

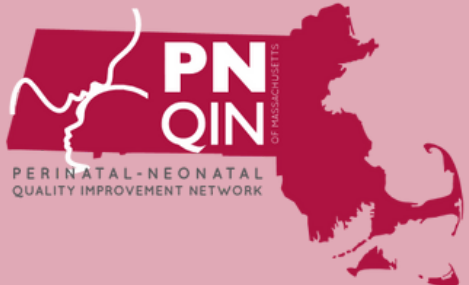
# The PNQIN Maternal Equity Bundle

## Optimizing Racial Equity Action Across Massachusetts



### Team Presentation: Martha's Vineyard Hospital

March 19, 2024



# WELCOME!

- Please type your name and institution into the chat
  - *Optional: In celebration of Women's History Month, share in the chat an unsung heroine in history or your personal life!*
- 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

12:00–12:10 Welcome &

PNQIN

Announcements

12:10–12:20 Equity

Bundle Data Review

12:20–12:40 Team

Presentation

12:40–1:00 Discussion,

Q&A



# AGENDA

<b>12:00-12:10</b>	<b>Welcome &amp; PNQIN Announcements</b>	<b>Kali Vitek</b>
<b>12:10-12:20</b>	<b>Quarterly EQT Bundle Data Review</b>	<b>Kali Vitek</b>
<b>12:20-12:40</b>	<b>Team Presentation</b>	<b>Martha's Vineyard</b>
<b>12:40-1:00</b>	<b>Discussion, Q&amp;A</b>	<b>All</b>





# PNQIN MATERNAL EQUITY BUNDLE WORKGROUP



Audra Meadows, MD  
PNQIN



Kali Vitek, MPH  
PNQIN



Hafsatou Diop, MD  
DPH



Andrew Healy, MD  
Baystate/PNQIN



Anna Kheyfets  
PNQIN/Tufts



Bonnell Glass, MN  
PNQIN/UMass



Candice Belanoff, ScD  
BUSPH



Caroline Somerville  
PNQIN/JHU



Claire Conklin  
PNQIN/UCSD



Chloe Zera, MD  
PNQIN/BIDMC



Christin Price, MD  
PNQIN



Elysia Larson, ScD  
HMS/BIDMC



Karen Manganaro, DNP  
PNQIN/BWH



Lee Edwards  
First Alter Doula Services



Luu Ireland, MD  
UMass



Maryanne Bombaugh,  
MD, CHC



Matt Medina, CNM  
BWH



Melissa Abell-Bardsley,  
RN, CHA



Michaela Farber, MD  
BWH



Michele Sinopoli, MD  
St. Vincent



Mimi Pomerleau, DNP  
PNQIN/BWH



Rachel Wood, MD  
BWH



Raj Reddy, MD  
BWH



Ron Iverson, MD  
PNQIN/BMC



Sarah Thibodeau, RN  
Lowell



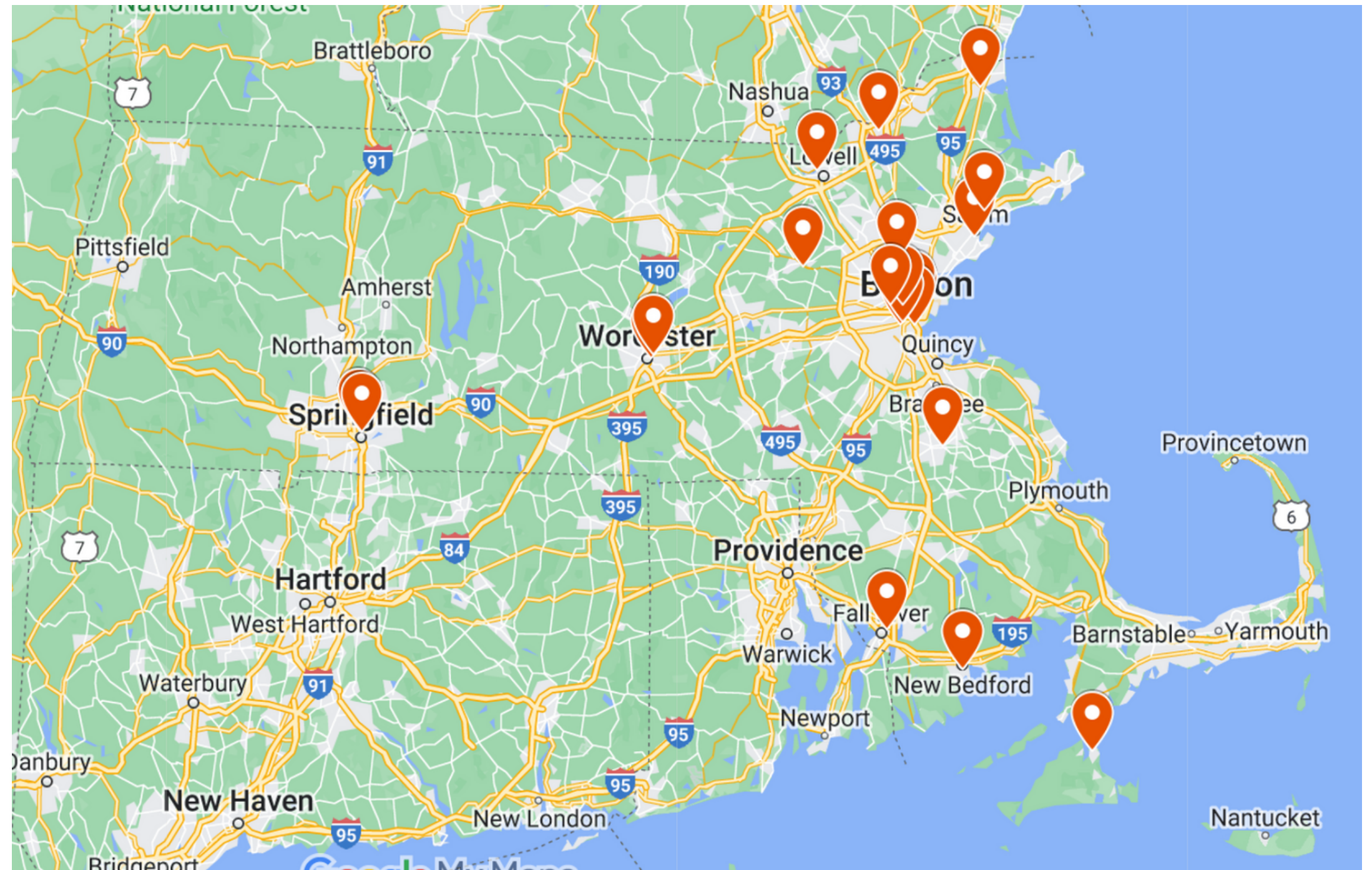
Shaniqua Choice  
PNQIN



Teju Adegoke, MD  
BMC

# EQT BUNDLE: PARTICIPATING HOSPITALS

1. Anna Jaques Hospital
2. Baystate Medical Center
3. Beth Israel Deaconess Medical Center
4. Beverly Hospital
5. Brigham and Women's Hospital
6. Boston Medical Center
7. Cambridge Health Alliance
8. Charlton Memorial Hospital
9. Emerson Hospital
10. Holy Family Hospital
11. Lowell General Hospital
12. Mount Auburn Hospital
13. Massachusetts General Hospital
14. Martha's Vineyard Hospital
15. Mercy Medical Center
16. Saint Vincent Hospital
17. 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

12:00–12:10 Welcome &

PNQIN

Announcements

12:10–12:20 Equity

Bundle Data Review

12:20–12:40 Team

Presentation

12:40–1:00 Discussion,

Q&A



# All Presentation Dates have been filled!

## 2024 Webinars (12-1pm ET):

*March 19th, 2024 (Martha's Vineyard)*

*April 16th, 2024 (Mount Auburn)*

*May 21st, 2024 (Lowell General)*

*July 16th, 2024 (Tufts)*



# Future Bundle Implementation

JUNE 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

**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)**

SEPTEMBER 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

# Announcement from Mothers' Milk Bank Northeast: Breast Pump Bill Moves Forward



The “Act to Improve Access to Breast Pumps” was reported favorably out of the Financial Services Committee and has been assigned to the Health Care Financing Committee. They must report out on all 300 bills before them by **March 27**.

NeoQIC has supported this bill for several years, so Mother’s Milk Bank is turning again to this dedicated group to send letters to the chairs of the Health Care Financing Committee in support of the bill. Information on who to email and template letter are in MBC’s call to action. For those who wrote letters when the bill was before the Financial Services committee, they can resend the same letter addressed to the Health Care Financing Committee. We have also created a petition in support of the bill, if that is easier.

**Check out MBC’s Call to Action:**



**Sign the petition here:**



**Mothers' Milk Bank Northeast**  
*Share the Health*

*Safe • Trusted • Lifesaving*

# 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.

Katherine Standish, MD, MS (Principal Investigator) [Katherine.standish@bmc.org](mailto:Katherine.standish@bmc.org)

**Take 5-Question  
Eligibility Survey**



# UPCOMING EVENT

Thursday, April 25  
1 - 2 PM ET

PQI Innovation FREE Webinar Series:

## Lessons Learned from a State-Wide Learning Collaborative to Improve Severe Hypertension Recognition and Response



Emma Trucks  
MPH



Christina Southey  
MSc



Dak Ojuka  
BS

*Learn more and Register!*

### Webinar Objectives:

- Outline why the state focused collaboration was formed.
- Describe how the collaboration was structured.
- Discuss lessons learned.

Register  
Here!



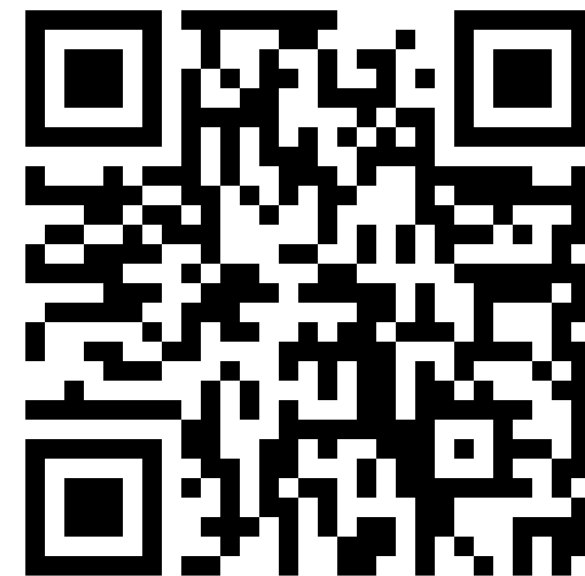
# UPCOMING EVENT



## 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.

**Register here:**



**Date:** Friday, March 28, 9:30AM-3:00PM

**Location:** Omni Parker House Hotel

**Address:** 60 School St, Boston, MA 02108

# UPCOMING EVENT



## 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***

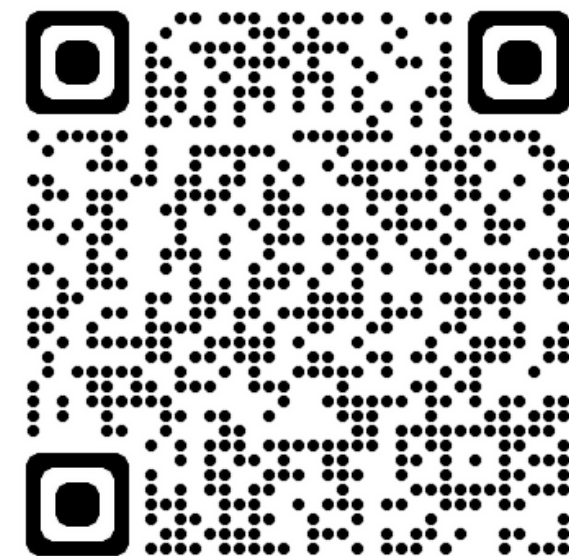
**9:00am:** Registration, Family Friendly Activities and Food Trucks

**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:**



# 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

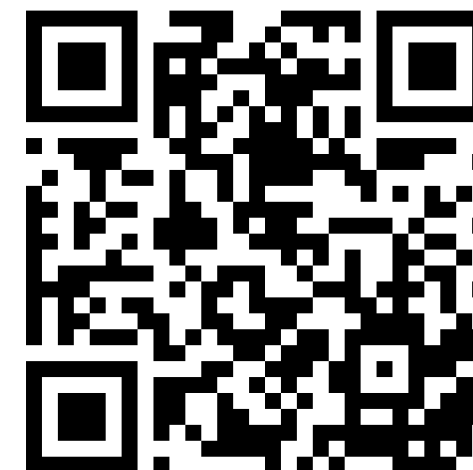
## SPEAK UP Faculty

After completing the SPEAK UP Champion and Ambassador Courses, participants can apply to become SPEAK UP Faculty which allows them to teach the education with the support of PQI.



PERINATAL  
QUALITY  
IMPROVEMENT

**Learn more & apply here:**



# RECORDED WEBINAR

Tuesday, January 30  
12 - 1 PM ET

PQI Innovation FREE Webinar Series:

## A Narrative Review of the Role of PQC in Promoting Birth Racial Equity



**Audra Meadows**  
MD, MPH, FACOG



**Renée Byfield**  
MS, RN, FNP, C-EFM



**Hafsatou Diop**  
MD, MPH

*Learn more and Register!*

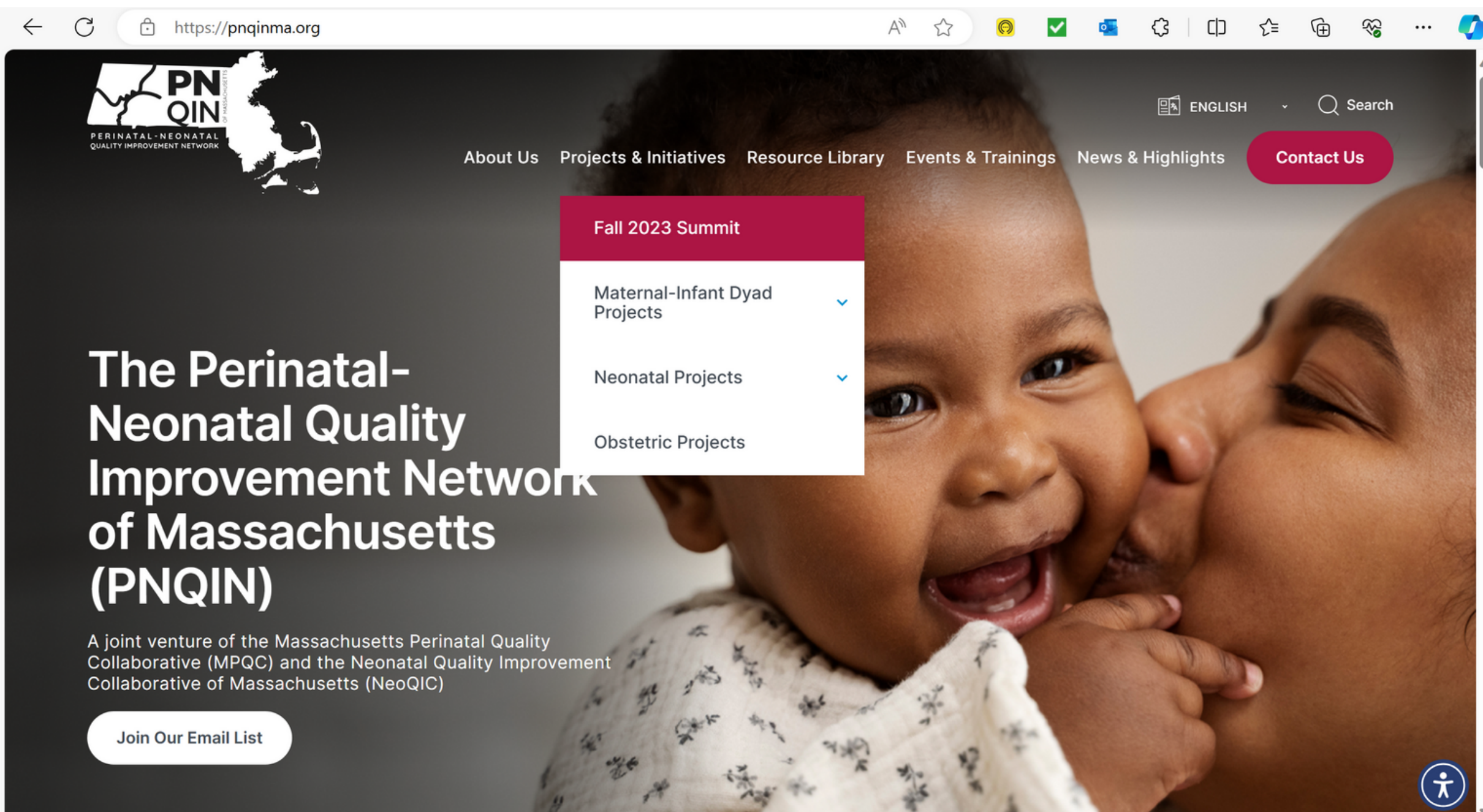
### Webinar Objectives:

- 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!**



# FALL SUMMIT MATERIALS AVAILABLE!



Access presentation slides and resources using password: **“F23Summit”**



# RESOURCES

## March of Dimes Report

### Where You Live Matters: Maternity Care in Massachusetts

As part of March of Dimes' continued commitment to exploring the state of maternal and infant health in the U.S., they've released [Where you Live Matters: Maternity Care Deserts and the Crisis of Access and Equity](#), their latest set of reports reflecting their work in maternity care deserts.

Download the report here:



# RESOURCES

## Archived PQI-PNQIN Equity Webinar Series

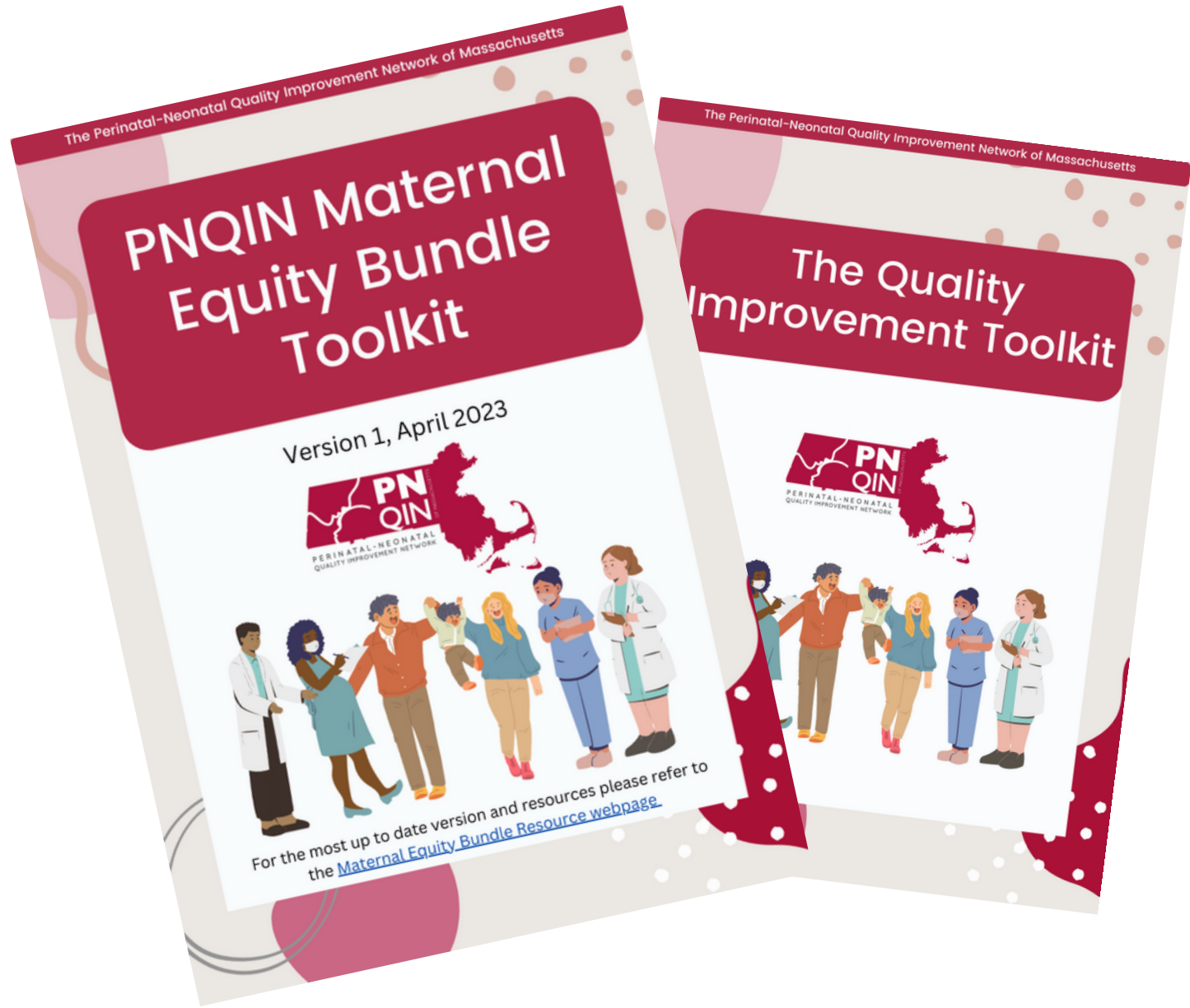
*These were created to help you complete structure measures!*



- **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



# RESOURCES



Download these & more on our website!



