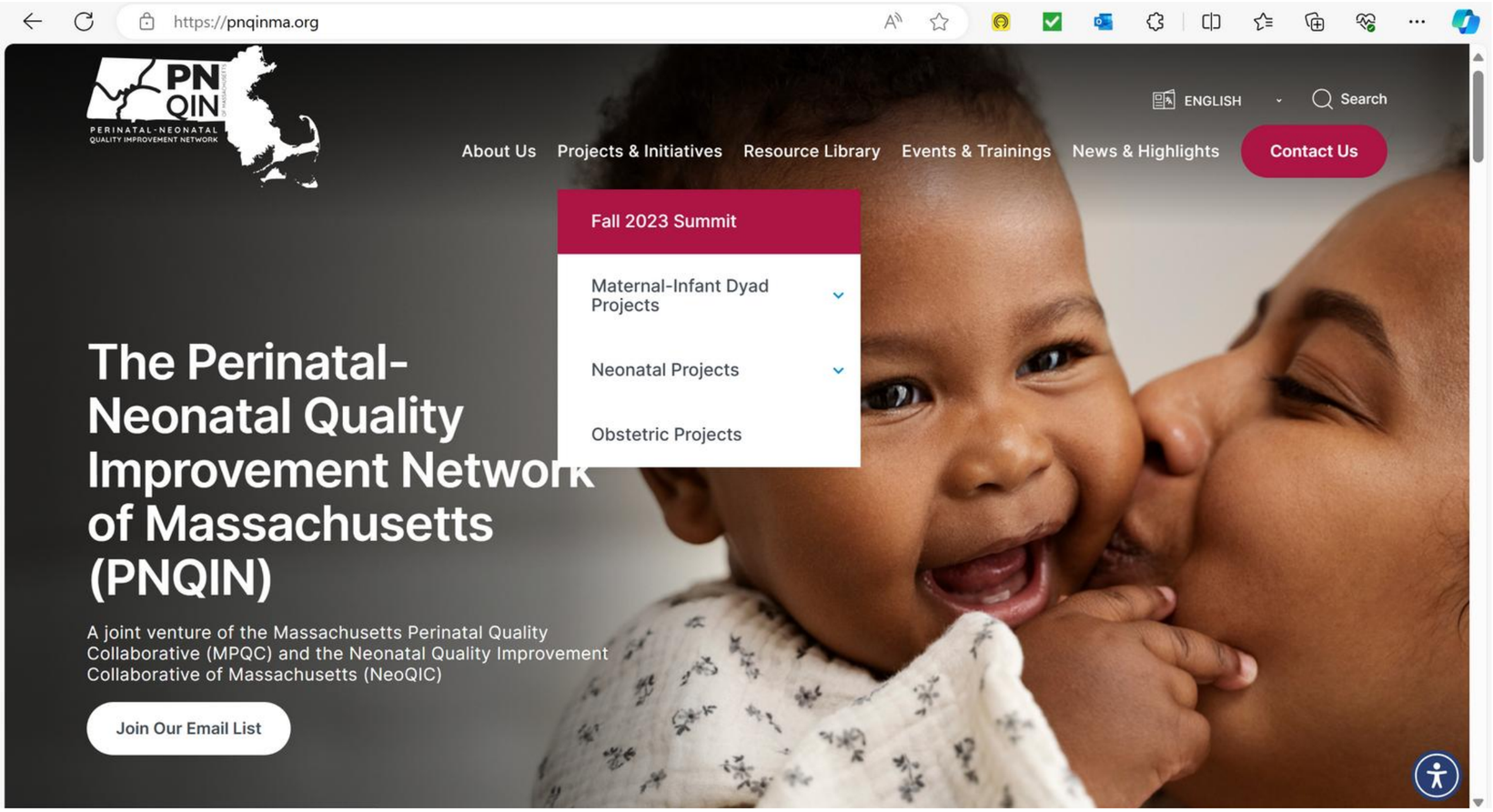
Future Bundle Implementation



Equity Bundle (current version) ending at the PNQIN Spring 2024 Summit

Perinatal Mental Health Bundle with an equity lens launching Fall 2024 (hospital onboarding to start in July)

FALL SUMMIT MATERIALS AVAILABLE!



Access presentation slides and resources using password: “F23Summit”

PNQIN 2024 Award Nominations

Nomination period opened February 14th and **closes March 13th**, instructions were sent via email. Winners to be honored with a ceremony at the next PNQIN Summit on June 26th, 2024 in Norwood, MA!

UPCOMING WEBINAR

Webinar Objectives:

- Describe why birth equity efforts are needed in the United States.
- Discuss the role of quality improvement methods and tools to achieve birth equity.
- Outline the findings from the narrative review that was published in the Green Journal: *https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10510807/*

Watch Recording Here!

UPCOMING EVENT

28 DAY ANTI-RACISM CHALLENGE, v2

Two-thirds of pregnancy-related deaths are preventable, and Black women are three times more likely to die from a pregnancy-related cause than white women.

How will you do your part?

Join us for daily opportunities to reflect, learn, and act.

- PQI's 28-Day Anti-Racism Challenge begins February 1, 2024. When you register, you will receive a daily email with links to each day's challenge activities. EVERYONE is invited to join the challenge!

Register Here!