## 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 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 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.



# Aggregate Data Review

February 2023–February 2024



Kali Vitek, MPH  
PNQIN Project Manager

## Agenda

12:00–12:10 Welcome &  
PNQIN Announcements

12:10–12:20 Equity

Bundle Data Review

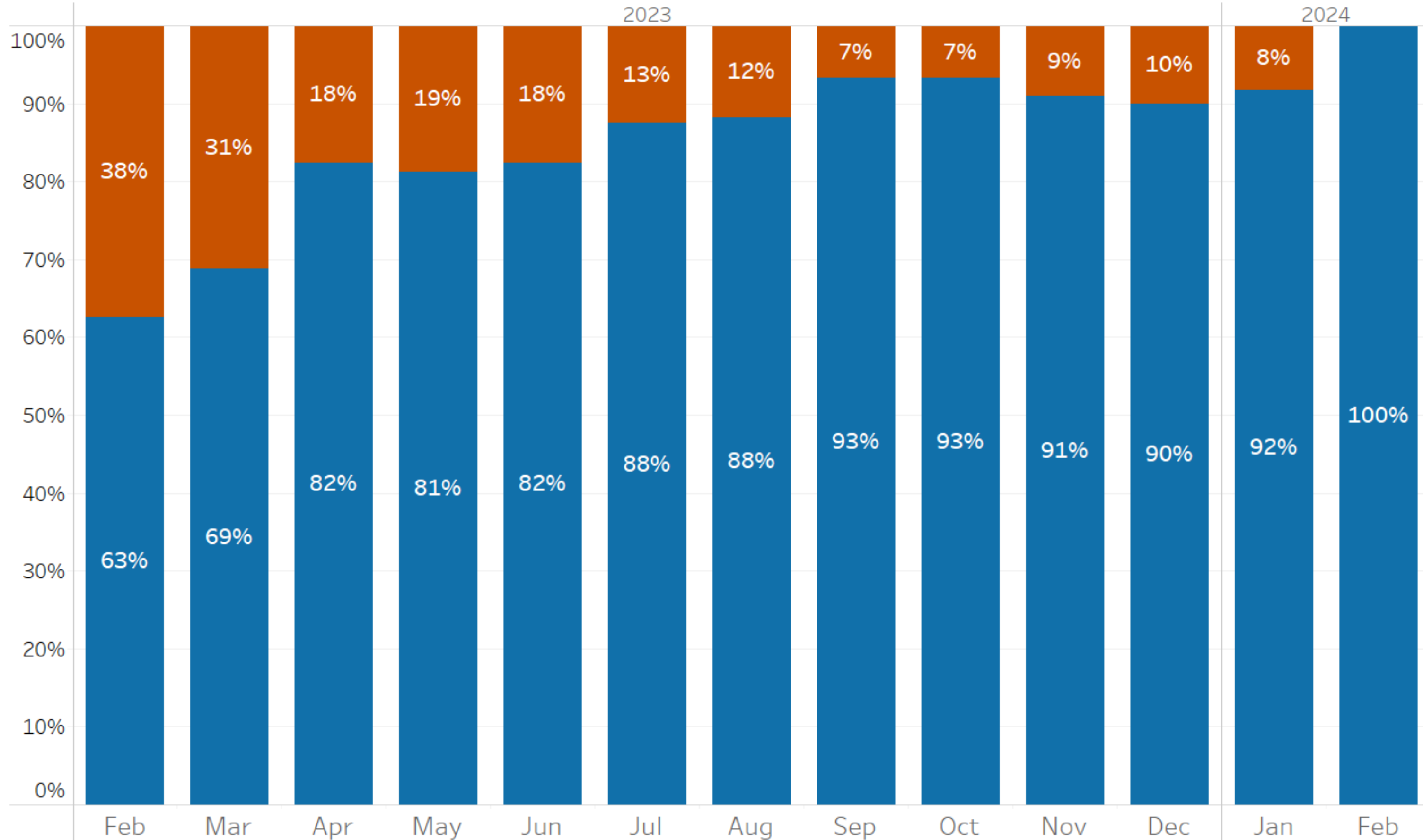
12:20–12:40 Team  
Presentation

12:40–1:00 Discussion,  
Q&A



# Structure Measures

# S1.1 Formal Equity Team Based in Obstetrics/Reproductive Health

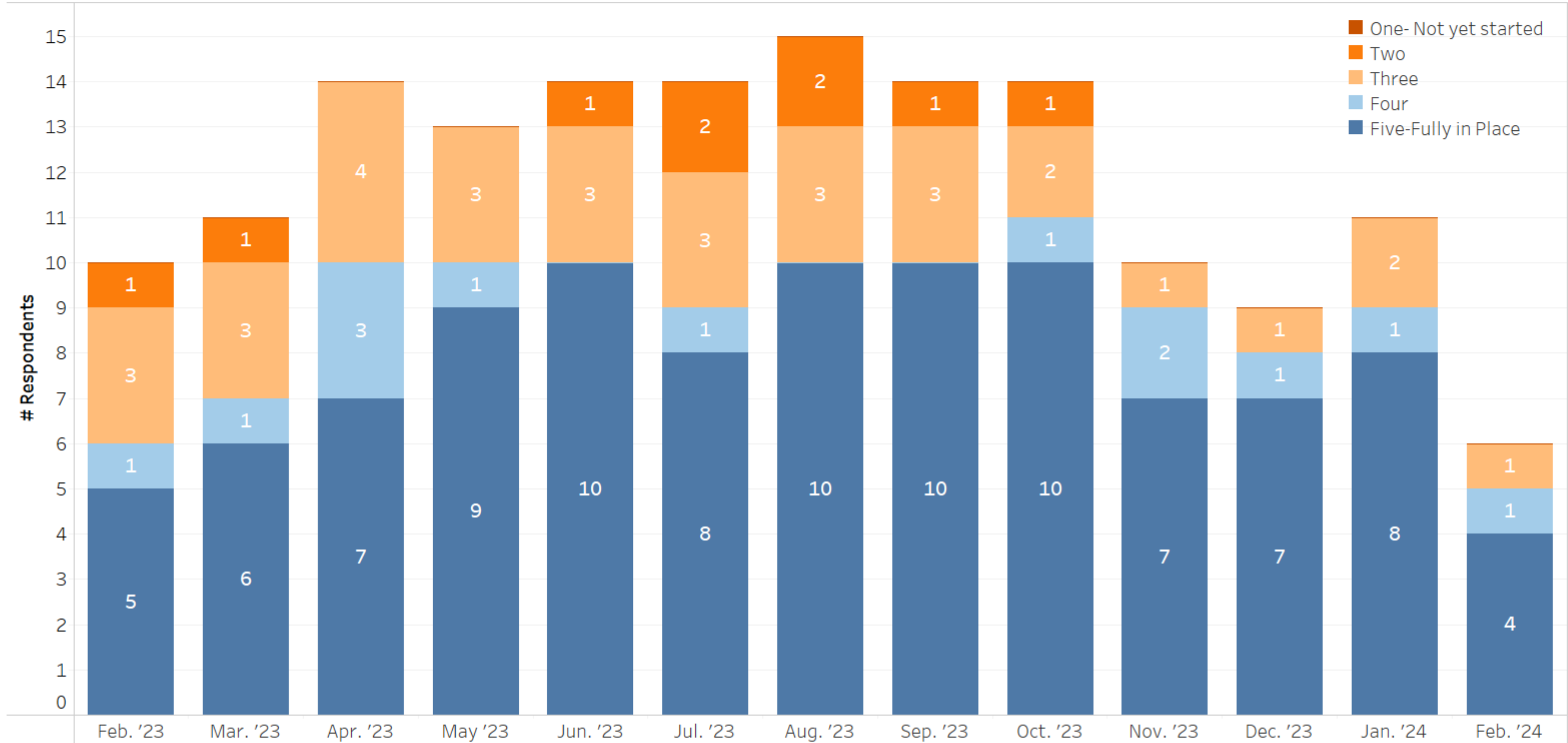


■ No  
■ Yes

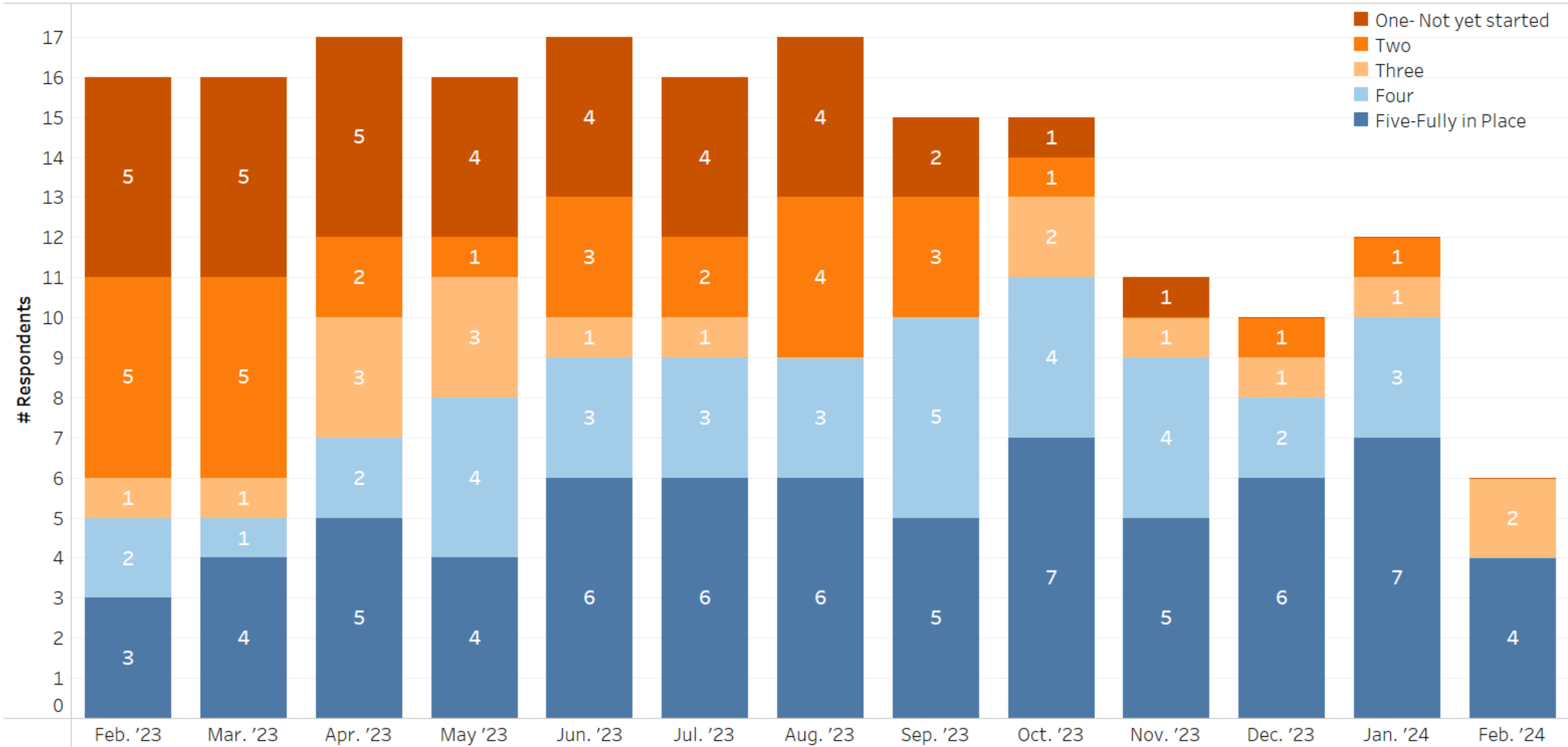
Total N

February 2023	16
March 2023	16
April 2023	17
May 2023	16
June 2023	17
July 2023	16
August 2023	17
September 2023	15
October 2023	15
November 2023	11
December 2023	10
January 2024	12
February 2024	6

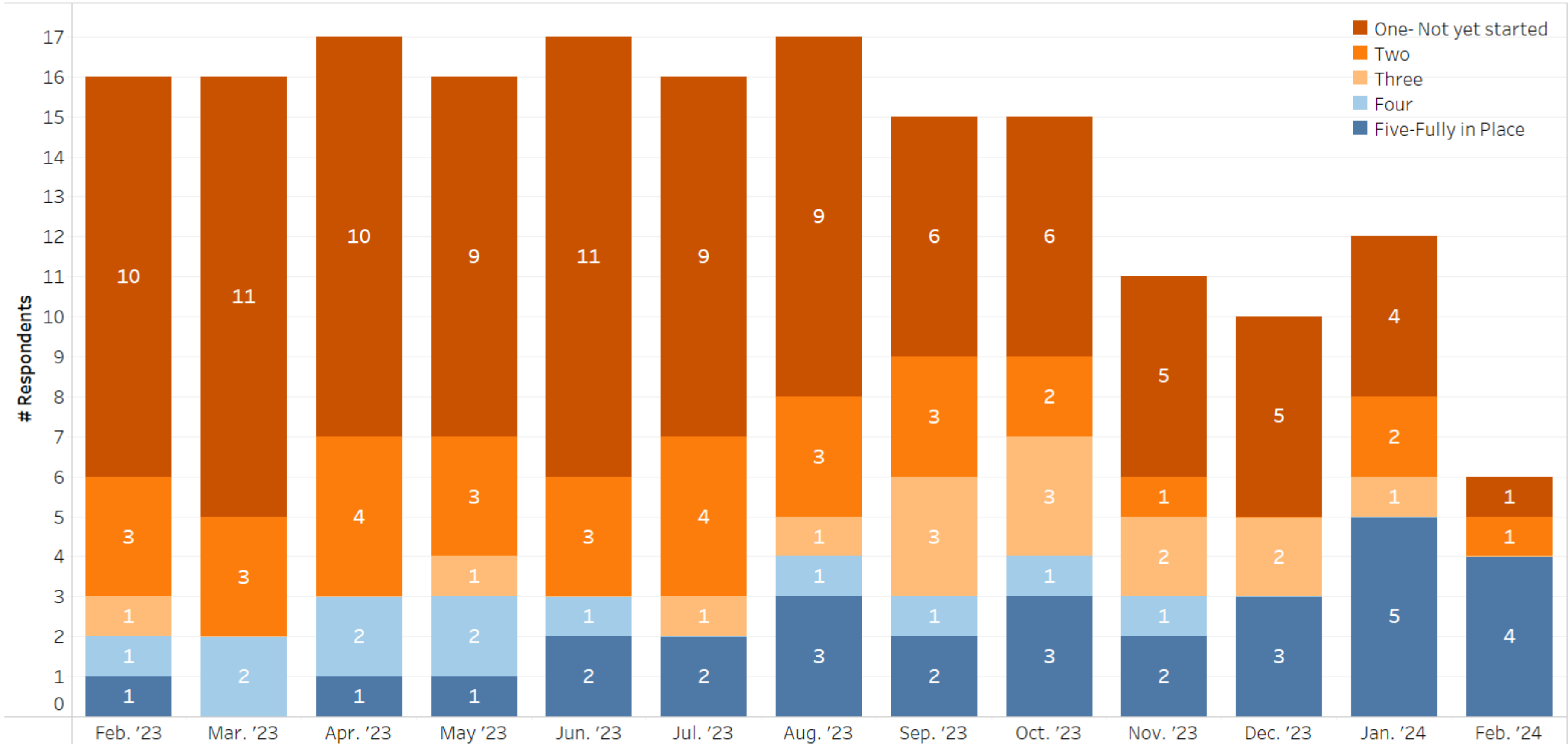
## S.1.2. Progress Towards Diversity of Formal Equity Team: Diversity of Roles



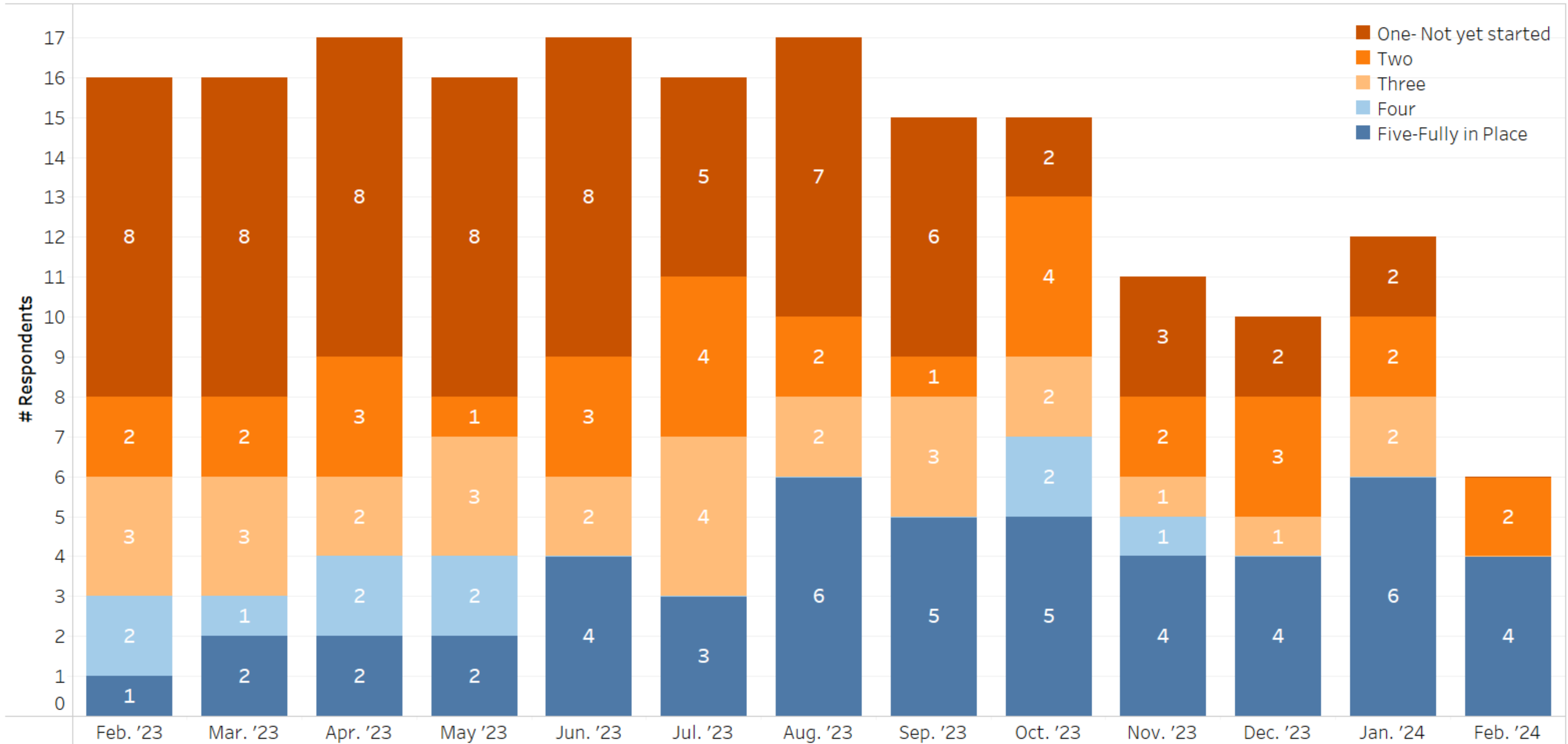
## S.2 Obstetric Equity Goals Include: Anti-Racism Statement



## S.2 Obstetric Equity Goals Include: Change Concepts

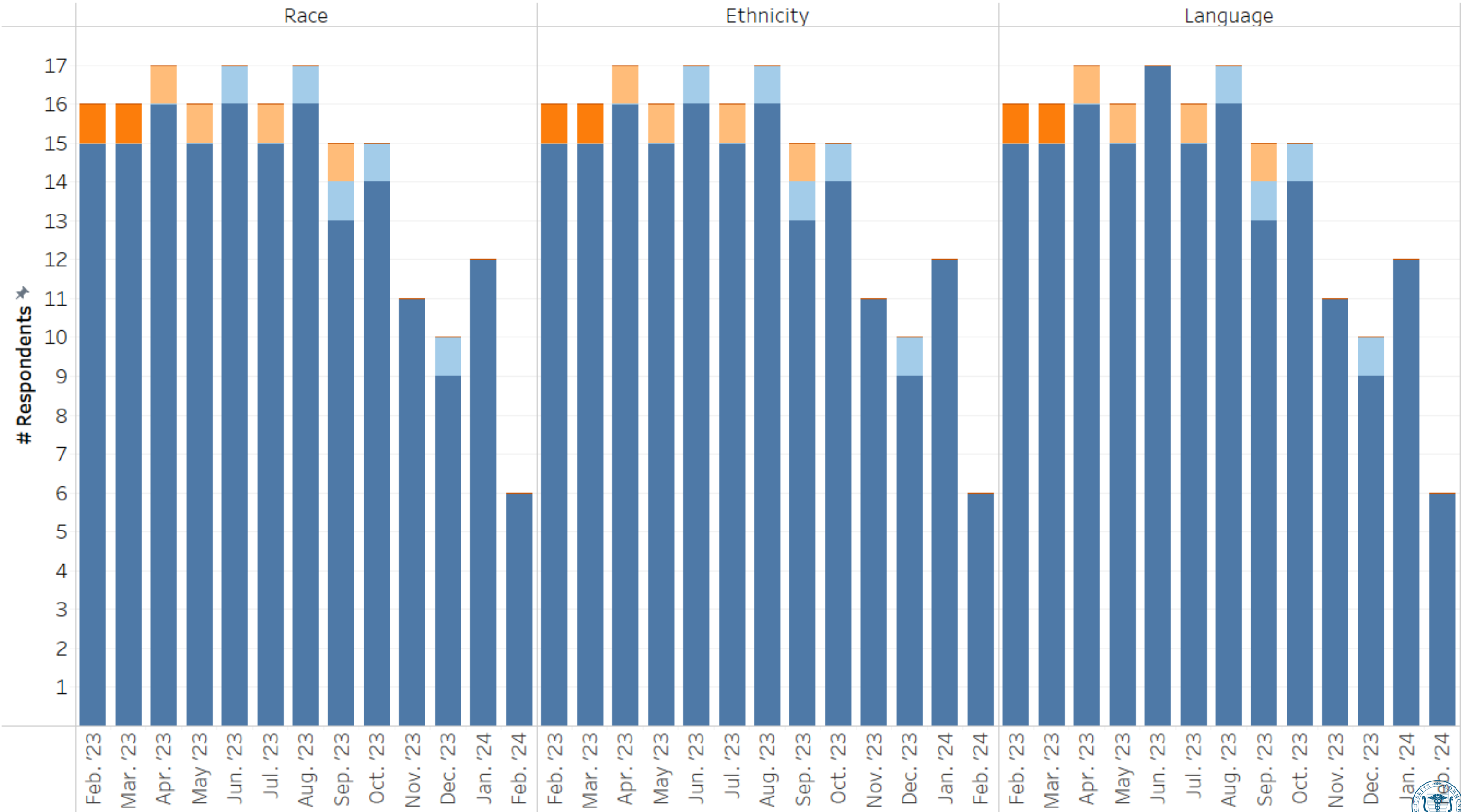


## S.2 Obstetric Equity Goals Include: SMART Goals/AIM Statement

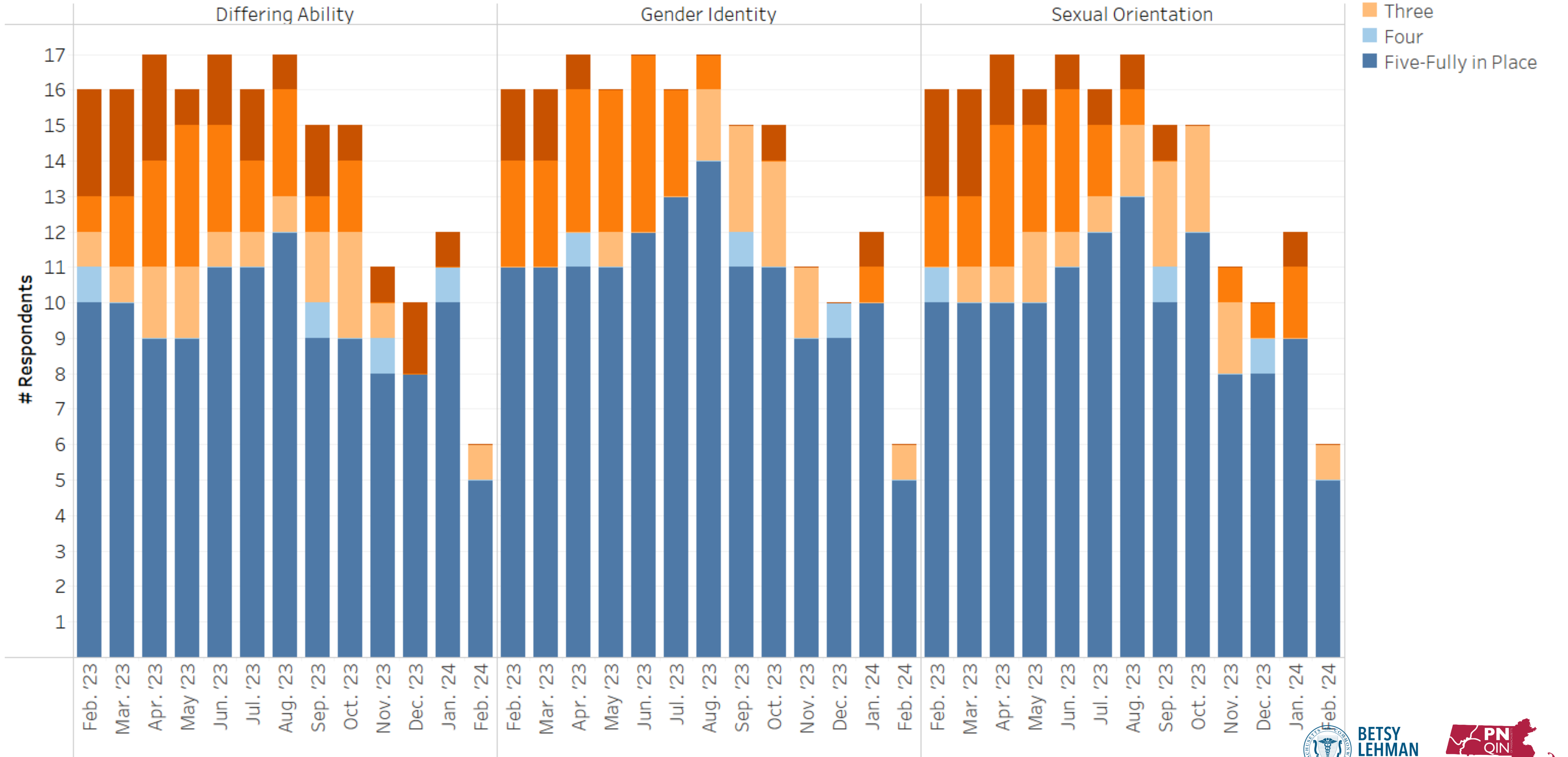


# S3. Demographic Data Collection

- One- Not yet started
- Two
- Three
- Four
- Five-Fully in Place

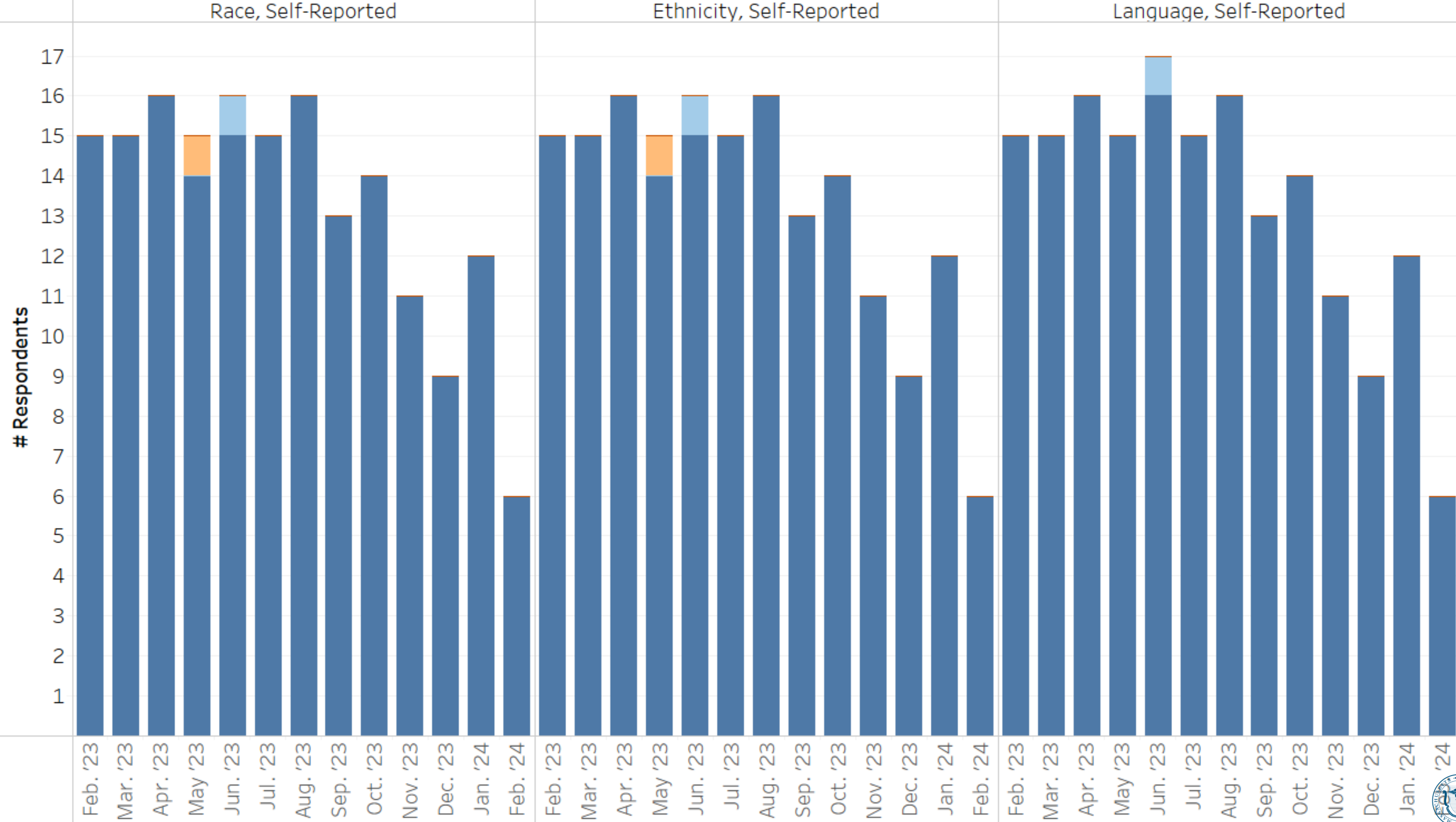


# S3. Demographic Data Collection



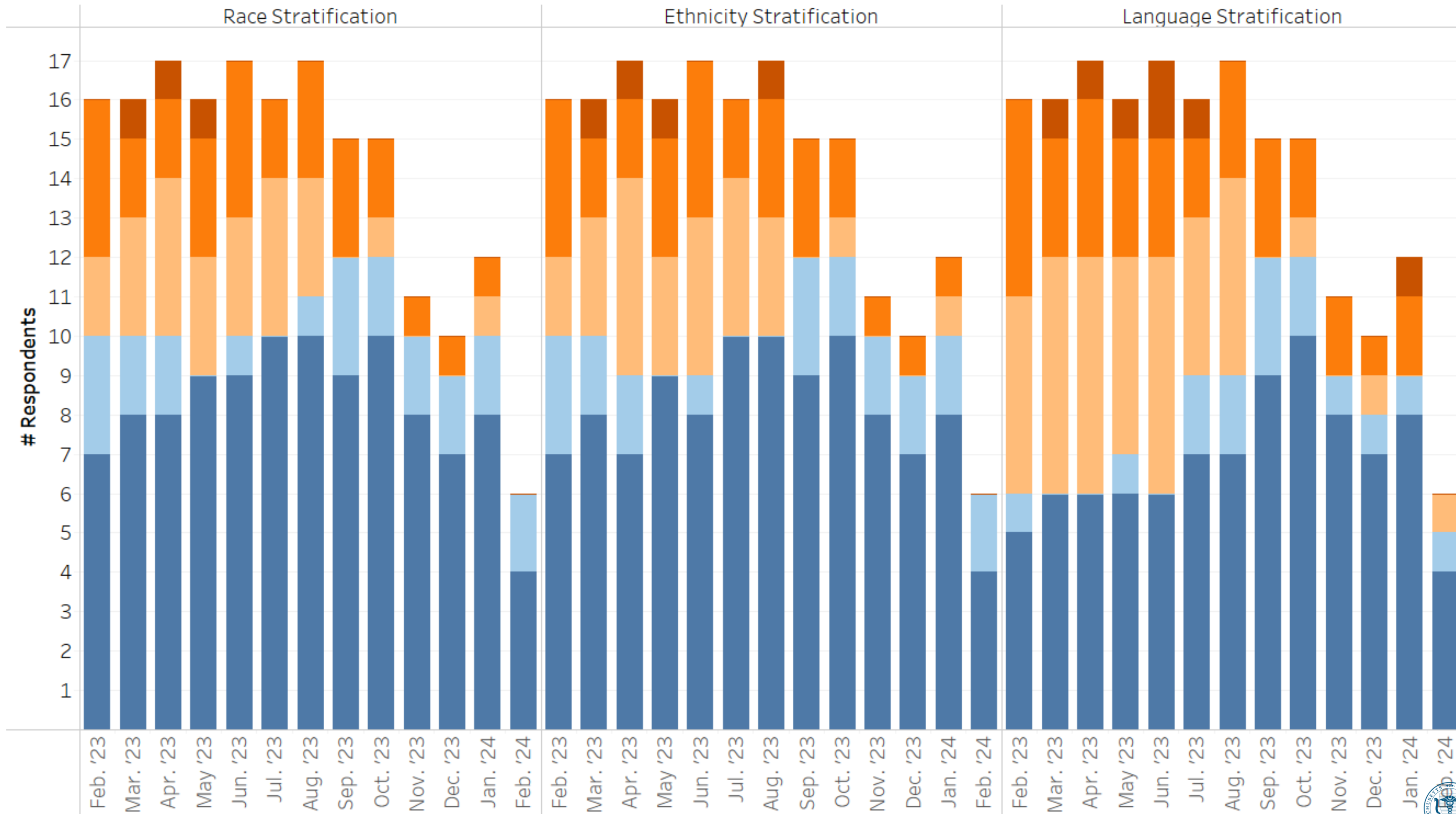
### S3. Demographic Data Collection, Self-Reported