UPCOMING FREE TRAINING

MA SPEAK UP Champion™ Implicit and Explicit Racial Bias Education
March 15 & 22, 2024

The SPEAK UP Champion™ Implicit and Explicit Racial Bias Education is a total of eight hours over two days (March 15th & 22nd) of live virtual interactive learning that outlines quality improvement strategies to support individuals and groups with dismantling racism, providing quality equitable care, and reducing health disparities. **Access the full brochure & agenda here!**

Time: 8:30am-12:30pm EST, both days
Location: Zoom (link provided after registration)
Cost: FREE

Register Here by February 23, 2024

UPCOMING TRAINING

The SPEAK UP Ambassador™ Implicit and Explicit Racial Bias Education

Training outlines strategies to help individuals and groups dismantle racism, provide quality equitable care, and reduce health disparities. The education is provided via a live virtual interactive format.

Date: Friday, May 17 8:30AM-2:30PM
Location: Zoom
Cost: FREE
Presenters: Renée Byfield, MS, RN, FNP and Debra Bingham, DrPH, RN, FAAN
Contact: India Olchefske, info@perinatalqi.org

Register Here

ANNOUNCEMENT

Become SPEAK UP Faculty!

If you have completed the Champion and Ambassador courses, applying to become SPEAK UP Faculty is the next step on your SPEAK UP journey.

PQI developed a train-the-trainer approach to prepare a cohort of SPEAK UP Faculty to spread the program. This is an opportunity for SPEAK UP Faculty to host their own SPEAK UP course.

Application Deadline:
June 1, 2024

Learn more & apply here:

ANNOUNCEMENT

PQI Birth Equity Modules Lottery 2024

By completing the form below before March 15th, you will be entered into a drawing to receive FREE access to PQI's soon-to-be released Birth Equity Modules.

The course includes four 15-40 minute web-based modules developed by PQI that are designed for healthcare workers who care for people who are or may become pregnant.

At the completion of the education, the learner will be able to:

- Create an anti-racism statement for perinatal facilities.
- Improve data collection and review by stratifying by race and ethnicity.
- Perform team and family debriefs using a racial equity perspective.
- Ensure maternal care standards are met for birth equity.

Enter Here by March 15th:

RESOURCES

Archived PQI-PNQIN Equity Webinar Series

These were created to help you complete structure measures!

- **Webinar #1 (Jan 2022)**: Creating Anti-Racism Statements for Perinatal Facilities
- **Webinar #2 (Feb 2022)**: Improving Data Collection and Review Process by Race/Ethnicity
- **Webinar #3 (April 2022)**: Performing Team and Family Debriefs from a Racial/Equity Lens
- **Webinar #4 (May 2022)**: Ensuring Maternal Care Standards are Met for Birth Equity

UPCOMING EVENT

MARCH OF DIMES

March for Change 2024

During March for Change, March of Dimes Massachusetts will provide information on how to advocate for moms and babies in your state, and give you the opportunity to meet with lawmakers and advocate. Join March of Dimes to be a voice of moms and babies during March for Change. Receive information on priorities, meet with your state lawmakers and share with our staff how your meeting went.

Date: Friday, March 28, 9:30AM-3:00PM
Location: Omni Parker House Hotel
Address: 60 School St, Boston, MA 02108

Register here:

UPCOMING EVENT

MARCH OF DIMES

March for Babies 2024: “A Mother of a Movement™”

March for Babies is back and bigger than ever! Register your team for our largest community-facing event today at the following link for our Boston event.

Email Julia Vose, Executive Director for MoD MA (JVose@marchofdimes.org) or Karen Fullwood, Donor Development Specialist for MoD MA (KFullwood@marchofdimes.org) with any questions.

EVENT DETAILS: May 11th, 2024

Hatch Shell (on the Esplanade) in Boston

9:00am: Registration, Family Friendly Activities and Food Trucks

10am and 10:15am: Super Hero Sprint on the Field

10:30am: Show of Hands and Program from the stage

10:45am: Walk begins! 1.2 Mile path along the Charles River

Learn more and register here:

INVITE: Baby-Friendly Study

To help understand how to make breastfeeding support equitable, accessible, and responsive to patient needs, a BMC study team would like to hear from Baby-Friendly staff and supervisors about their experiences and recommendations.

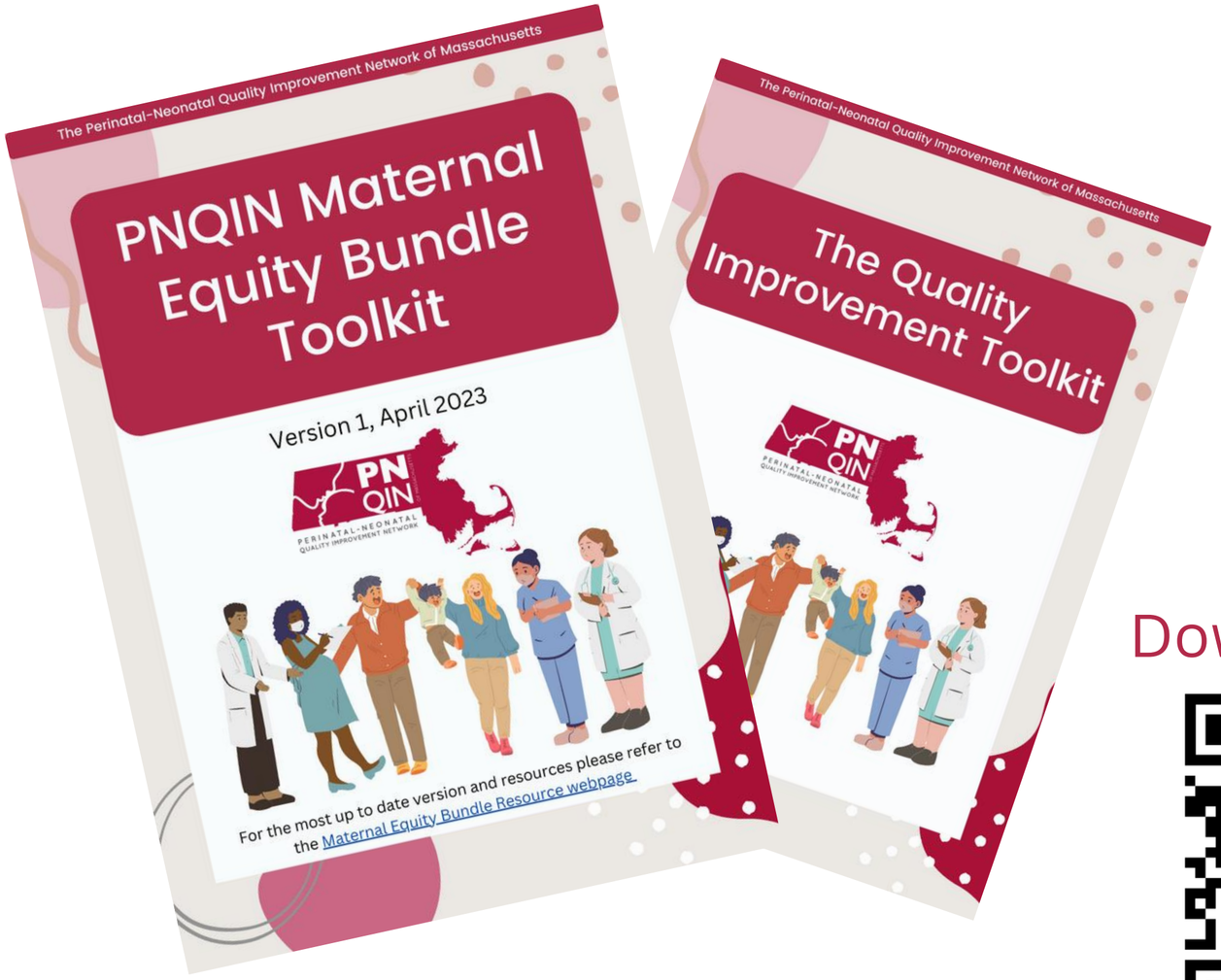
If you take care of parents or babies during the delivery hospitalization at a Baby-Friendly Hospital and are involved/have knowledge of implementing the Baby-Friendly “ten steps” of breastfeeding support (eg skin-to-skin, rooming in, breastfeeding counseling), then you may be eligible to participate.

The interviews will be held by Zoom or phone and scheduled at your convenience. All interviews are confidential, and your identity will not be shared with anyone. Interviews will be audio recorded in order to be transcribed and analyzed. You will be given a $50 gift card for your participation. Your decision to participate or not has no bearing on your employment and is completely confidential.

Take 5-Question Eligibility Survey

Katherine Standish, MD, MS (Principal Investigator) Katherine.standish@bmc.org

RESOURCES



Download here!

Our Respectful Care Committments to *Every* patient

1. **Treating you with dignity and respect** *throughout your hospital stay*
2. **Introducing ourselves and our role** *on your careteam 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. **Valuing personal boundaries and respecting your dignity and modesty at all times,** *including asking your permission before entering a room or touching you*
8. **Practicing "active listening"** *to ensure that you, and your support persons are heard*
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 a er 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*
14. **Timely attention to your needs**, *including taking your pain level seriously*

ARIADNE LABS

PN QIN PERINATAL-NEONATAL QUALITY IMPROVEMENT NETWORK

Ariadne Labs and the Perinatal-Neonatal Quality Improvement Network (PNQIN) of Massachusetts work with patients, nurses, midwives, doctors, hospitals and community organizations to making birthing safer and eliminate maternal disparities by ensuring all patients receive respectful and high-quality care.

PN QIN

Team Presentation

Mercy Medical Center
Trinity Health

Laura Bowler, RN & Callie Bane, RN

Agenda

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The Perinatal-Neonatal Quality Improvement Network of Massachusetts

The PNQIN Maternal Equity Bundle

Optimizing Racial Equity Action Across Massachusetts

2023-2024 Team Reports

Mercy Medical Center,
Springfield
02/20/2024
12:00pm

AIM ALLIANCE FOR INNOVATION ON MATERNAL HEALTH

BETSY LEHMAN CENTER for Patient Safety

PN QIN PERINATAL-NEONATAL QUALITY IMPROVEMENT NETWORK

NNPQC National Network of Perinatal Quality Collaboratives

Our Team

THONE Mercy Medical Center	• Springfield, MA
Family Life Center for Maternity (FLC)	• Small LDRP -6 labor rooms, 10 PP rooms • Approximately 800 births a year
Patient population	• Race/ethnicity breakdown • 55% non-hispanic white, 20% hispanic white, 12% non-hispanic black, 7% hispanic black, 5% other
Presenters	• Laura Bowler, RN –FLC Nurse Manager • Callie Bane, RN –FLC Nurse Educator

Our Guide

PNQIN Equity Bundle Measures

Structure Measures

1. Does your hospital have a formal equity team based in obstetrics/reproductive health that includes diversity of roles, race/ethnicity, and community member representation?
2. Has your hospital developed and communicated their obstetric equity goals to the perinatal faculty and staff including SMART or AIM equity goals, an antiracism statement, and change statements?
3. Does your hospital collect race, ethnicity and language data upon registration/entry for obstetric care? Is it collected through self-report?
4. Does your hospital stratify process and outcome data by race, ethnicity and language?
5. Has your hospital adapted and implemented a Patient Reported Experience Measure (PREM)?