- One- Not yet started
- Two
- Three
- Four
- Five-Fully in Place

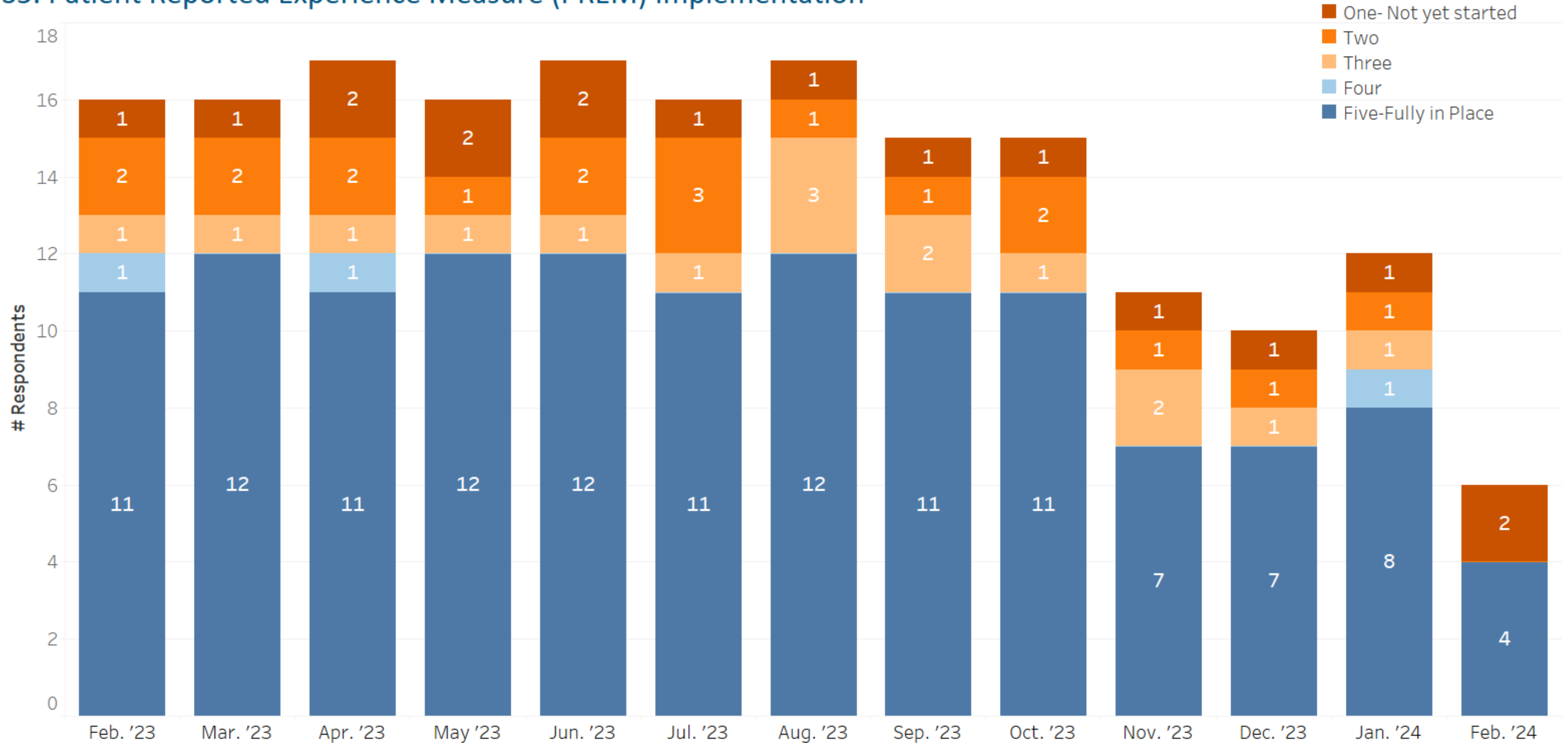


# S4. Data Stratification

- One- Not yet started
- Two
- Three
- Four
- Five-Fully in Place



## S5. Patient Reported Experience Measure (PREM) Implementation

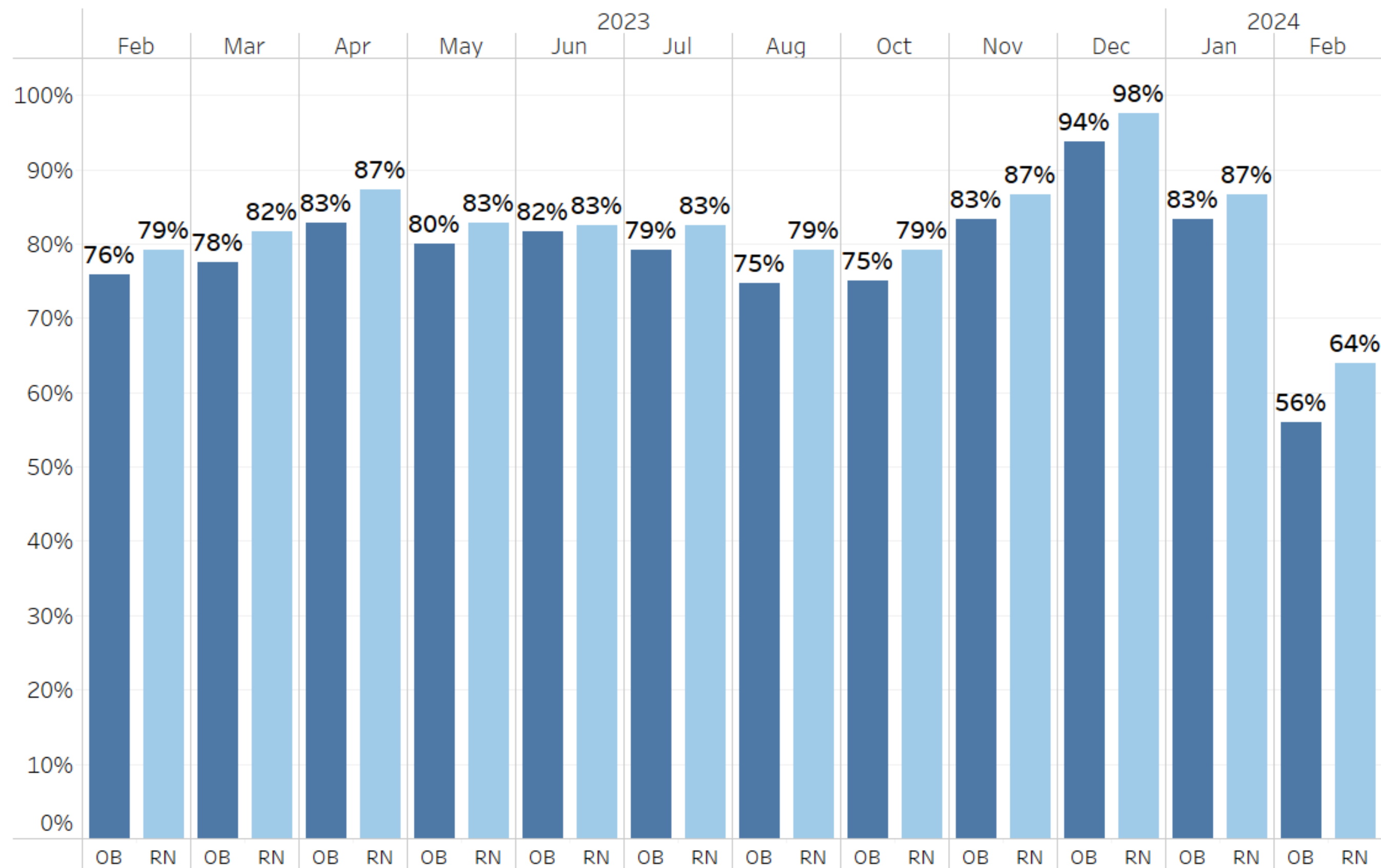


## S5.1 Patient Reported Experience Measures (PREM) Implemented: Counts

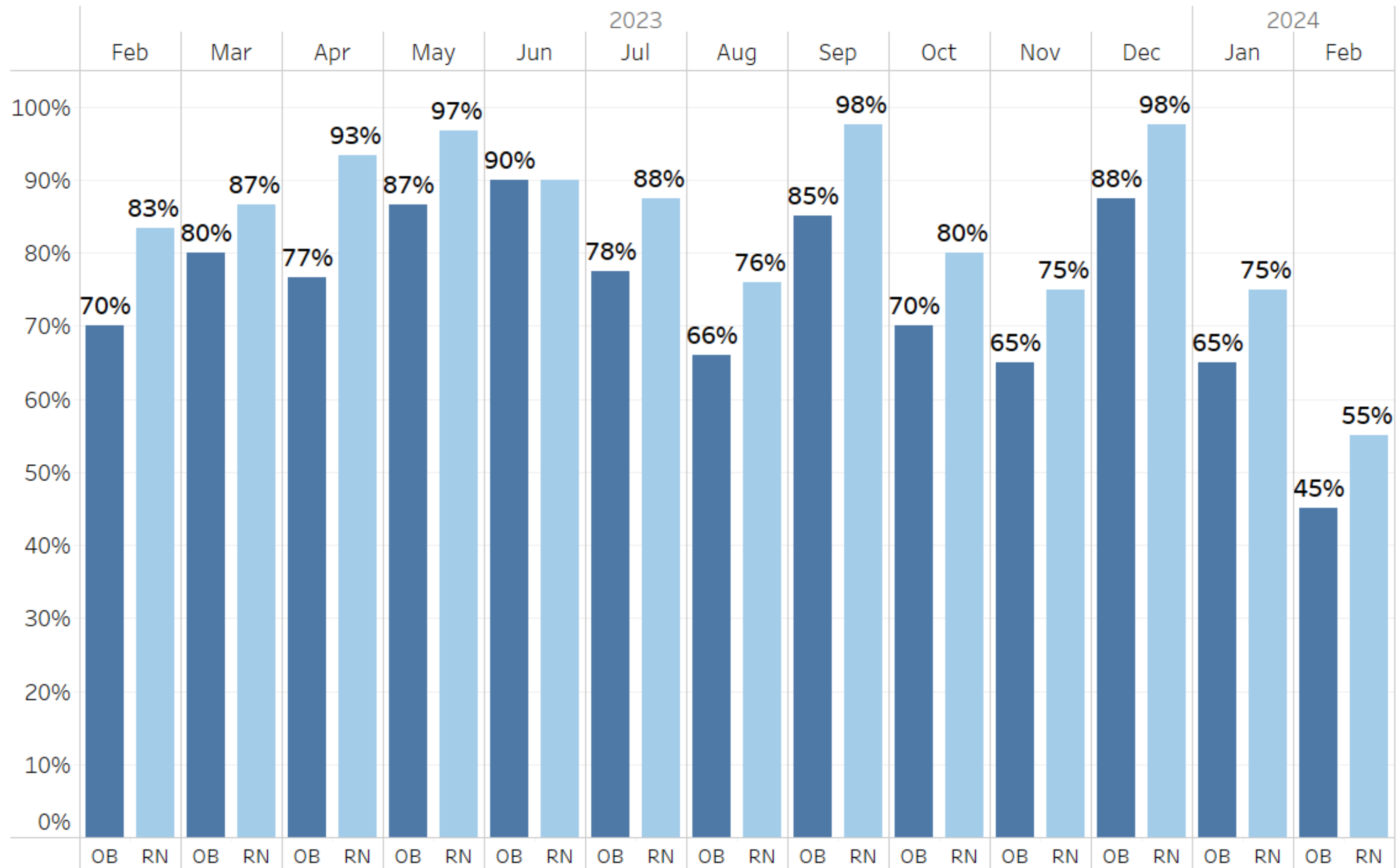
	2023											2024	
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
HCAHPS	2	2	2	3	3	3	4	3	3	2	2	2	
Multiple hospital patient satisfaction surveys/Other	2	1	1	1	1	1	1	1	1	1	1	1	1
NRC Health	2	2	2	2	2	2	2	2	1	1	1	1	1
Patient experience data		1											
Press Ganey	4	4	4	4	4	3	3	3	3	3	2	3	1
Qualtrics	1	1	1	1	1	1	1	1	1				
TeamBirth		1	1	1	1	1	1	1	2		1		1

# Process Measures

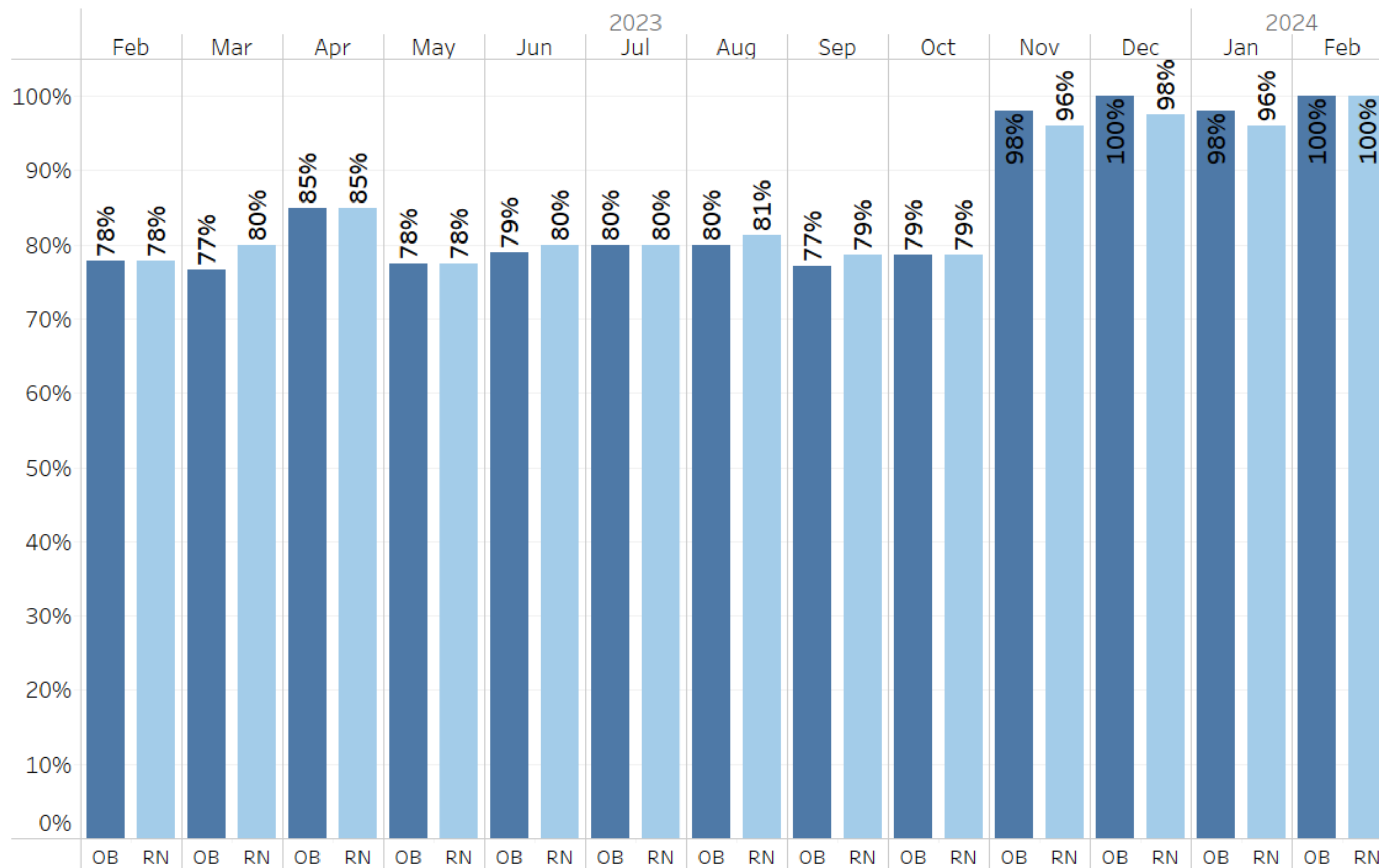
## P1.1 Proportion of Providers Who Completed a Training, Within the Last 2 Years, on Implicit Bias, Racism, and Racial Disparities



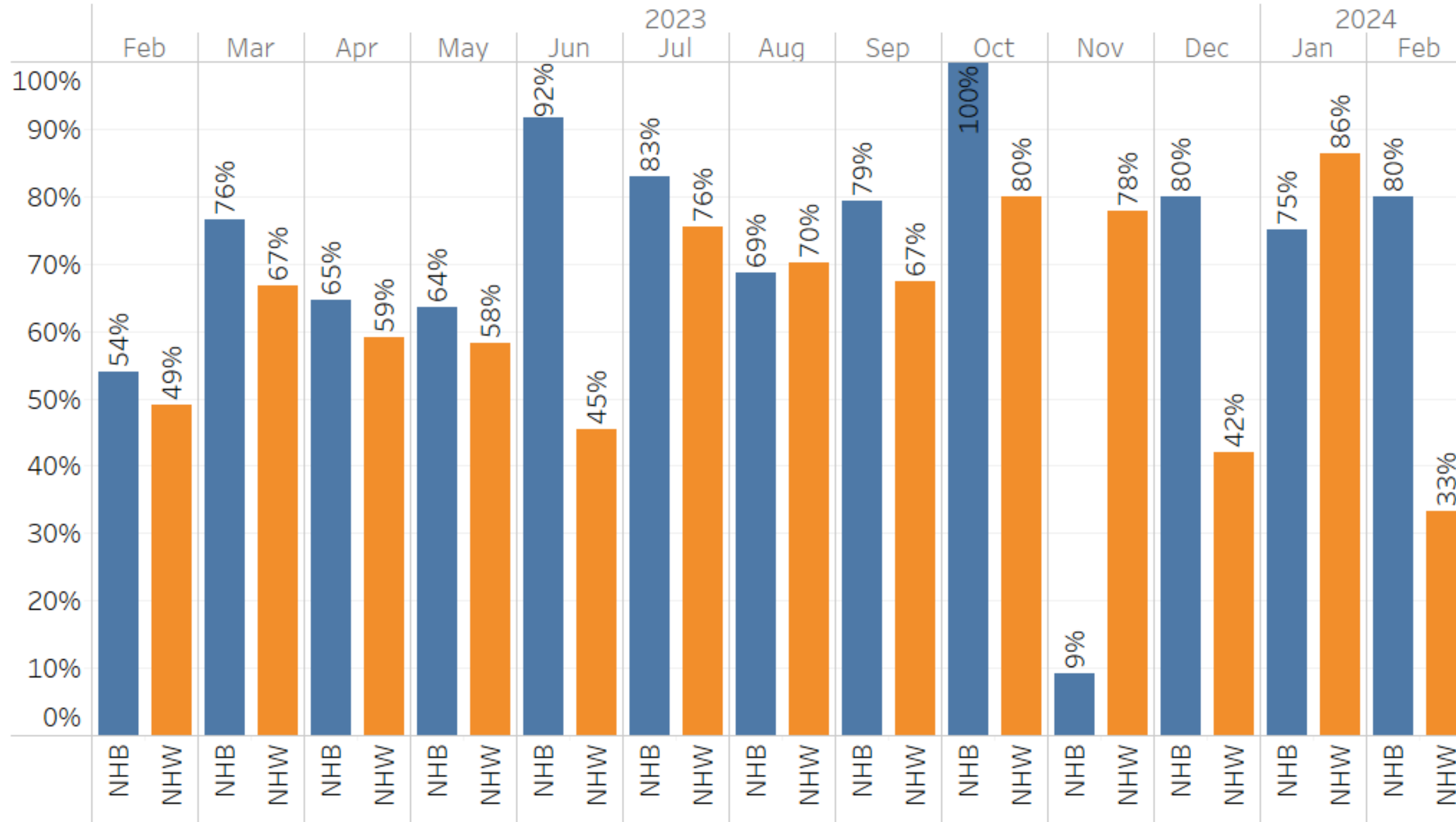
## P1.1 Proportion of Providers Who Completed a Training, Within the Last 2 Years, on Implicit Bias, Racism, and Racial Disparities in Hospitals with <1500 Deliveries



## P1.1 Proportion of Providers Who Completed a Training, Within the Last 2 Years, on Implicit Bias, Racism, and Racial Disparities in Hospitals with 1500+ Deliveries



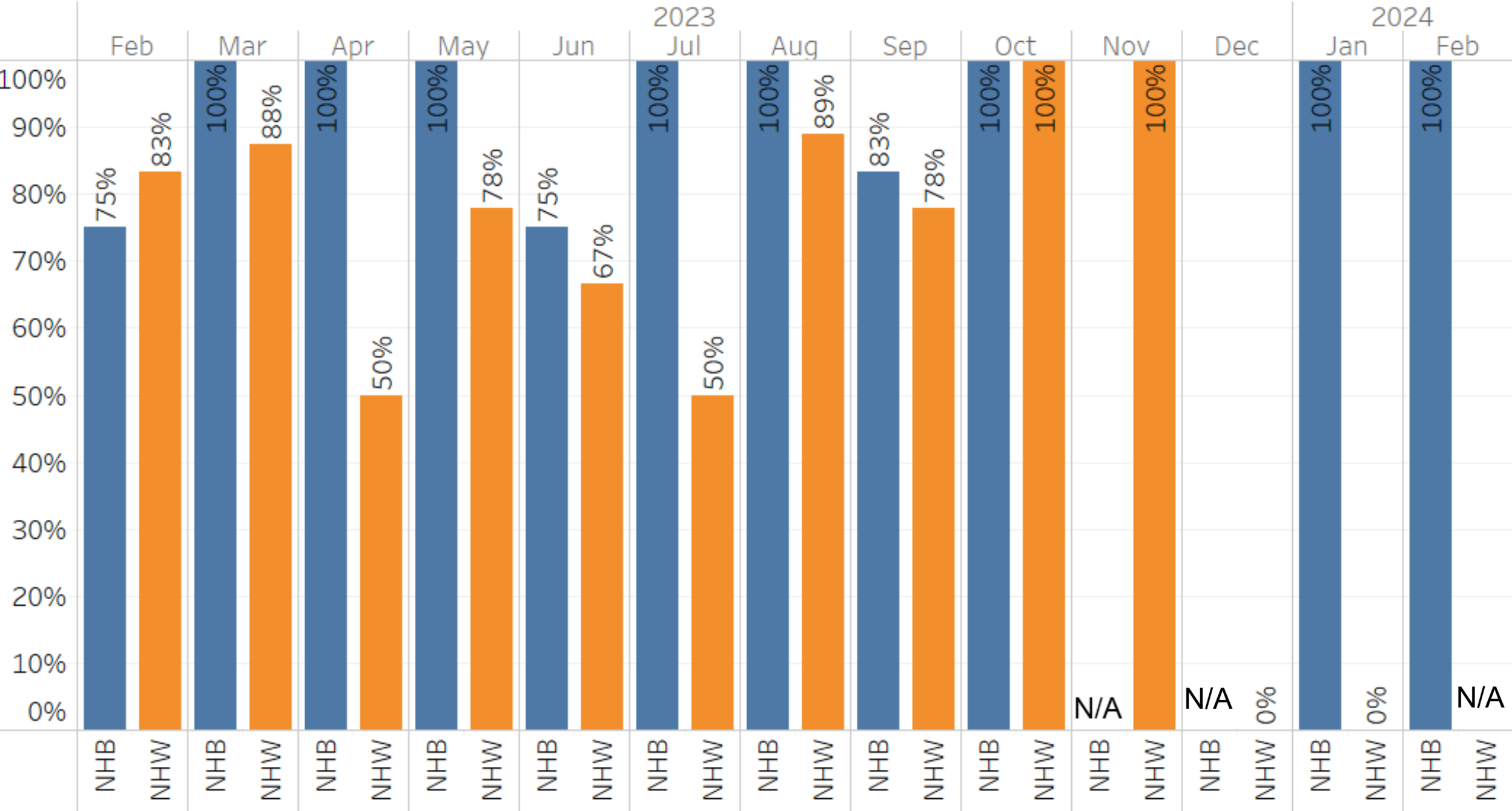
## P2.3.1 / P3.3.1: Proportion of Charts of Birthing People with Severe HTN Treated Within 1 Hour with Appropriate Medication