1

Does your hospital have a formal equity team based in obstetrics/reproductive health that includes diversity of roles, race/ethnicity, and community member representation?

- One of our first steps was to create an Equity Team.
- We educated staff on the meaning of Healthcare Equity and how crucial it is to improving maternal and neonatal outcomes.
- We then recruited multidisciplinary staff to join the team (RN, ANM, CNM, MD, IBCLC)
- We reached out to our local WIC office and a staff member of that office joined the team.
- We reached out to a community member who has given birth at our facility twice. We informed her of our desire to create this team how valuable her voice could be to enact change. She was happy to join!
- We successfully held our first quarterly equity meeting and shared the recording with the entire staff. During the meeting we educated the team of the project and our progress thus far. We discussed how best to implement OB specific equity training on our unit.

2

Has your hospital developed and communicated their obstetric equity goals to the perinatal faculty and staff including SMART or AIM equity goals, an antiracism statement, and change statements?

- Prior to joining the PNQIN Equity Bundle, we did not have this structure in place.
- After joining, project goals and data were shared with staff.
- Improvement measures were educated out to staff .
- We researched equity statements created by other maternity units for inspiration.
- Using those statements as a guide, we created our own with the input from members of the Equity Team, Nurse Manager, Medical Director, Pediatric Director and hospital leadership.
- We are working on posting our FLC Equity Statement on the hospital unit website as well as on the unit.

FLC Equity Statement

The Family Life Center at Mercy Medical Center recognizes that systemic inequities result in disparities such as poor obstetric and neonatal outcomes. Some of these outcomes include higher rates of preterm birth, low birth weight, maternal and neonatal morbidity and mortality. Individuals, families, and communities experience discrimination and systemic oppression based on race, ethnicity, economic status, education level, ability, religion, age, sexual orientation, gender expression, language, citizenship status, and other identities.

We embrace our responsibility to ALL patients and their families by participating in the ongoing work of creating an inclusive environment where all feel represented, supported, and safe. We strive to deliver care to all families in a way that is culturally affirming and respectful.

We demonstrate these commitments by providing anti-discrimination training for all staff at the Family Life Center and committing to the ongoing and lifelong work of dismantling racism and other systemic forms of oppression.

We solidify our commitment through relevant non-discrimination and harassment policies and inclusive protocols.

3

Does your hospital collect race, ethnicity and language data upon registration/entry for obstetric care? Is it collected through self-report?

- Our unit was already collecting this data upon registration through patient self-report.

4

Does your hospital stratify process and outcome data by race, ethnicity and language?

- At that time we did not stratify data based on demographics in real time.

- Data was reported to CHIA, they stratified the data and it was resulted to us at SMM meetings.

5

Has your hospital adapted and implemented a Patient Reported Experience Measure (PREM)?

- After joining the PNQIN Equity Bundle, we implemented the TeamBirth initiative.
- This project was implemented with a goal “to empower all members of the care team, including the patient themselves, to play an active role in decision making and to improve safety and quality of care.”
- Upon implementation of Team Birth, we utilized a survey for patients to complete prior to discharge to capture their experience.
- Outside of TeamBirth, we utilize HCAHPS survey results and had our own unit patient surveys.