Total Number Charts Reviewed for Birthing People w/ HTN

		NHB HTN Charts	NHW HTN Charts
2023	February	26	55
	March	17	45
	April	17	44
	May	22	43
	June	12	75
	July	35	45
	August	16	47
	September	29	49
	October	16	35
	November	11	27
	December	5	31
	2024	January	8
February		5	6

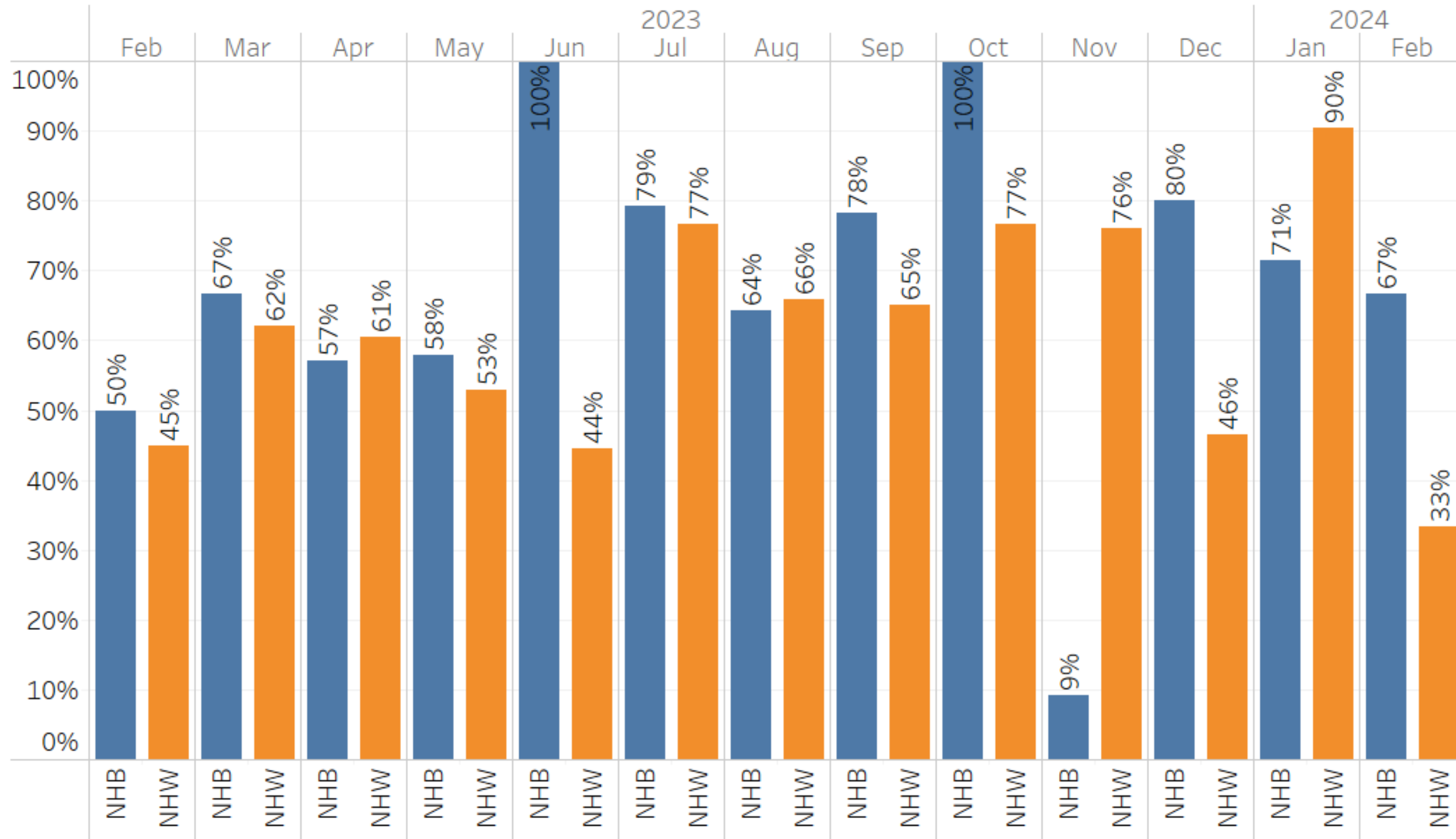
# P2.3.1 / P3.3.1: Proportion of Charts of Birthing People with Severe HTN Treated Within 1 Hour with Appropriate Medication Among Hospitals with <1500 Deliveries



Total Number Charts Reviewed for Birthing People w/ HTN Among Hospitals with <1500 Deliveries

Year	Month	NHB HTN Charts	NHW HTN Charts
2023	February	4	6
	March	5	8
	April	3	6
	May	3	9
	June	4	3
	July	6	2
	August	2	9
	September	6	9
	October	6	5
	November	0	2
	December	0	3
	2024	January	1
February		2	0

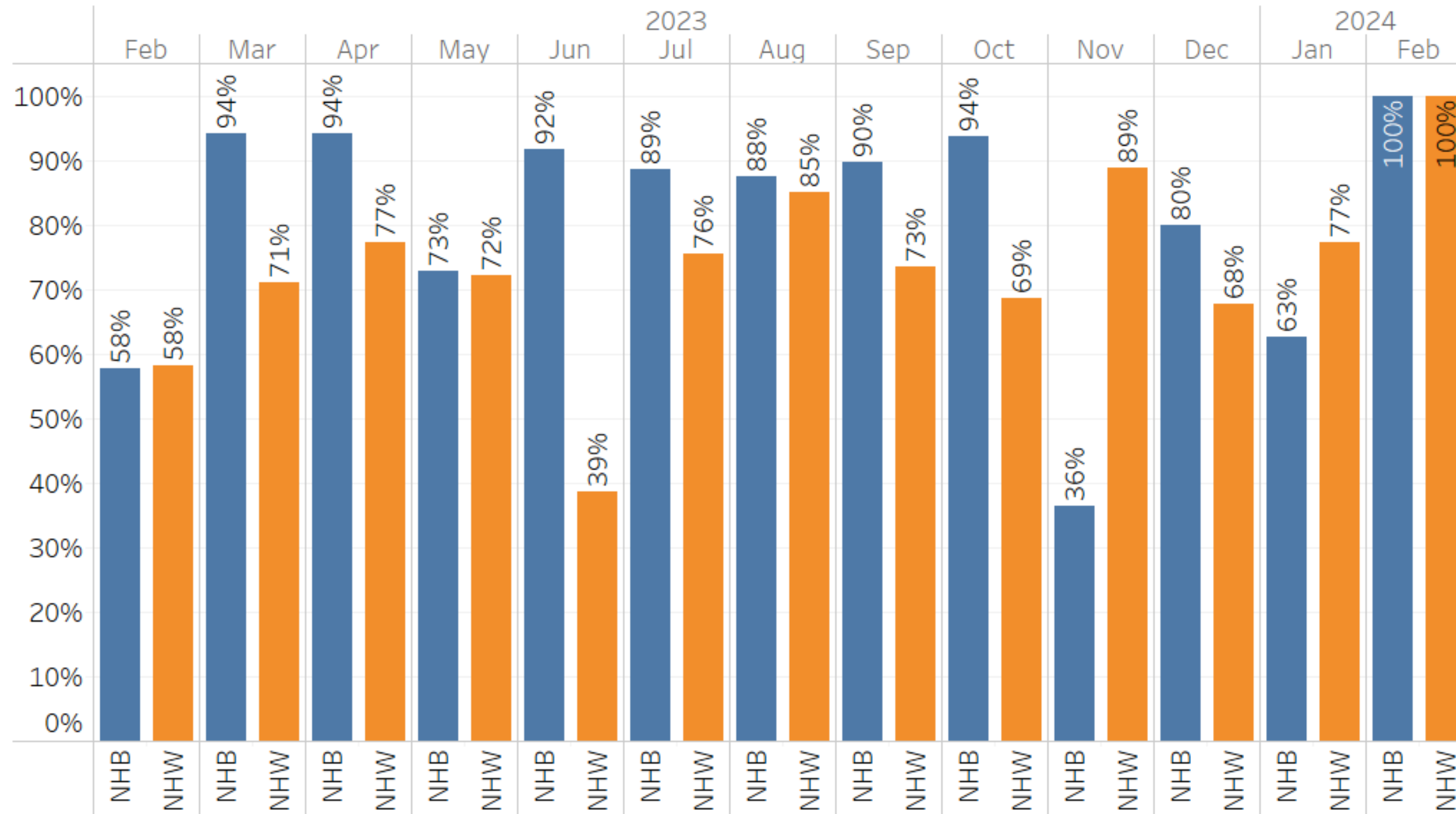
## P2.3.1 / P3.3.1: Proportion of Charts of Birthing People with Severe HTN Treated Within 1 Hour with Appropriate Medication Among Hospitals with 1500+ Deliveries



Total Number Charts Reviewed for Birthing People w/ HTN Among Hospitals with 1500+ Deliveries

Year	Month	NHB HTN Charts	NHW HTN Charts
2023	February	22	49
	March	12	37
	April	14	38
	May	19	34
	June	8	72
	July	29	43
	August	14	38
	September	23	40
	October	10	30
	November	11	25
	December	5	28
	2024	January	7
February		3	6

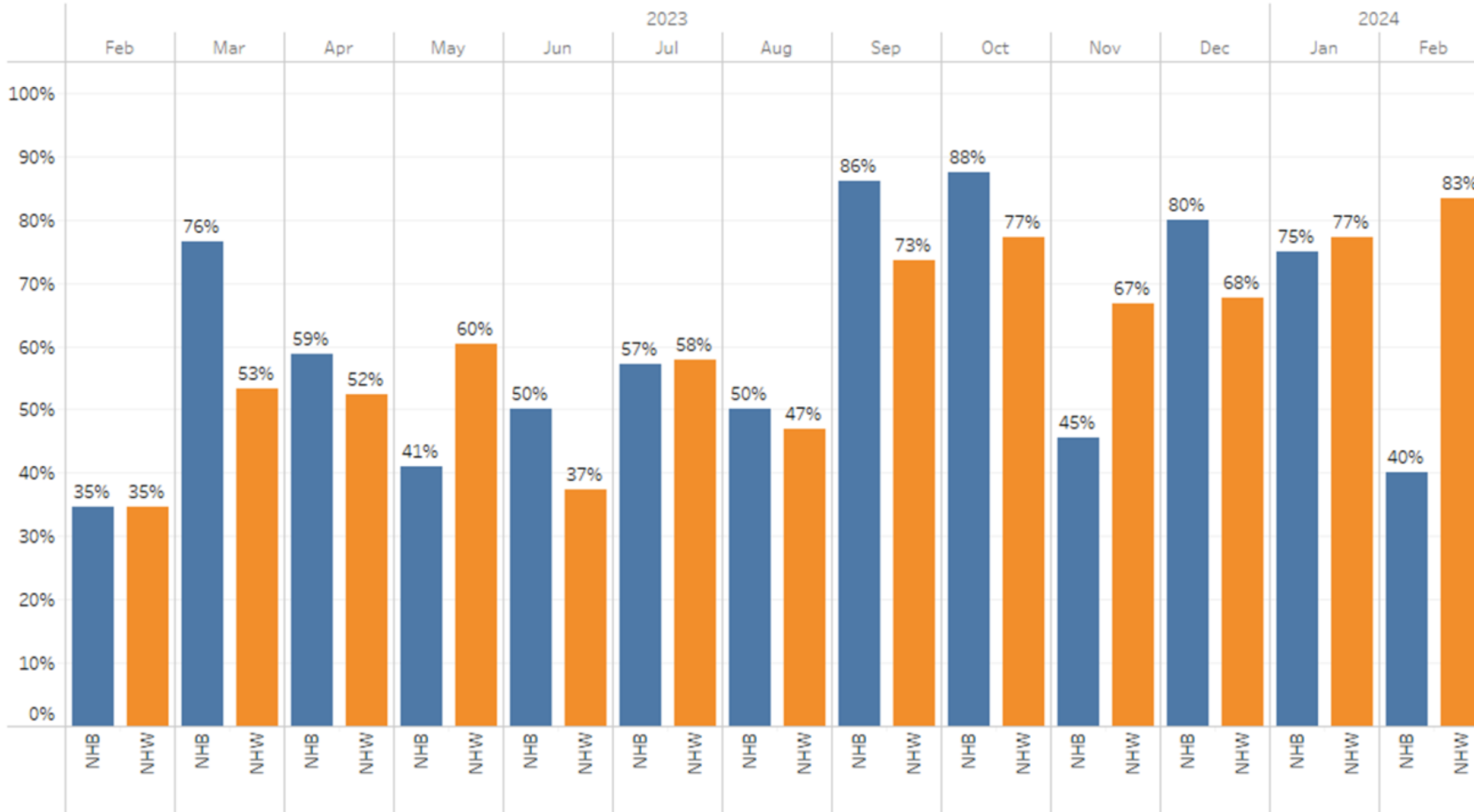
## P2.3.2 / P3.3.2: Proportion of Charts of Birthing People with Severe HTN that Received Preeclampsia Education at Discharge



Total Number Charts Reviewed for Birthing People w/ HTN

		NHB HTN Charts	NHW HTN Charts
2023	February	26	55
	March	17	45
	April	17	44
	May	22	43
	June	12	75
	July	35	45
	August	16	47
	September	29	49
	October	16	35
	November	11	27
	December	5	31
	2024	January	8
February		5	6

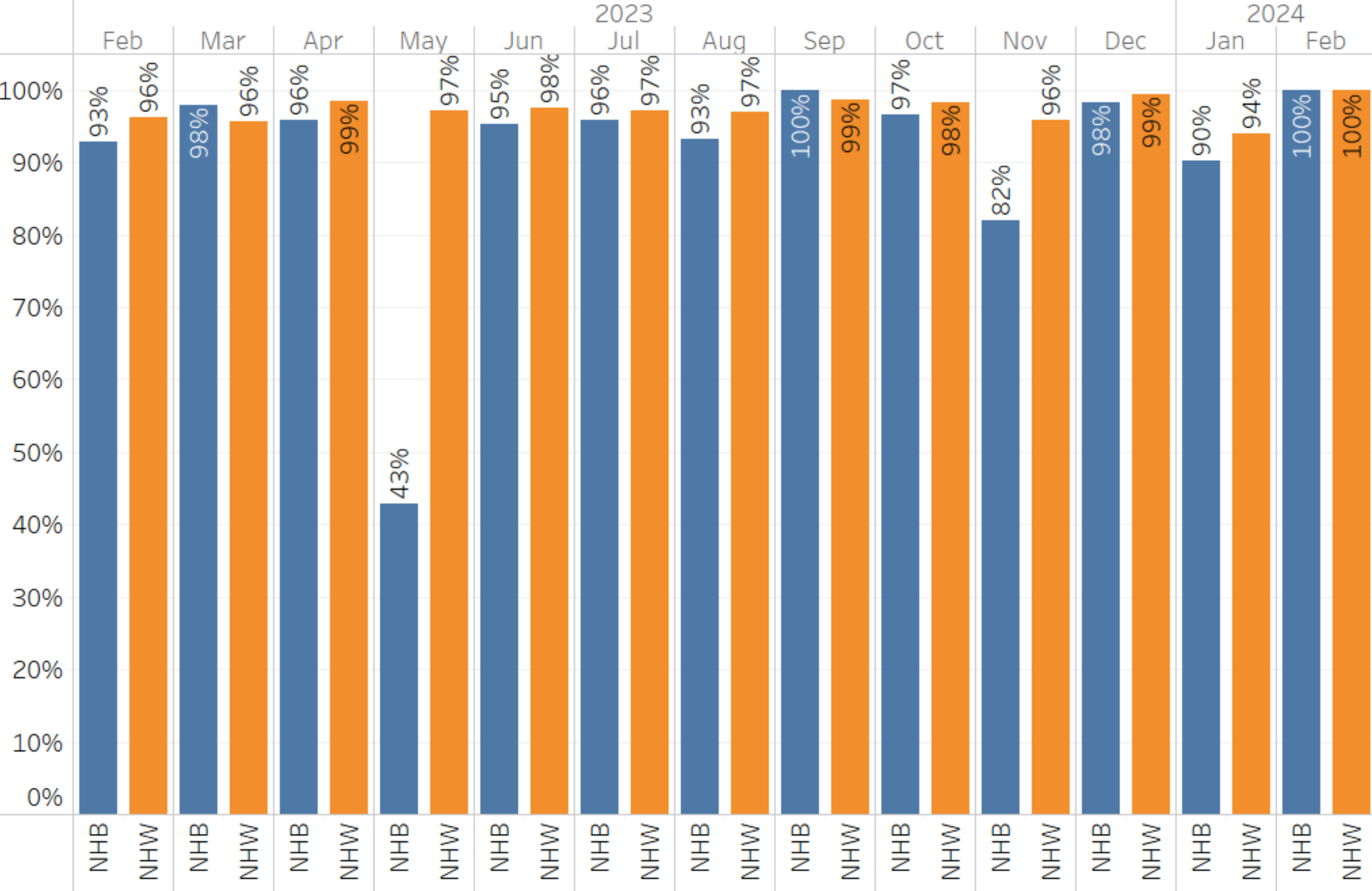
### P2.3.3 / P3.3.3: Proportion of Charts of Birthing People with Severe HTN that had a Scheduled 72 hr Blood Pressure Check



Total Number Charts Reviewed for Birthing People w/ HTN

		NHB HTN Charts	NHW HTN Charts
2023	February	26	55
	March	17	45
	April	17	44
	May	22	43
	June	12	75
	July	35	45
	August	16	47
	September	29	49
	October	16	35
	November	11	27
	December	5	31
	2024	January	8
February		5	6

# P4.3 / P5.3 Proportion of Charts Reviewed with Hemorrhage Risk Assessment Completed with Risk Level Assigned, Performed at least Once Between Admission and Birth