Teamwork and communication for patient-centered childbirth

TEAMBIRTH

ARIADNE LABS

BWH

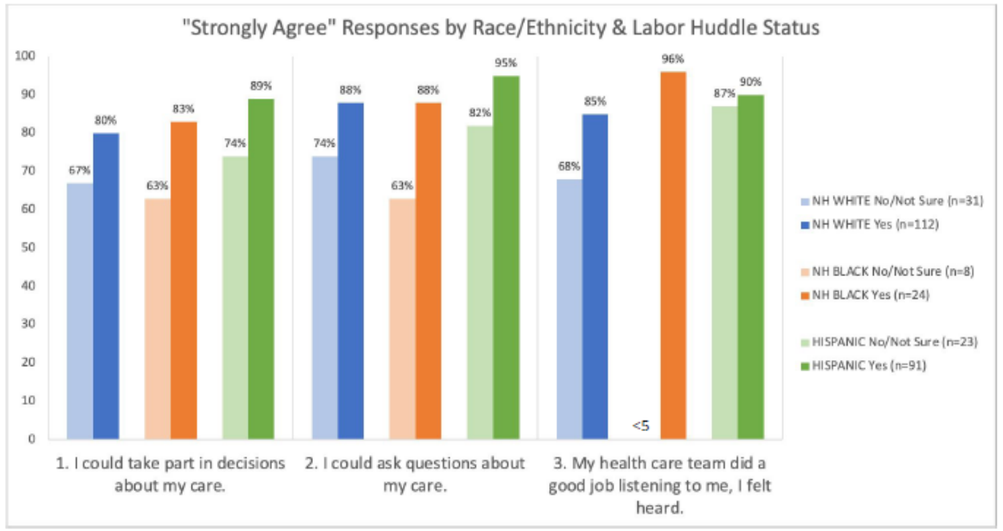
Initial Steps

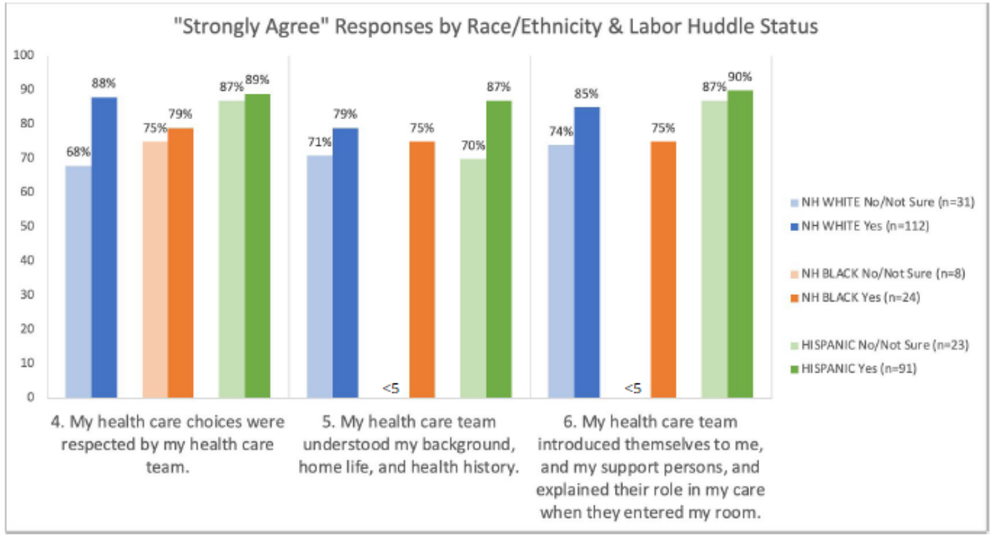
Leadership attended monthly meetings with Ariadne Labs to learn about TeamBirth

Educated staff regarding the TeamBirth process

Consulted multidisciplinary teams (Medical director, pediatric director, anesthesia, etc)

Designed and purchased **new whiteboards** for all patient rooms


"Strongly Agree" Responses by Race/Ethnicity & Labor Huddle Status
100
90
80
70
60
50
40
30
20
10
0
67%
80%
63%
83%
74%
89%
74%
88%
63%
88%
82%
95%
68%
85%
<5
96%
87%
90%
1. I could take part in decisions about my care.
2. I could ask questions about my care.
3. My health care team did a good job listening to me, I felt heard.
NH WHITE No/Not Sure (n=31)
NH WHITE Yes (n=112)
NH BLACK No/Not Sure (n=8)
NH BLACK Yes (n=24)
HISPANIC No/Not Sure (n=23)
HISPANIC Yes (n=91)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88%
75%
79%
87%
89%
71%
79%
<5
75%
70%
87%
74%
85%
<5
75%
87%
90%
4. My health care choices were respected by my health care team.
5. My health care team understood my background, home life, and health history.
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.
NH WHITE No/Not Sure (n=31)
NH WHITE Yes (n=112)
NH BLACK No/Not Sure (n=8)
NH BLACK Yes (n=24)
HISPANIC No/Not Sure (n=23)
HISPANIC Yes (n=91)

The Data

Our Equity Project: Hypertension Project

We know patients with HTN or preeclampsia are at a significantly higher risk of poor cardiovascular outcomes over the next 15 years.

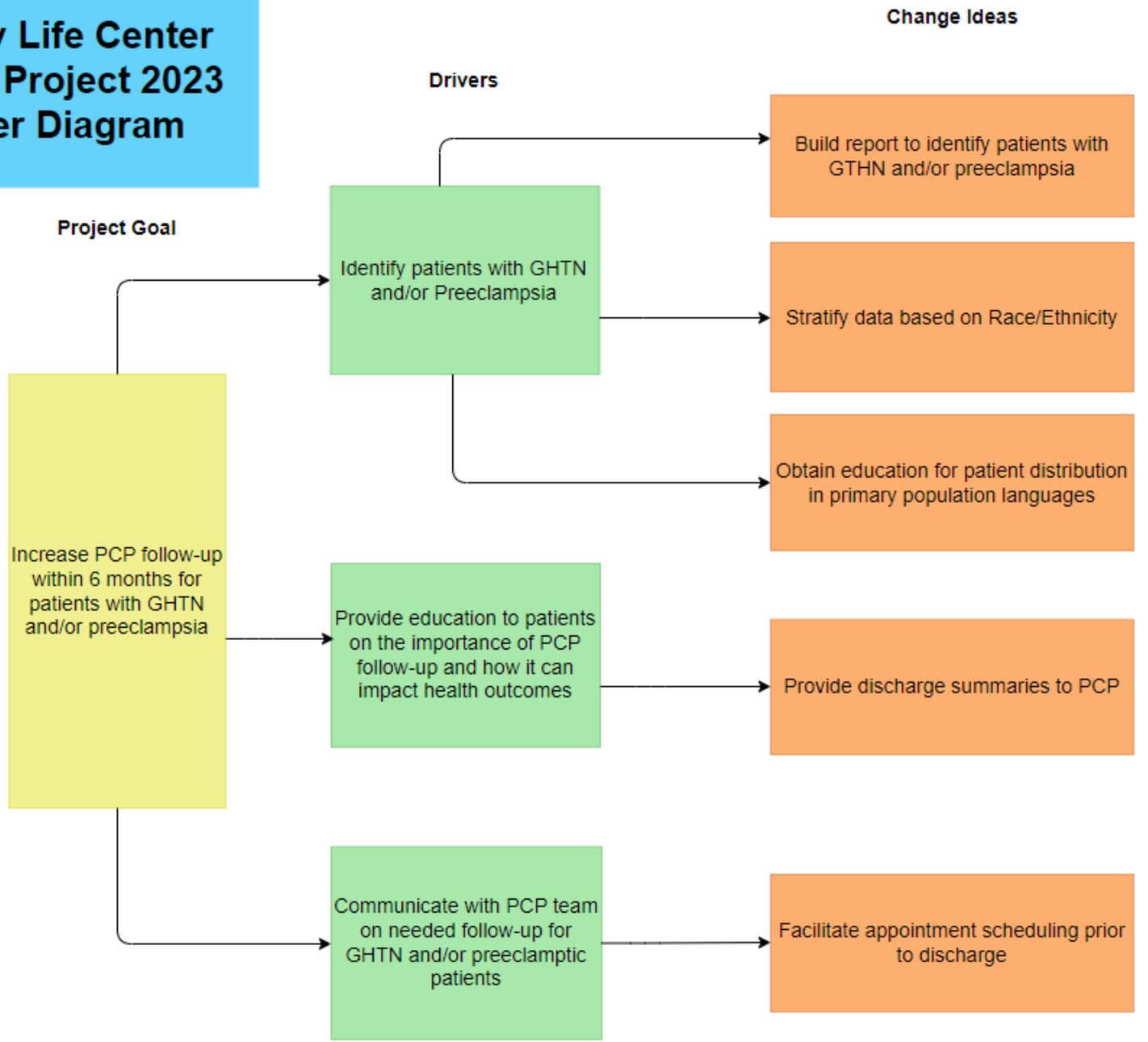
We also know that people of color are more likely to suffer from HTN due to factors related to food insecurity, economic status, healthcare access, etc.

Our project goal is to improve PCP follow-up within 6 months of delivery for our TH patients with HTN or preeclampsia

HTN Equity Project Launched

July 2023

Family Life Center Equity Project 2023 Driver Diagram



Initial Steps- Drivers

Report built for data extraction & tracking

Collaboration with TH outpatient office to ID patients and schedule follow-up

Educated staff about the project and obtained **education** materials **for** patients

Data Analysis

The follow-up rate between August 2022-June 2023 was 35%

We were able to stratify the data based on language, race, and ethnicity.

We noted a much lower follow up with our BIPOC & Hispanic patients.

White-NH patient rate: 40.9% vs. BIPOC & Hispanic patient rate: 31.6%

A difference of 9.3%.

Additional Steps

Obtained education materials in Spanish

Created a nursing PP checklist to improve follow-up and compliance with patient education; ANM follow-up after d/c

Collaboration with TH PCP provider offices to schedule appointments prior to discharge from FLC

Collaborating with PNQIN to identify areas of improvement within our project

Post-Implementation Data Analysis

Since implementation, our total follow up rate between July 2023-Present is 37%.

We are already higher than the previous average and some patients are still well within their 6-month window!

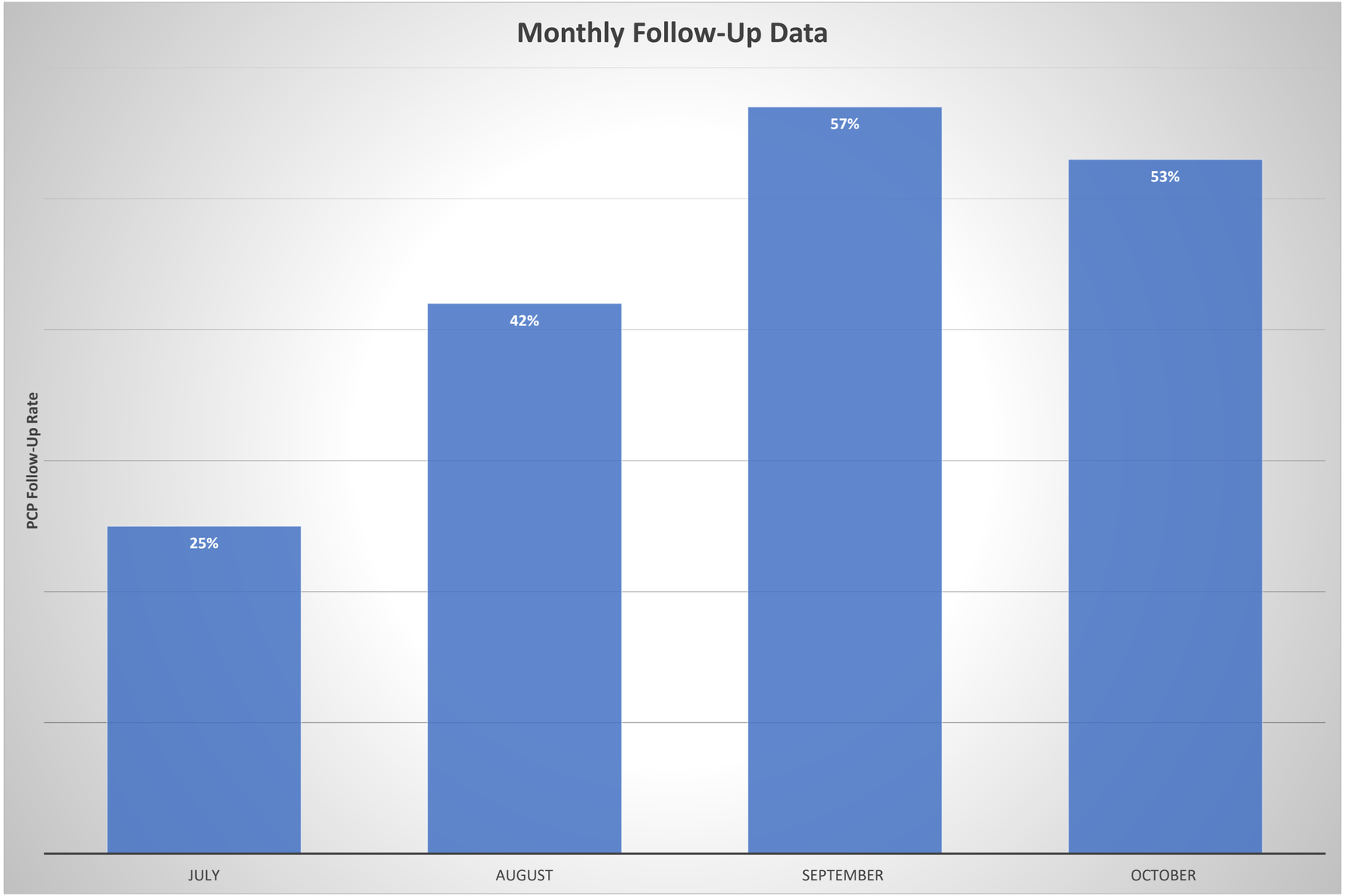
The follow-up rates:

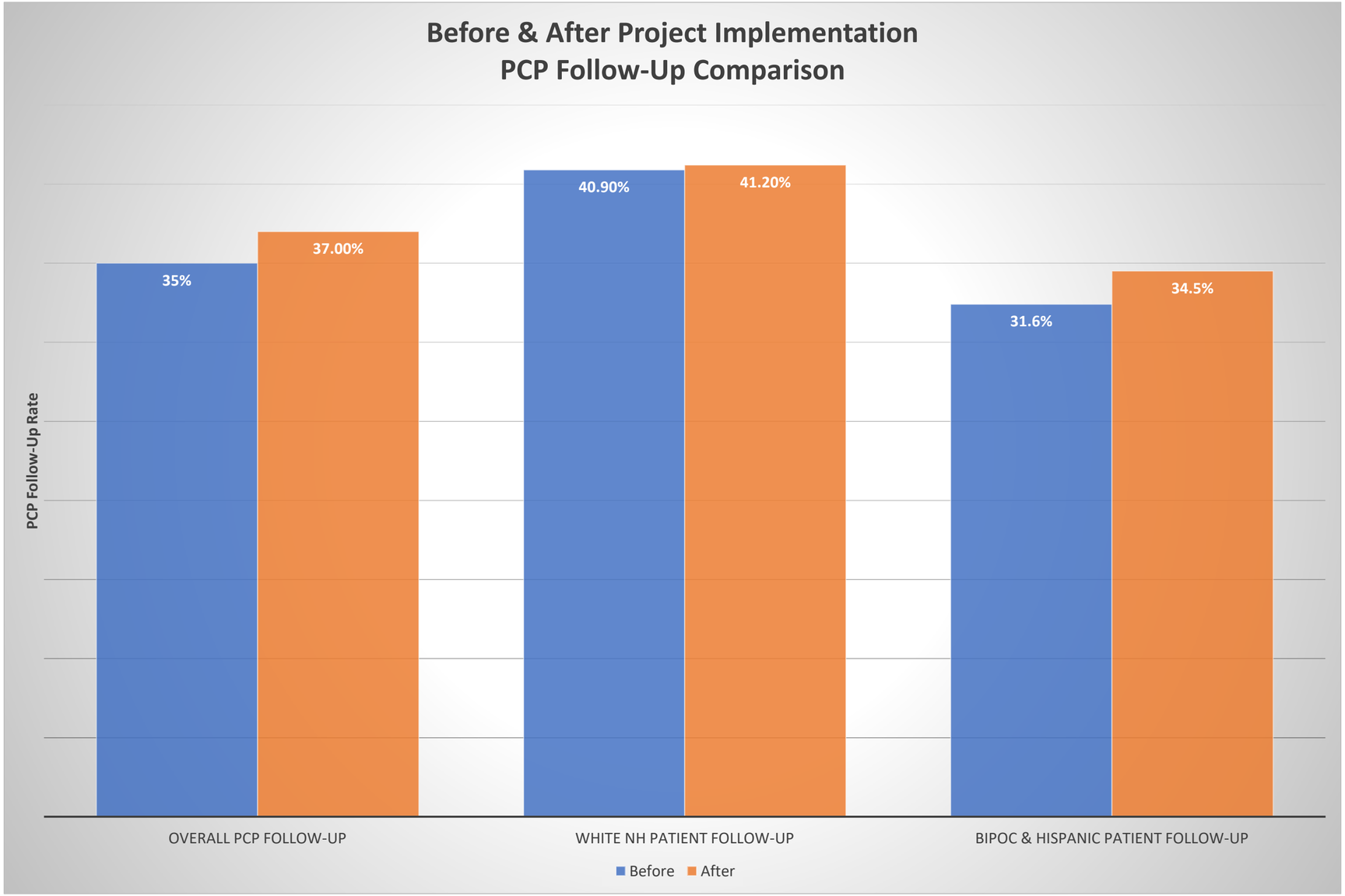
White NH pt rate: 41.2% vs. BIPOC/H pt rate: 34.5%