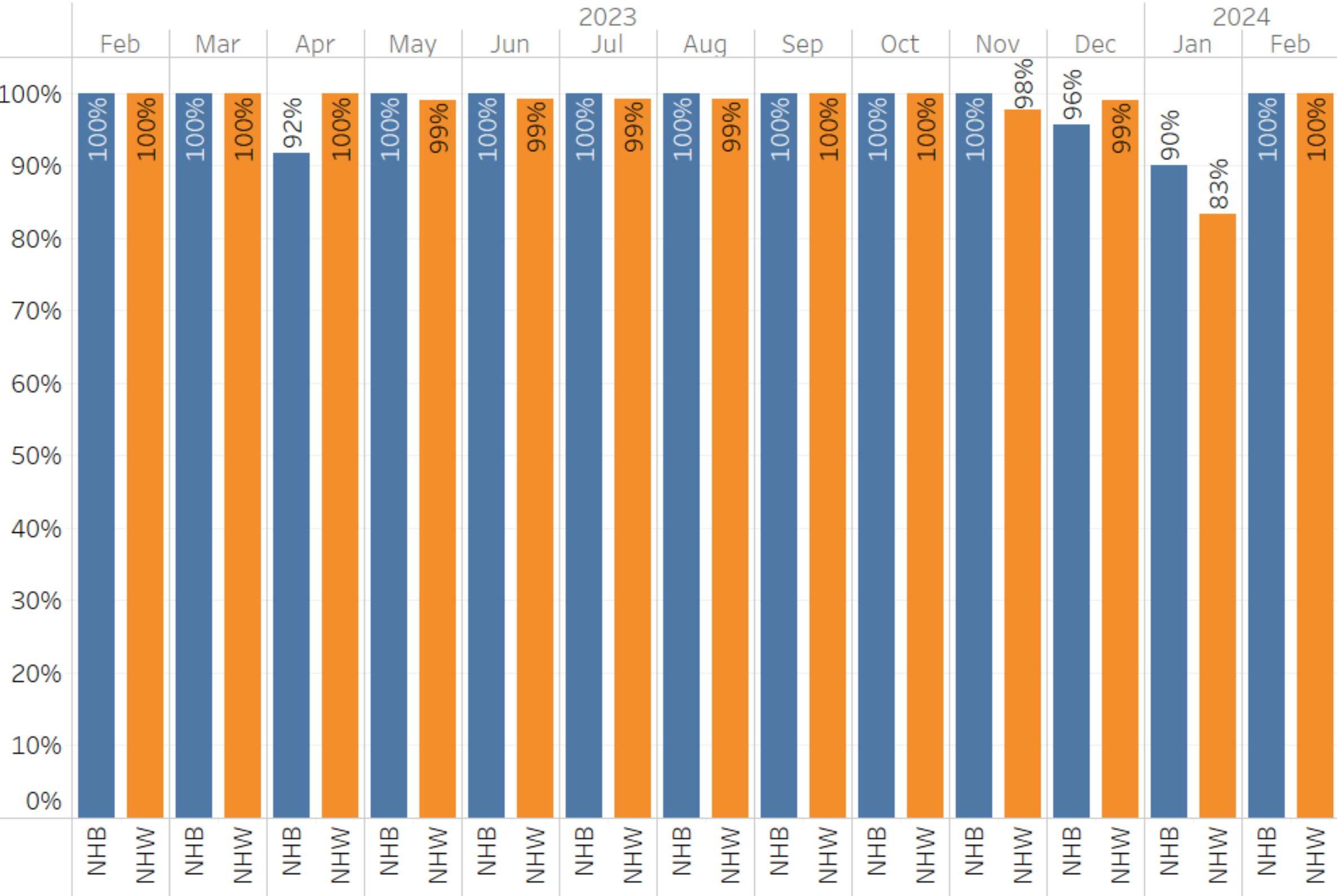


Total Number Charts Reviewed for Birthing People w/ HEM

Year	Month	NHB HEM Charts	NHW HEM Charts
2023	February	125	373
	March	98	225
	April	95	200
	May	245	174
	June	104	328
	July	98	208
	August	104	203
	September	96	222
	October	88	121
	November	78	189
	December	59	158
	2024	January	51
February		16	32



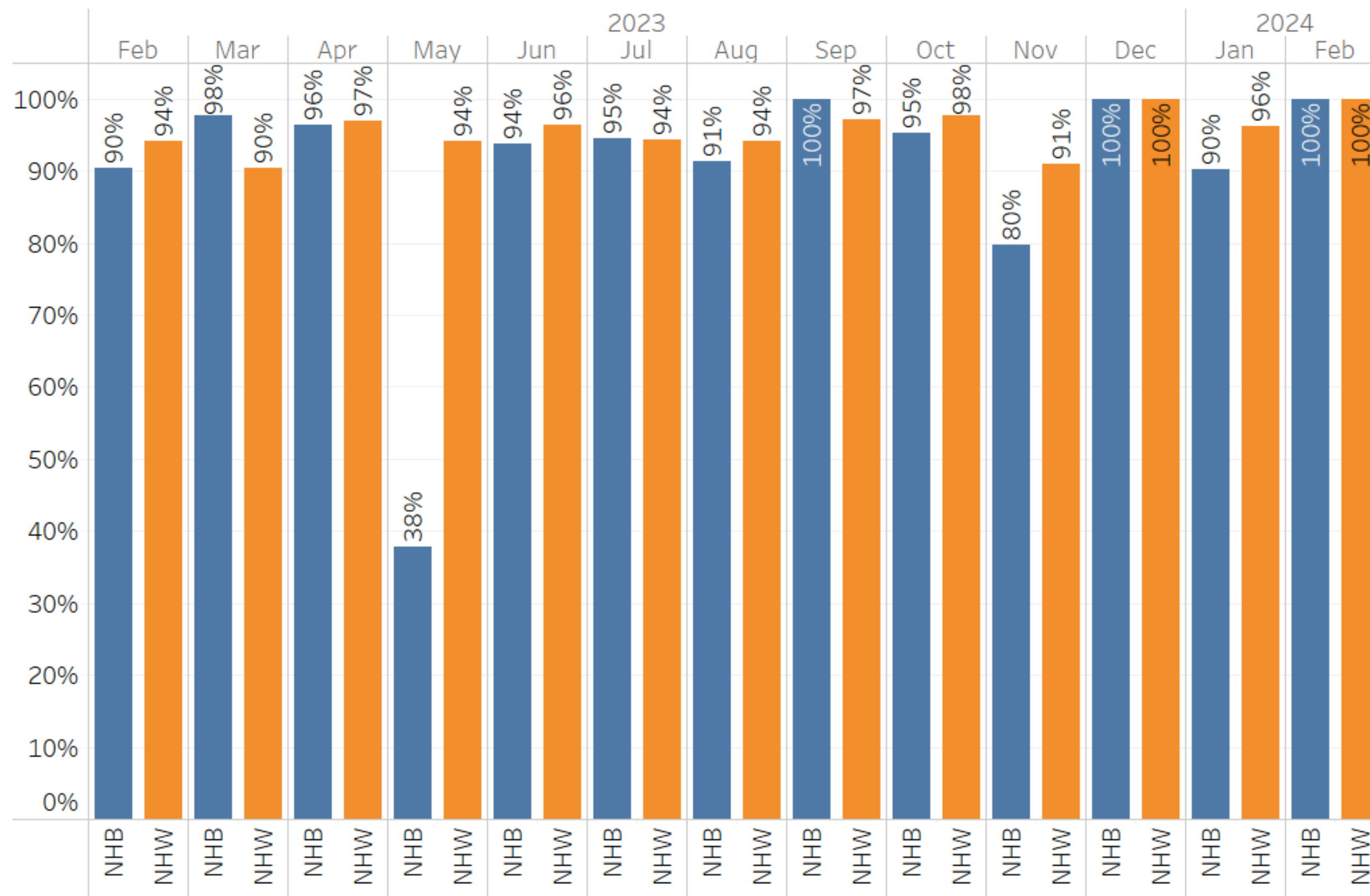
# P4.3 / P5.3 Proportion of Charts Reviewed with Hemorrhage Risk Assessment Completed with Risk Level Assigned, Performed at least Once Between Admission and Birth, Among Hospitals with <1500 Deliveries



Total Number Charts Reviewed for Birthing People w/ HEM Among Hospitals with <1500 Deliveries

	NHB HEM Charts	NHW HEM Charts
<b>2023</b> February	31	136
March	12	121
April	12	104
May	20	106
June	23	130
July	25	121
August	24	118
September	26	120
October	24	31
November	9	134
December	23	100
<b>2024</b> January	10	12
February	2	1

## P4.3 / P5.3 Proportion of Charts Reviewed with Hemorrhage Risk Assessment Completed with Risk Level Assigned, Performed at least Once Between Admission and Birth, Among Hospitals with 1500+ Deliveries



Total Number Charts Reviewed for Birthing People w/ HEM Among Hospitals with 1500+ Deliveries

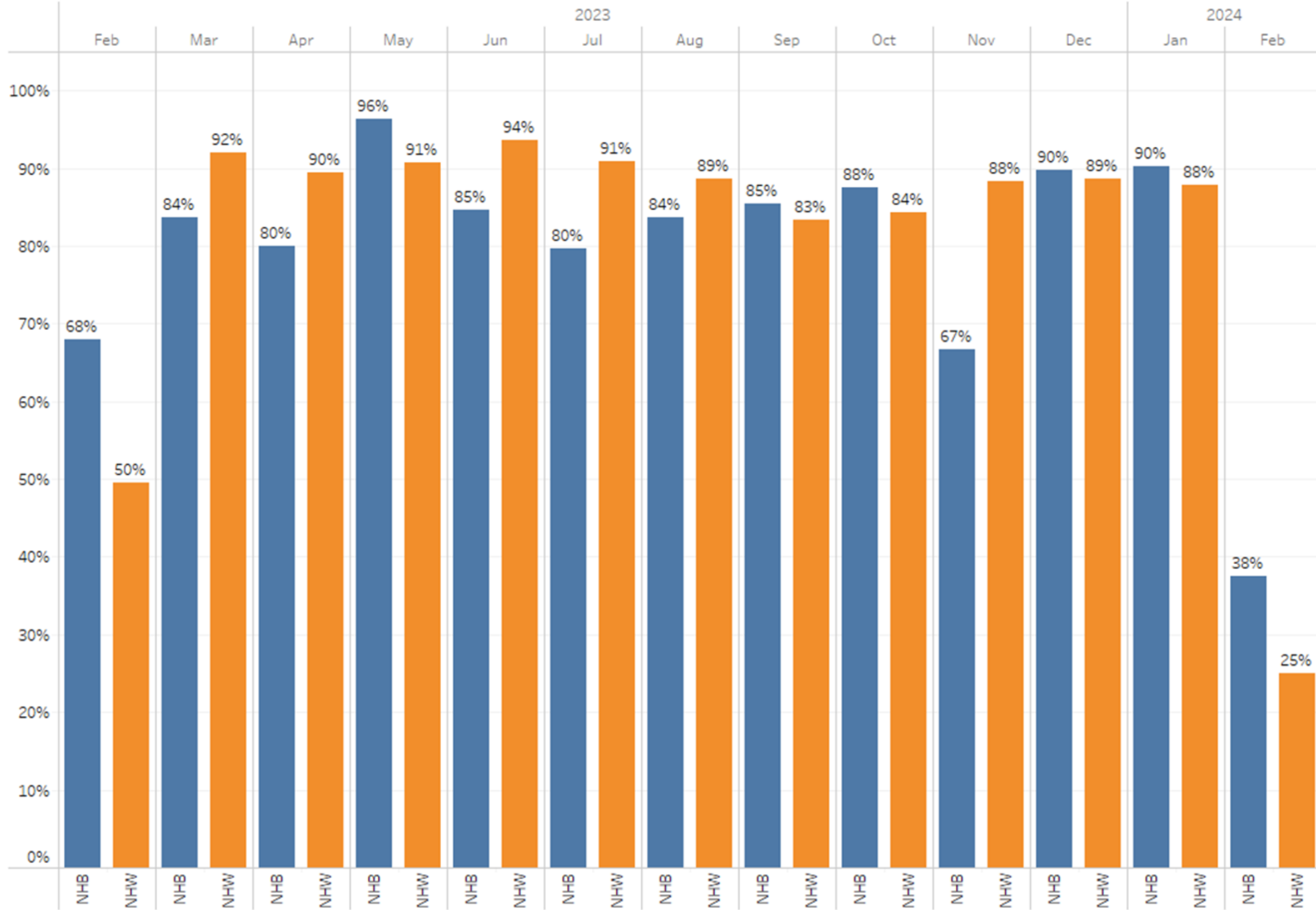
		NHB HEM Charts	NHW HEM Charts
2023	February	94	237
	March	86	104
	April	83	96
	May	225	68
	June	81	198
	July	73	87
	August	80	85
	September	70	102
	October	64	90
	November	69	55
	December	36	58
	2024	January	41
February		14	31



**BETSY LEHMAN CENTER**  
for Patient Safety



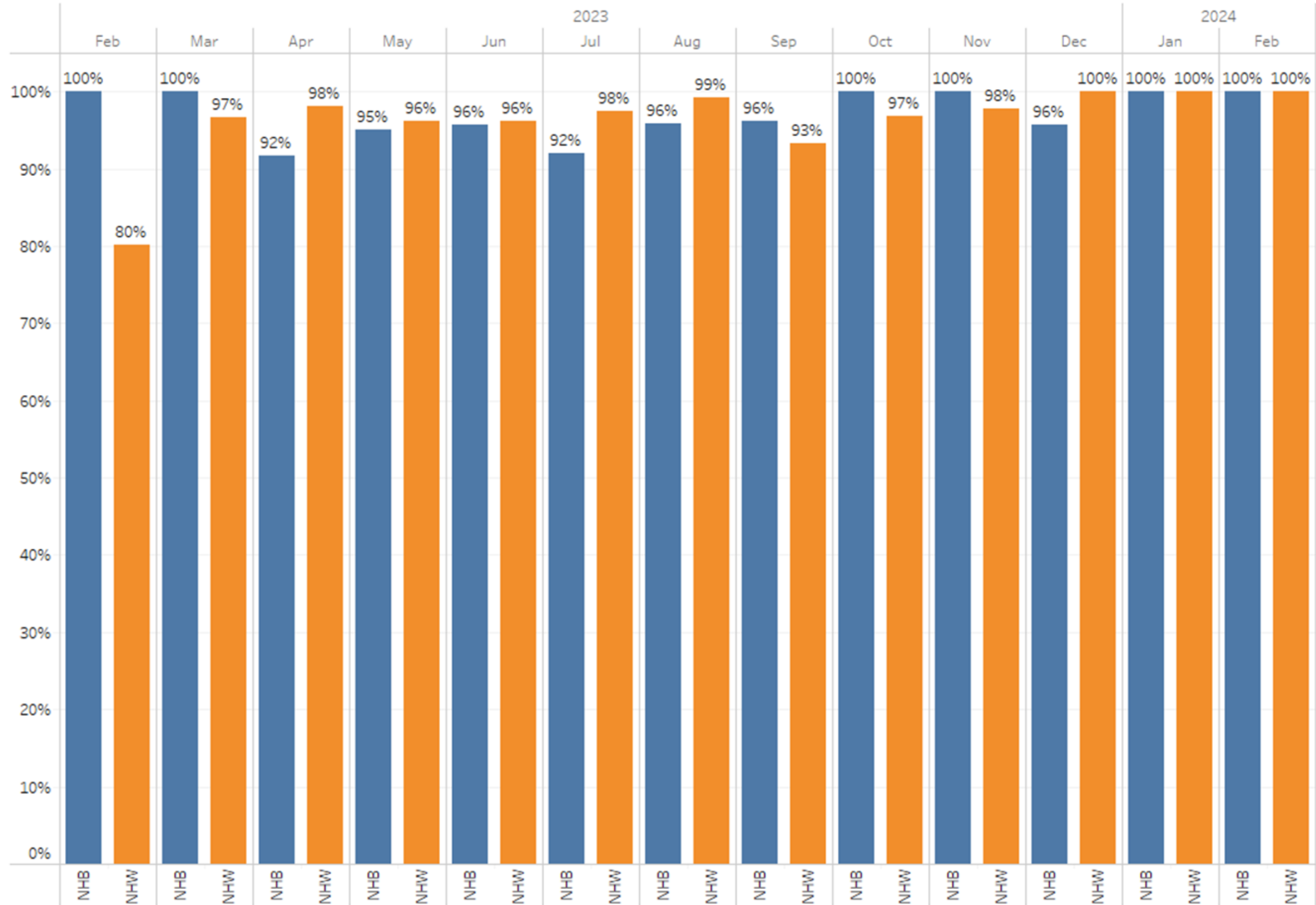
P4.4 / P5.4 Proportion of Charts Reviewed with Measurement of Blood Loss from Birth Through the Recovery Period using Quantitative and Cumulative Techniques



Total Number Charts Reviewed for Birthing People w/ HEM

Year	Month	NHB HEM Charts	NHW HEM Charts
2023	February	125	373
	March	98	225
	April	95	200
	May	245	174
	June	104	328
	July	98	208
	August	104	203
	September	96	222
	October	88	121
	November	78	189
	December	59	158
	2024	January	51
February		16	32

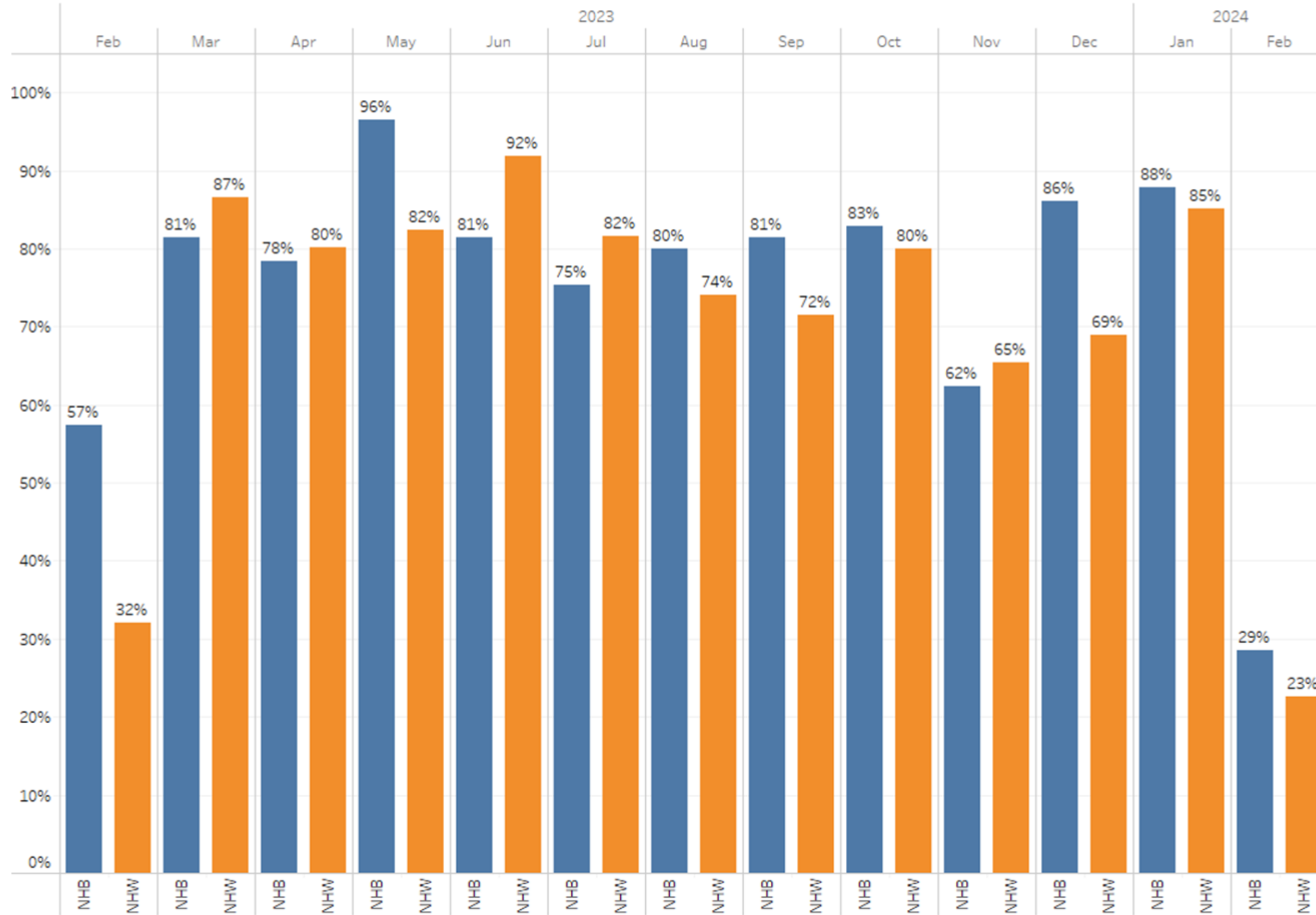
P4.4 / P5.4 Proportion of Charts Reviewed with Measurement of Blood Loss from Birth Through the Recovery Period using Quantitative and Cumulative Techniques Among Hospitals with <1500 Deliveries



Total Number Charts Reviewed for Birthing People w/ HEM Among Hospitals with <1500 Deliveries

Year	Month	NHB HEM Charts	NHW HEM Charts
2023	February	31	136
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	November	9	134
	December	23	100
	2024	January	10
February		2	1

## P4.4 / P5.4 Proportion of Charts Reviewed with Measurement of Blood Loss from Birth Through the Recovery Period using Quantitative and Cumulative Techniques Among Hospitals with 1500+ Deliveries



Total Number Charts Reviewed for Birthing People w/ HEM Among Hospitals with 1500+ Deliveries

Year	Month	NHB HEM Charts	NHW HEM Charts
2023	February	94	237
	March	86	104
	April	83	96
	May	225	68
	June	81	198
	July	73	87
	August	80	85
	September	70	102
	October	64	90
	November	69	55
	December	36	58
	2024	January	41
February		14	31

An illustration of two thumbs-up gestures, one on the left and one on the right, rendered in a simple, flat style with a light skin tone.