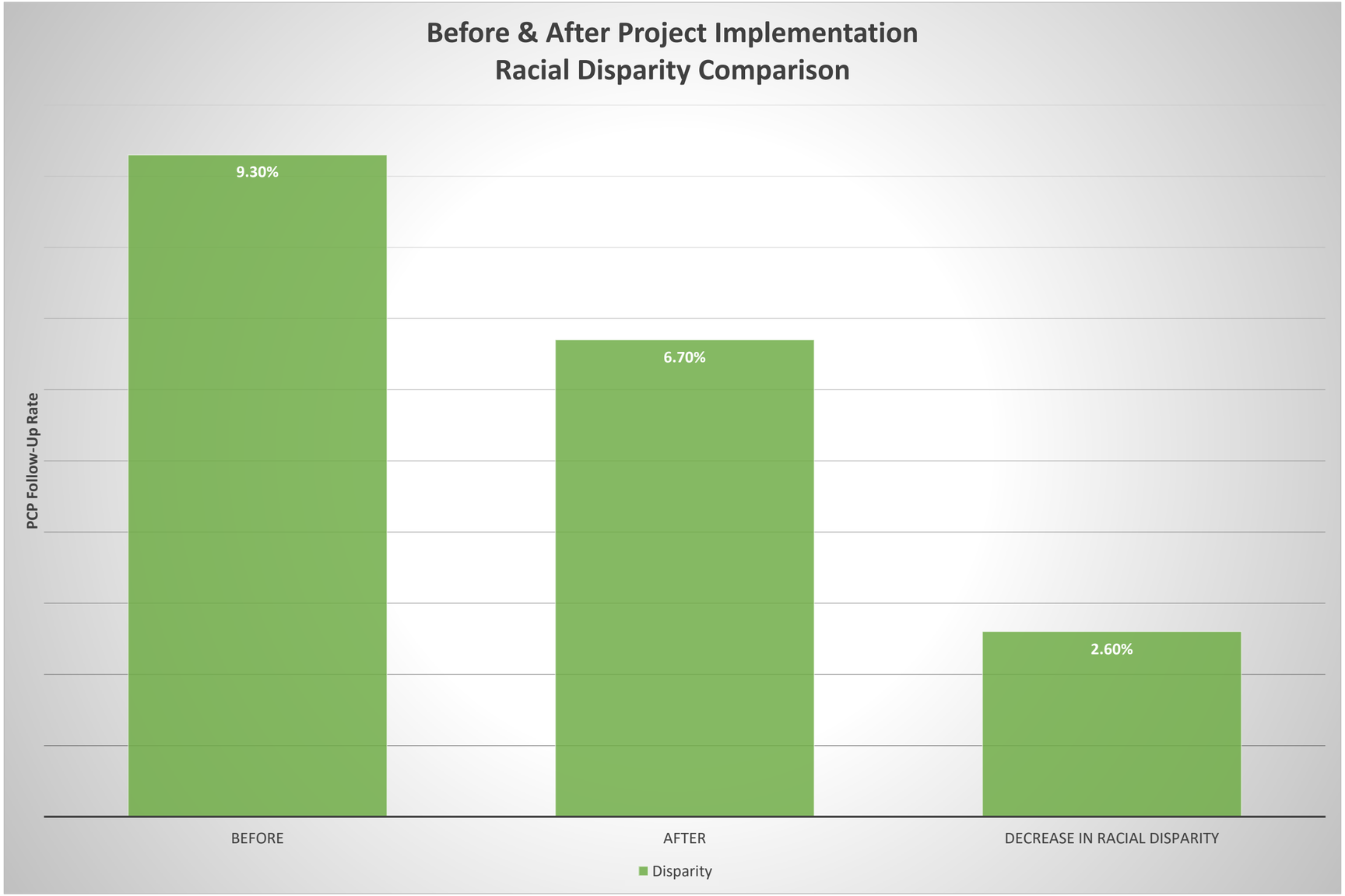
A difference of 6.7%

We will not see the true results of our interventions until all patients have hit their 6-month mark.

However, we are seeing that patients are following-up sooner and the disparity between white and BIPOC follow-up rates is decreasing.


Monthly Follow-Up Data
PCP Follow-Up Rate
25%
42%
57%
53%
JULY
AUGUST
SEPTEMBER
OCTOBER


Before & After Project Implementation
PCP Follow-Up Comparison
PCP Follow-Up Rate
35%
37.00%
40.90%
41.20%
31.6%
34.5%
OVERALL PCP FOLLOW-UP
WHITE NH PATIENT FOLLOW-UP
BIPOC & HISPANIC PATIENT FOLLOW-UP
Before
After


Before & After Project Implementation
Racial Disparity Comparison
PCP Follow-Up Rate
9.30%
6.70%
2.60%
BEFORE
AFTER
DECREASE IN RACIAL DISPARITY
Disparity

Barriers

- Management changes
- Education barriers
- Data extraction
- Small sample size
- Collection of follow-up data

Our Hypertension Project is Ongoing

We will continue to monitor how many patients follow up

We will continue to review data and implement interventions to address any barriers.

Thank you!

Questions?

Thanks for joining, see you on 3/19!

Have questions?

Email PNQINAdmin@pnqinma.org!

PN QIN OF MASSACHUSETTS

PERINATAL-NEONATAL QUALITY IMPROVEMENT NETWORK