**We have about 4 months left of this bundle, let's finish strong!**

An illustration of several pairs of hands clapping, arranged in a semi-circle around the text. The hands are rendered in various skin tones (light, medium, and dark brown) and are shown in motion with small lines indicating the clapping action. The clapping hands are in shades of brown and tan.

**Please share any feedback with the PNQIN team about data submission.**



# Team Presentation



**Mass General Brigham**  
**Martha's Vineyard Hospital**

Daniel E. Pesch, MD  
& Sandra Ciciora, RN

## Agenda

12:00–12:10 Welcome &  
PNQIN Announcements

12:10–12:20 Equity  
Bundle Data Review

12:20–12:40 Team  
Presentation

12:40–1:00 Discussion,  
Q&A



# Respectful Maternity Care

*PNQIN Maternity Equity Bundle Presentation*

**Hospital:** Martha's Vineyard Hospital

**City:** Oak Bluffs, MA

**Date:** March 19, 2024

# Project Team Introductions



**Daniel E. Pesch, MD**  
OBGYN Physician, Associate Chief  
Medical Officer + VP of Medical Affairs



**Sandra Ciciora, RN**  
Maternity Nurse



~ 11\* additional  
team contributors

*\*Note: The project team figures are an approximation as the Respectful Maternal Care (RMC) project was fluid with various contributors participating during different phases of the project*



# Agenda

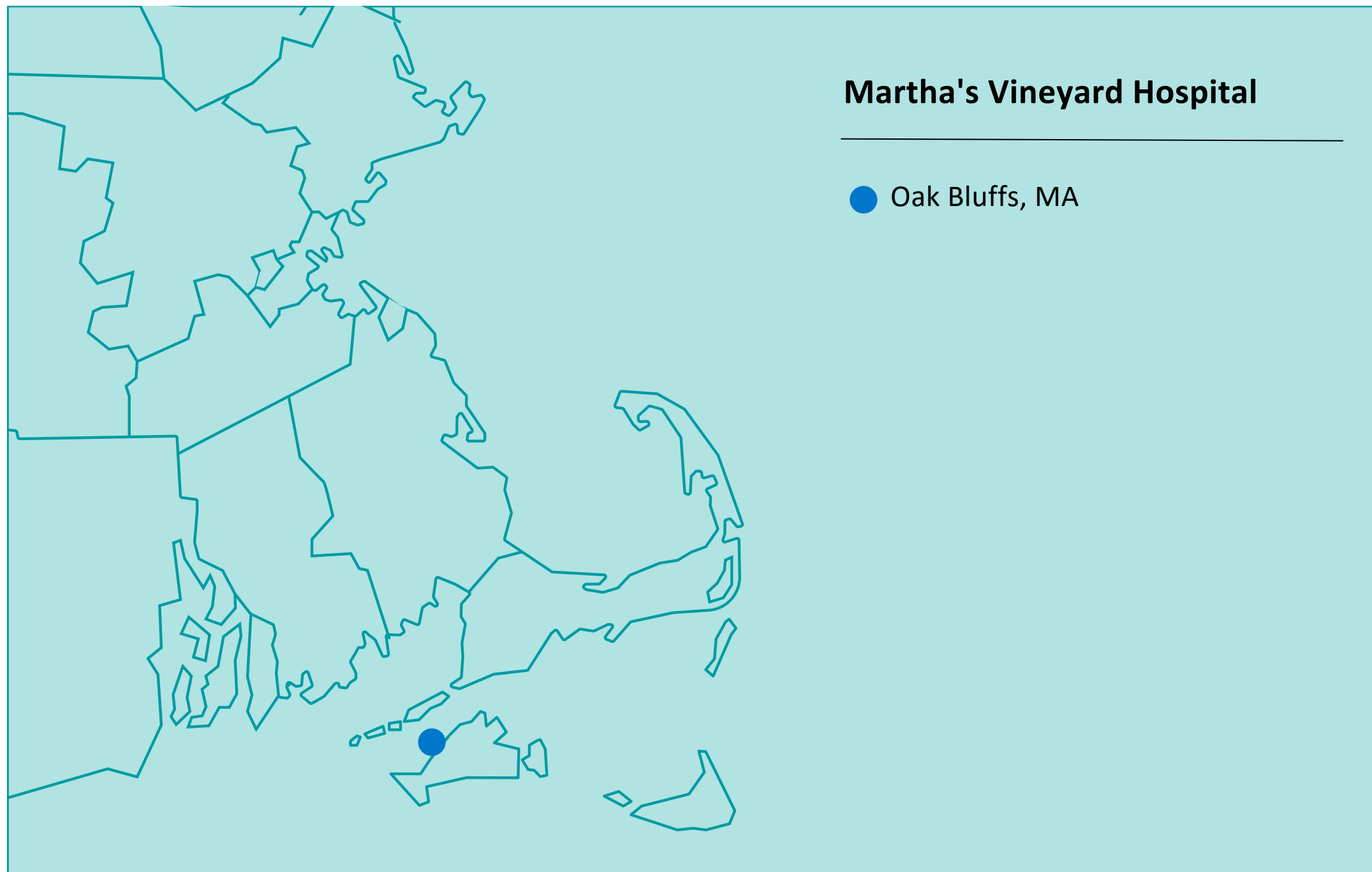
- 1) Martha's Vineyard Hospital (MVH) At A Glance**
- 2) Respectful Maternity Care (RMC) Objectives + Overview**
- 3) Equity Journey + Key Project Milestones**
- 4) Outcomes**
- 5) Next Steps**
- 6) Q&A**



# MVH At A Glance



# MVH Maternity Care Highlights



## Key Department Highlights

### #1 Size

114 live births CY 2023 / 5 maternity beds

### #2 Site Champions

Claire Seguin (Chief Nurse + VP, Ops), Dr. Daniel Pesch (OBGYN + CMO), Joyce Capobianco (Nurse Director), Escel Stanghellini (Executive Director, Quality + Patient Safety), Sandra Ciciora (Maternity Nurse), Nancy Leport (Certified Nurse Midwife), Alicia Christensen (Maternity Nurse), Amy Barry Houghton (Director of Contracts + Community Projects), Rachel Vargas (Site Champion), Duvauni Wright (Site Champion)

### #3 Additional Considerations

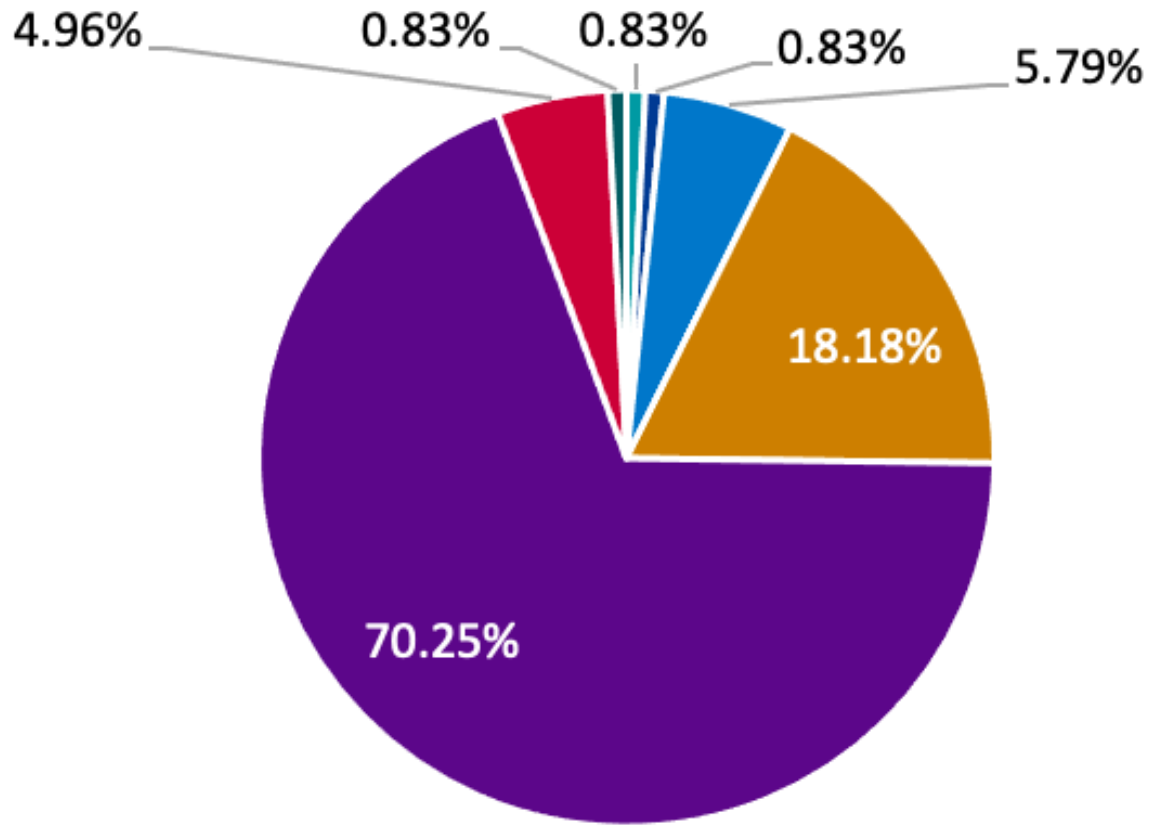
Cultural norms related to normalized / legal C-sections in the country of Brazil have led to increased C-section rates at MVH

Data Source: Hospital Birth Report 2023



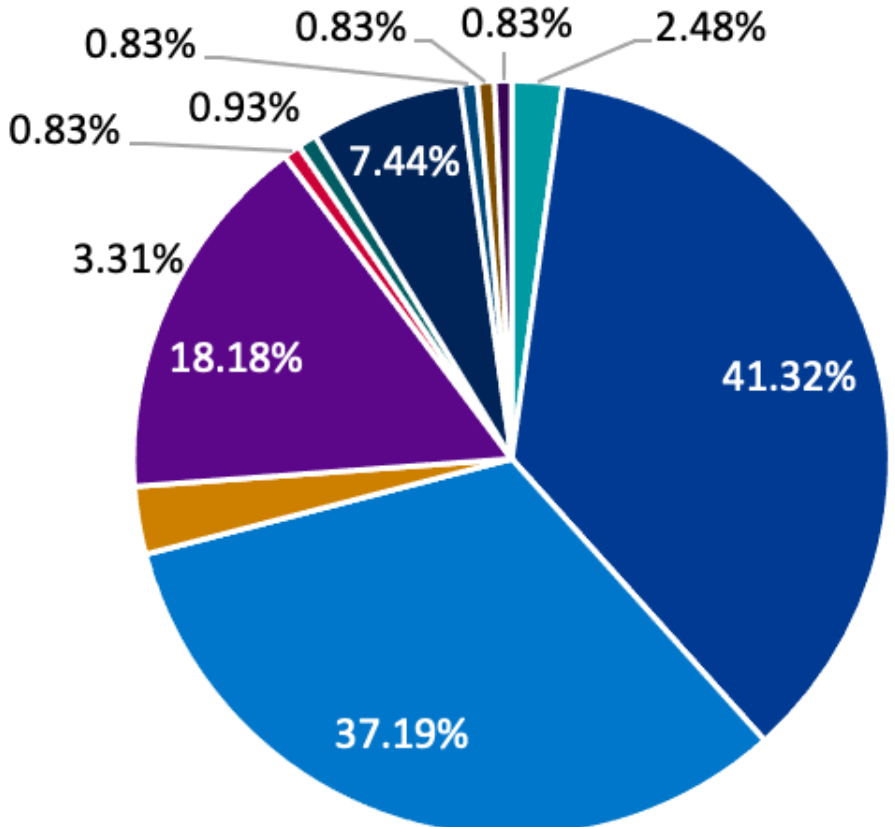
# DEEP DIVE: MVH Maternity Care Demographics

Race



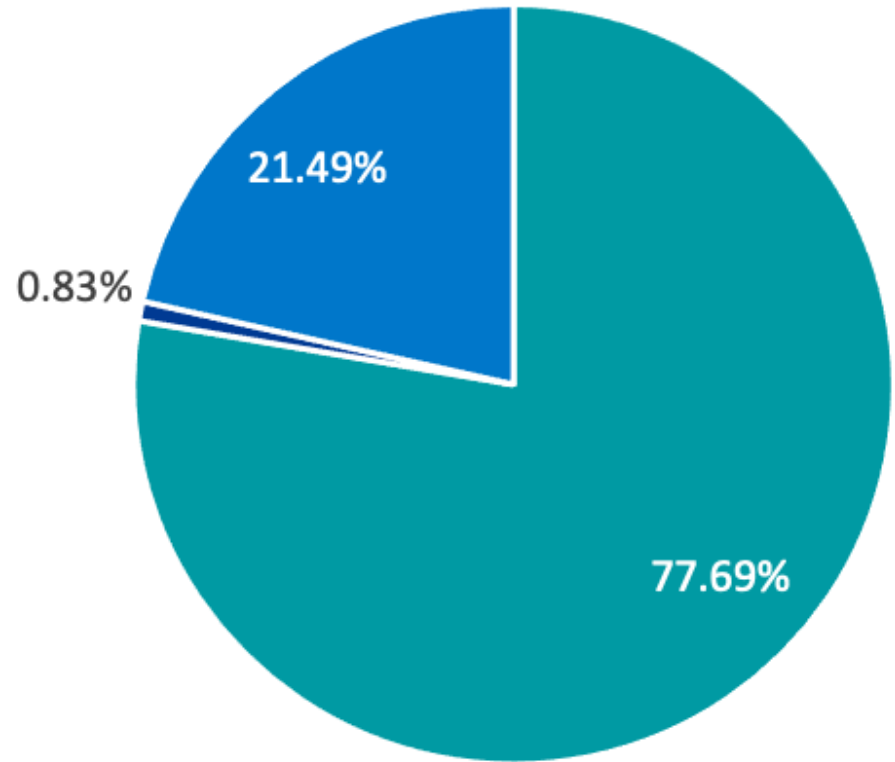
- Native American
- Black
- White
- Unknown
- Asian
- Hispanic
- Other

Ethnicity



- African American
- Brazilian
- European
- Native American
- Russian
- Other
- American
- Caribbean Islander
- Honduran
- Portuguese
- Vietnamese

Preferred Language



- English
- Spanish
- Portuguese

Data Source: Hospital Birth Report 2022



# RMC Objectives + Overview



# Respectful Maternity Care Objectives

Keep	Maternity Mortality at zero	
Improve	Diverse patient experience (inpatient + outpatient) related to staff courtesy + respect by 1% by end of CY 2023	
Reduce	C-section rate in diverse patient population	



# Respectful Maternity Care Overview



## Building a partnership starts with:



### Awareness

Make a birth plan, express your choices, recognize your own expertise, and talk about previous birth experiences.



### Mutual respect

In all interactions, expect to be treated with dignity and respect. Make a note of questions and concerns as they come up.



### Shared decision making and informed consent

Inquire about options available. Request and review documentation of your plan for care. Your voice matters.



### Autonomy

Become your own patient advocate by recognizing and utilizing the support systems you have available.



### Dignity

We will accommodate patient privacy. Clinicians will honor your decision when choosing your support team present during labor and delivery.



### Accountability

Self-empowerment is important. Speak up about your concerns, report disrespectful care.

## Respect

- Every patient
- Every interaction
- Every time



### Diversity, equity, and inclusion statement:

At Martha's Vineyard Hospital, we align with the MGB belief that systemic racism is a public health issue which impacts our patients, workforce, and the Island community we serve. Working collectively, we are taking action to dismantle the barriers, systems, and actions inside and outside our walls to provide excellent medical care and equity for all.

1. AWHONN-Association of Women's Health, Obstetric and Neonatal Nurses -awhonn.org



# Equity Journey + Key Project Milestones

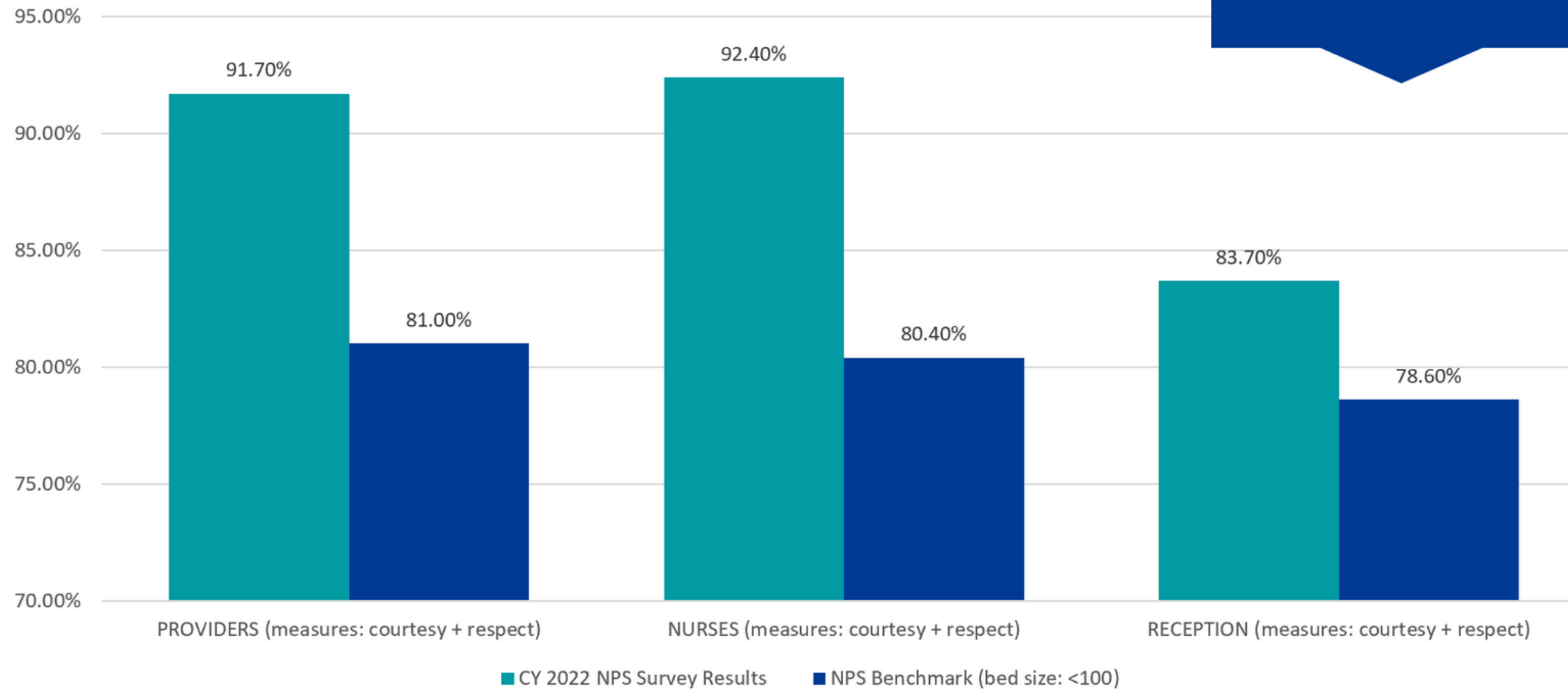


# Baseline Patient Experience Data

*NRC Patient Experience (NPS) Survey Results measured against Benchmark*

MVH Inpatient Maternity and Outpatient Clinic NPS scores **outperform peers** in the NRC **courtesy** and **respect** categories.

**However**, when scores are stratified by social demographics, **less favorable responses** are received from **patients of color + non-English speaking** respondents.



Data Source: NRC Net Promoter Score (NPS) Survey Results + Benchmarking; benchmark bed size < 100



# Implementing Change: RMC Training Initiatives

Increase	awareness of the need for Respectful care.
Provide	education to nurses/staff, addressing racial and social inequities that affect birthing women in the U.S, including all underrepresented populations.
Promote	accountability, encouraging reflection for personal and organizational improvement.
Ensure	birthing women have safe, optimal and supportive care, throughout prenatal care, labor, birth and the postpartum period.



# Implementing Change: RMC Staff + Patient Considerations

*RMC Focus Areas Aiming to Improve Patient Experiences*

Improving the use of interpretation services for non-English speaking patients

Gaining staff's commitment to deliver Respectful Maternity Care

Weekly group prenatal visit with CNMs (weeks 36-40)

Sharing guiding principles for having courageous conversations

Staff to complete self-assessment of one's biases

Defining a pathway to identify and confront disrespectful care



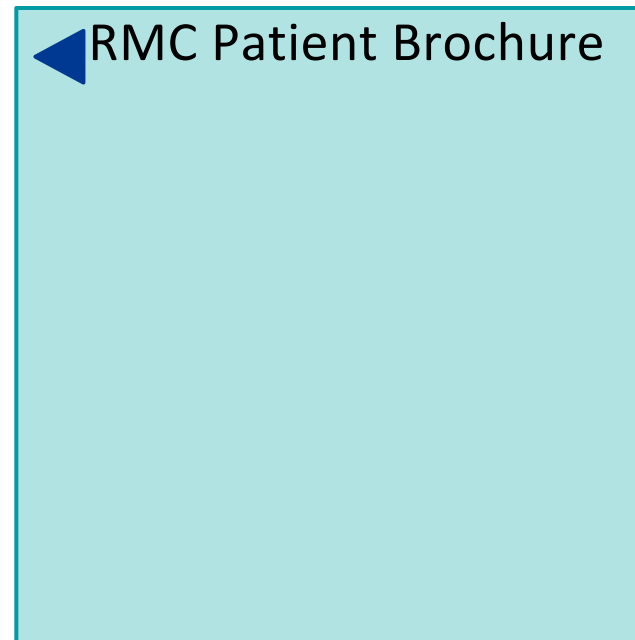
# Implementing Change: RMC Training Delivery

## RMC Patient Brochures: Received in OBGYN office patient packet

### Cover and back content



### Inside content



## Respectful Maternity Care Commitment

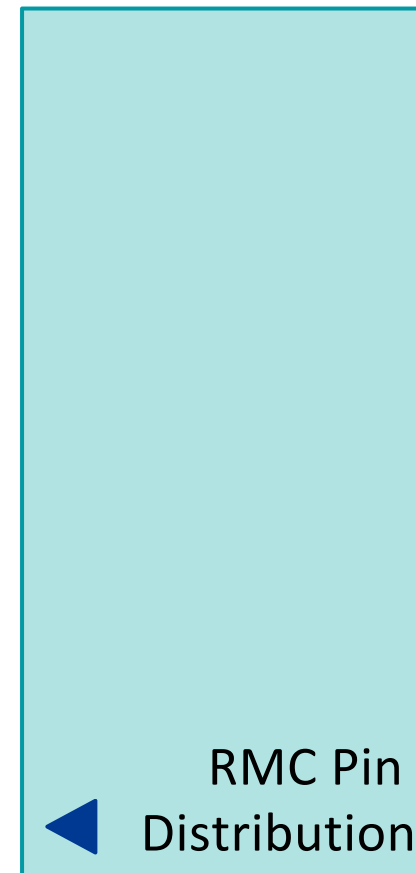
To provide Respectful Maternity Care, I will commit to:

- Advocating for you.
- Speak up and advocate for marginalized people and communities.
- Treating you with dignity and respect.
- Shared decision making.
- Listening with empathy, not only to respond but to understand.
- Providing evidence-based care.



## RMC Staff Commitment Poster

- Eu me comprometo a defender você
- Eu comprometo a falar e defender as pessoas e comunidades marginalizadas
- Eu me comprometo a tratá-lo com dignidade e respeito
- Comprometo-me com a tomada de decisão compartilhada
- Eu me comprometo ouvi-lo com empatia, não só para responder, mas para compreender
- Comprometo-me a fornecer cuidados baseados em evidências



## RMC Pin Distribution

## Respectful Maternity Care



You can interact with you healthcare team as a patient in ways that could address your specific issues and guarantee that you get the best possible care.



### Building a partnership starts with:

- Awareness**  
Make a birth plan, express your choices, recognize your own expertise, and talk about previous birth experiences.
- Mutual respect**  
In all interactions, expect to be treated with dignity and respect. Make a note of questions and concerns as they come up.
- Shared decision making and informed consent**  
Inquire about options available. Request and review documentation of your plan for care. Your voice matters.
- Autonomy**  
Become your own patient advocate by recognizing and utilizing the support systems you have available.
- Dignity**  
We will accommodate patient privacy. Clinicians will honor your decision when choosing your support team present during labor and delivery.
- Accountability**  
Self-empowerment is important. Speak up about your concerns, report disrespectful care.

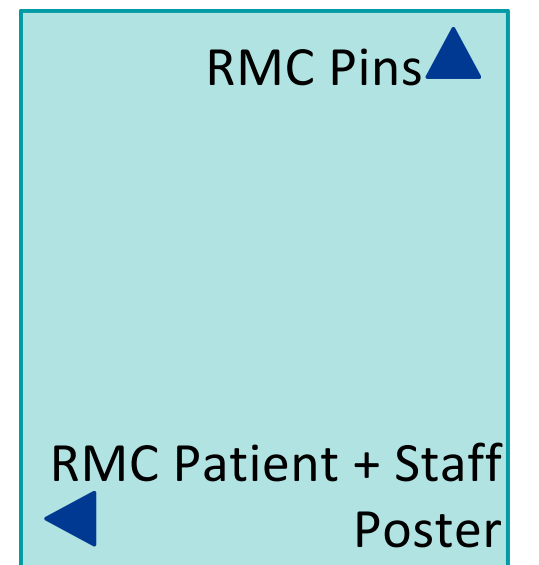
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- Every patient
- Every interaction
- Every time

**Diversity, equity, and inclusion statement:**  
At Martha's Vineyard Hospital, we align with the MGB belief that systemic racism is a public health issue which impacts our patients, workforce, and the Island community we serve. Working collectively, we are taking action to dismantle the barriers, systems, and actions inside and outside our walls to provide excellent medical care and equity for all.

**How to report Disrespectful care:**  
Contact Patient Relations  
Department of Quality and Patient Safety  
508-957-9497

Tell us how we did:  
You will receive an invitation to complete a survey via NRC Health



## RMC Pins

## RMC Patient + Staff Poster

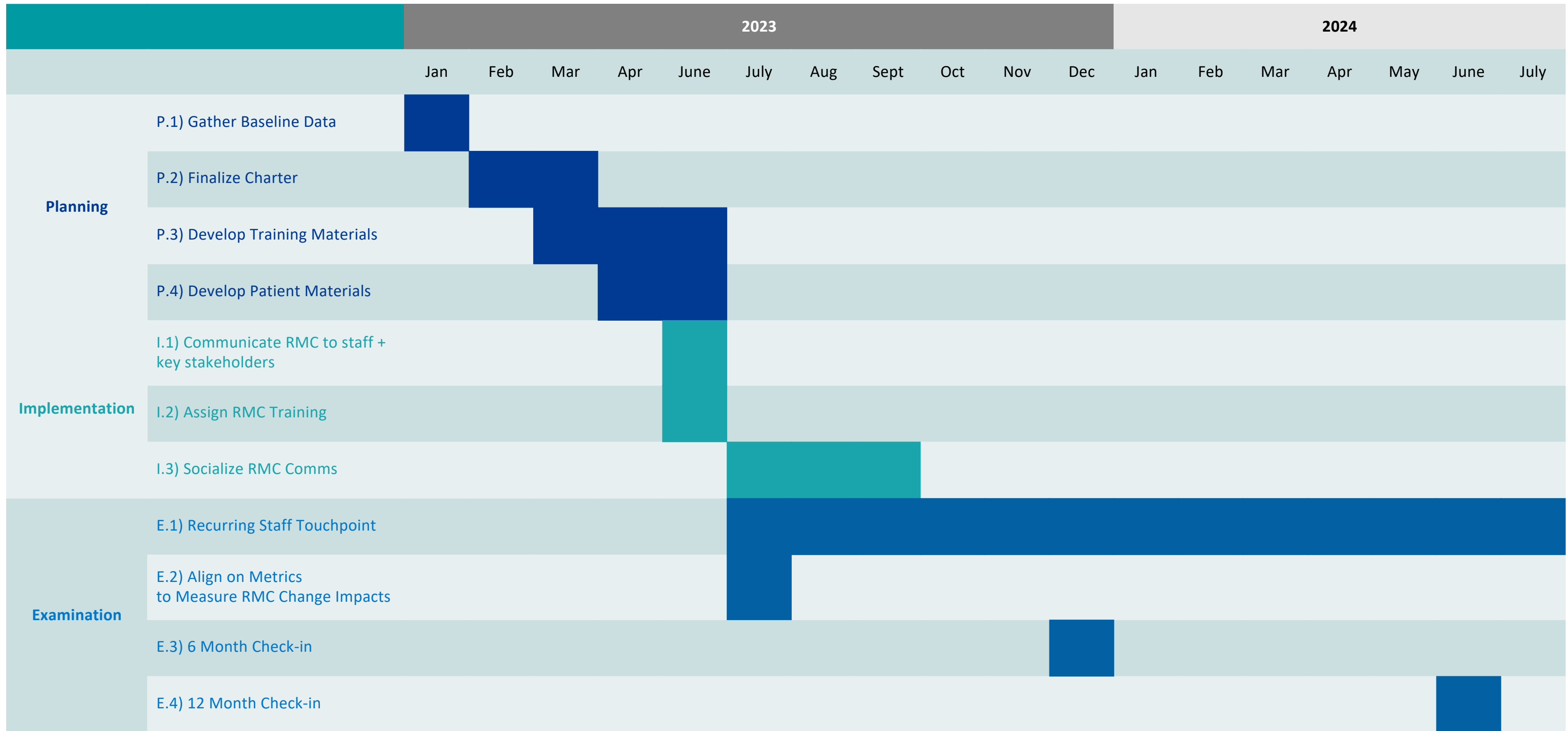


“Your patience, empathy, enthusiasm, encouragement – the way you listened, helped and explained during such a vulnerable and much anticipated time - we could not be more grateful.”

– Anonymous Patient



# RMC Project Timeline

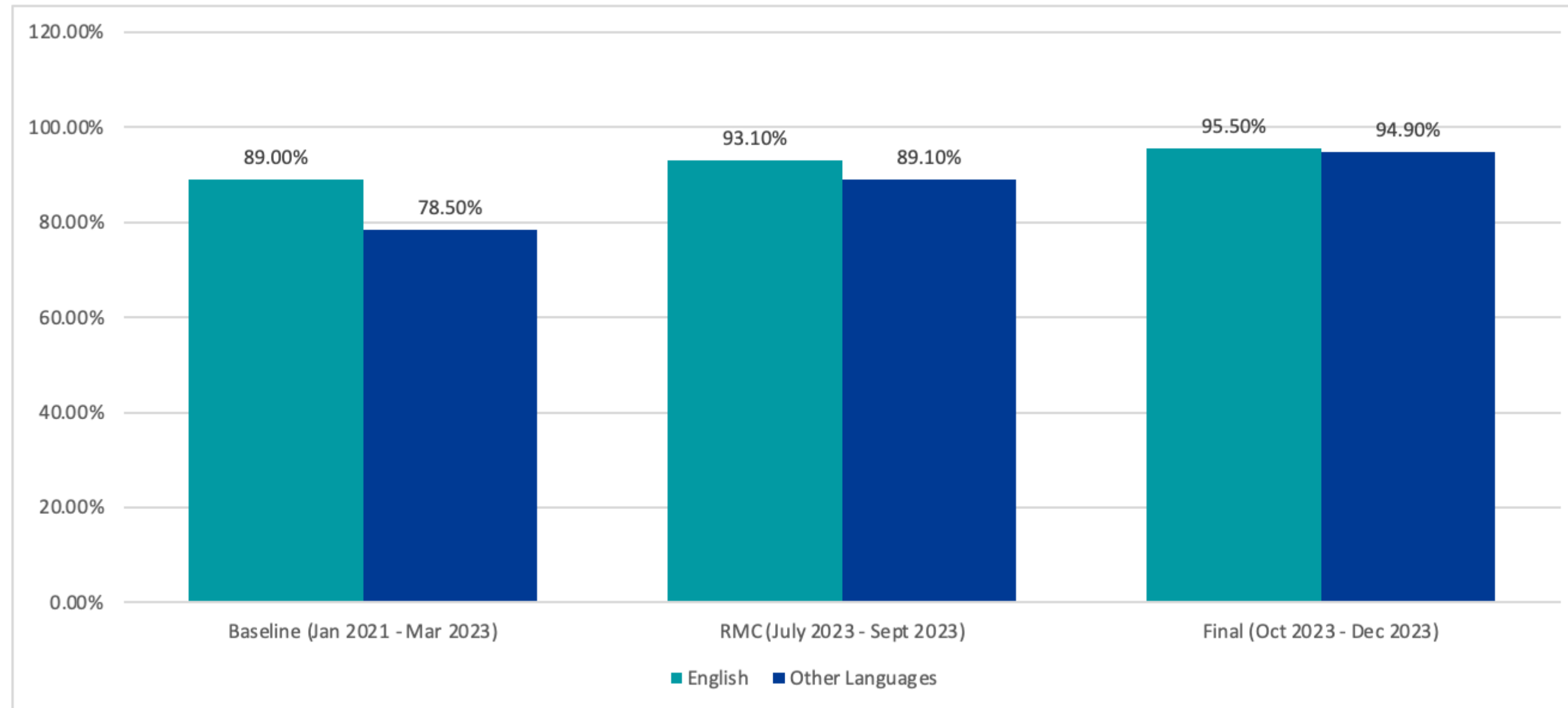


# Outcomes



# Patient Experience Outcomes (1 of 2)

*NRC Patient Experience (NPS) Survey Results in Courtesy + Respect Stratified by Preferred Language (e.g., English v. Other Languages)*

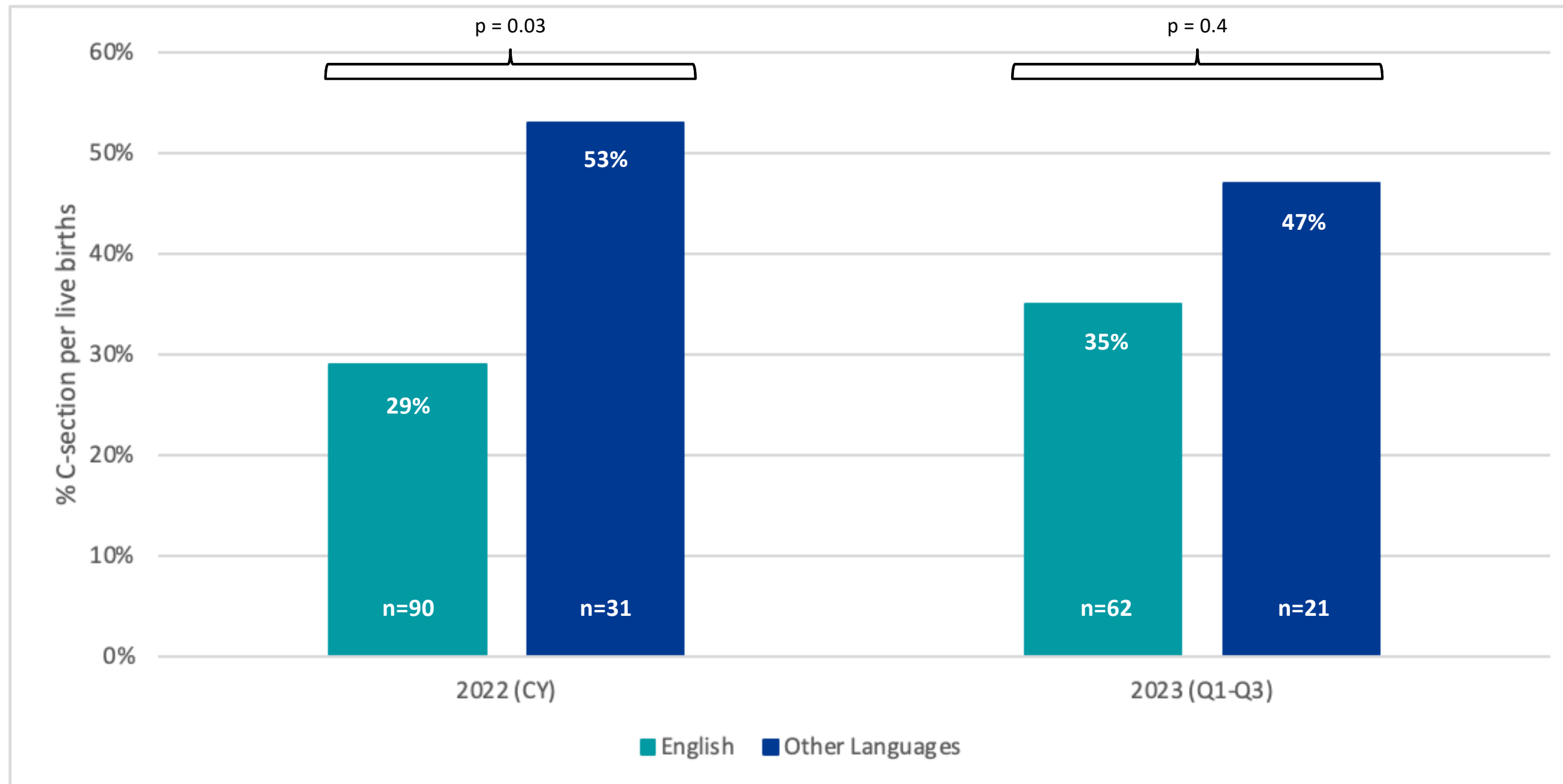


**Data Source:** NRC Net Promoter Score (NPS) Survey Results



# C-section Rate Outcomes

2022 v. 2023 Delivery Metrics



Data Source: Hospital Birth Report 2022 + 2023



# Next Steps



# Next steps

1

Aim to continuously improve all patient experiences + outcomes

2

Strive to find new ways to innovate the way we deliver maternity care

3

Prepare for pathway to introduce the "Team Birth" approach



Any Questions?



**Mass General Brigham**  
**Martha's Vineyard Hospital**

Daniel E. Pesch, MD  
& Sandra Ciciora, RN

## Agenda

12:00–12:10 Welcome &  
PNQIN Announcements

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Bundle Data Review

12:20–12:40 Team  
Presentation

12:40–1:00 Discussion,  
Q&A



***Thanks for joining, see you on 4/16!***

***Have questions?***

***Email [PNQINAdmin@pnqinma.org](mailto:PNQINAdmin@pnqinma.org)!***



# Appendix



# References

- Birth equity. AWHONN. (2022a, December 8). <https://www.awhonn.org/birthequity/>
- Centers for Disease Control and Prevention. (2023, April 3). *Working together to reduce Black Maternal Mortality*. Centers for Disease Control and Prevention. <https://www.cdc.gov/healthequity/features/maternal-mortality/index.html>
- Communication, B. S. (2023, March 7). *Seeking to close the gap of racial inequities in maternal health, program finds doulas might be the bridge*. Brigham Bulletin. <https://bwhbulletin.org/2023/02/28/seeking-to-close-the-gap-of-racial-inequities-in-maternal-health-program-finds-doulas-might-be-the-bridge/>
- NRC Health. (2024, January). Home. <https://www.nrchealth.com/>
- Respectful Maternity Care Education maternity care implementation toolkit. AWHONN. (2022b, January 28). <https://www.awhonn.org/respectful-maternity-care-implementation-toolkit/>
- Speak up program - Institute for Perinatal Quality Improvement. (n.d.-b). <https://www.perinatalqi.org/general/custom.asp?page=SpeakUp>

