



Lived Experience Integration Forum

Presented to

2024 Joint Perinatal Improvement Summit

October 23, 2024

The purpose of MoMMAs Voices is to amplify patient and family voices - especially those who have been historically marginalized - ensuring they are equipped and activated as partners to improve maternal health outcomes.

MoMMAs Voices is engaged as partners wherever maternal health improvements are needed.





MoMMA's Voices is a program of the Preeclampsia Foundation. Funding is provided by :

- Merck for Mothers, as part of their worldwide 10-year initiative to assure no woman dies giving life
- Alliance for Improvement in Maternal Health (AIM), a program of ACOG
- Premier, Inc through the Premier Perinatal Improvement Collaborative

4th Trimester Arizona
Aaliyah in Action
AFE Foundation
Allo Hope Foundation
Angels Protection, Inc.
APS Foundation of
America
Black Women's Health
Imperative
Cherished Mom
Dr. Shalon's Maternal
Action
Project
End Sepsis
Every Mother Counts
Healing our Hearts
Foundation
HER Foundation (HG)
Let's Talk PPCM

Maternal Near-Miss
Support
Mom Congress
National Accreta
Foundation
NICU Parent Network
PCOS Challenge
PPROM Foundation
PUSH for Empowered
Birth
PUSH Birth Partners
Save the Mommies
(PPCM)
Shade of Blue Project
Sisters in Loss
Solace for Women
The Obstetrics Initiative
Urban Baby Beginnings

1

DESCRIBE THE DIFFERENCE IN HEARING AND LISTENING

2

DESCRIBE VARIOUS WAYS TO BECOME A CHAMPION AT YOUR FACILITY AND BEYOND

3

DESCRIBE THE BENEFITS OF HAVING LIVED EXPERIENCE INTEGRATED IN QI ACTIVITIES

[WHAT WE WILL COVER]

Hearing vs. Listening

Is there a difference?

Have you ever listened with $\frac{1}{2}$ an ear while doing something else? Listening on a call with kids in the background trying to get your attention, trying to order dinner on the CFA app, while texting a friend. Sound familiar?



HEAR OR LISTEN (TO)?

HEAR

Hearing is *an event*.
Something which happens
to us as a natural process.



Suddenly I **heard**
a noise.



Did you **hear** the
thunder last night?



The line is very bad.
I can't **hear** you.

LISTEN (TO)

Listening is *an action*.
Something we do
consciously.



I **listened** very carefully
to what she said and
wrote it all down.



Do you **listen to**
the radio in bed?



George! **Listen to** me!
I have something
important to tell you.



CAMBRIDGE
UNIVERSITY PRESS

There is a
difference!

Ways to Integrate Patients

Patient
Engagement is
not a new idea–
"PFA"



Patient Family
Partnership
allows us to
focus on the
idea of working
together



We started LEI
Integration. We
want to be a
voice at the
decision
making table

The ones closest to the pain need to be closest to
the conversation



Share personal stories, leading to a more focused commitment by improvement teams

Identify pieces of the process that are confusing or missing from a patient/family perspective (Ex: brochure)

Simulation
Ambassadors
Grand Rounds
Surveys
ADVISORY COUNCIL
Employee Onboarding
PATIENT SATISFACTION SURVEY
Patient Advocacy Organizations
Patient Led Research
Speakers
Support Groups
Focus Groups
Conferences

I LOVE TEAM BUILDING!



**TEAM BUILDING'S MY
FAVORITE!**

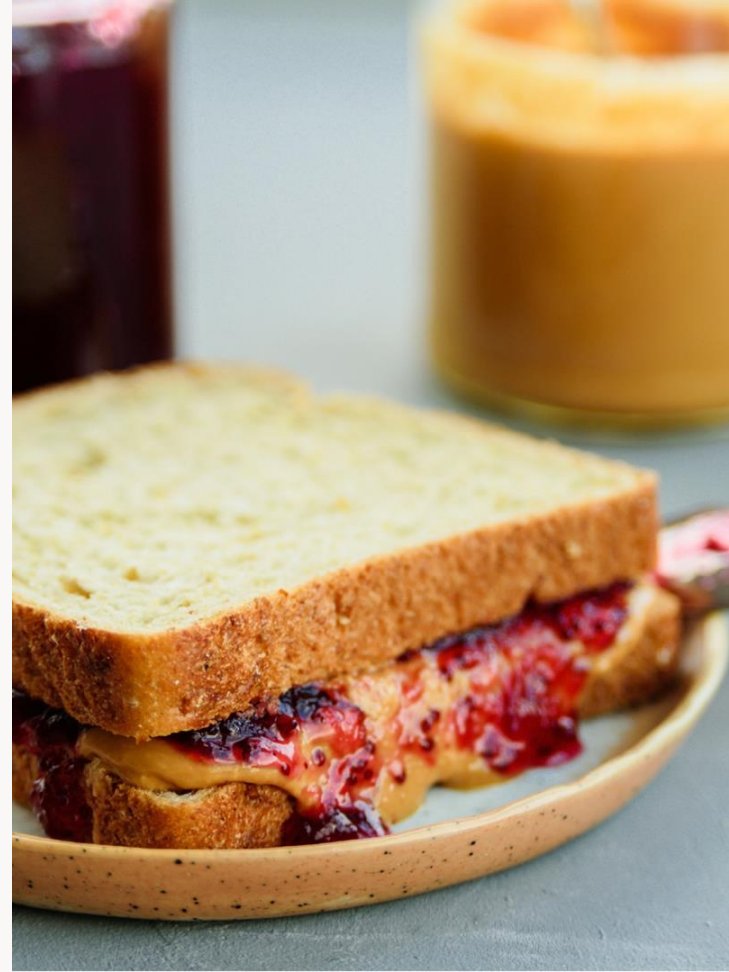
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Game time!

Peanut Butter & Jelly

Describe how to make a peanut butter and jelly sandwich.

What steps are missing?



[PEANUT BUTTER & JELLY]

Important Considerations Before Integrating

01

Listen without judgement “Leave your baggage at the door”



02

Recognize the trauma and bravery they are bringing to you

03

Don't focus on medical jargon

04

Possess an open mind to recognize that what a provider may see as a successful delivery, the patient may view as trauma

05

Grief is the loss of all the things the PFP wanted it to be



[IMPORTANT TIPS FOR INTEGRATING PATIENTS]



**No one has to do
everything but
everyone has to
do something**

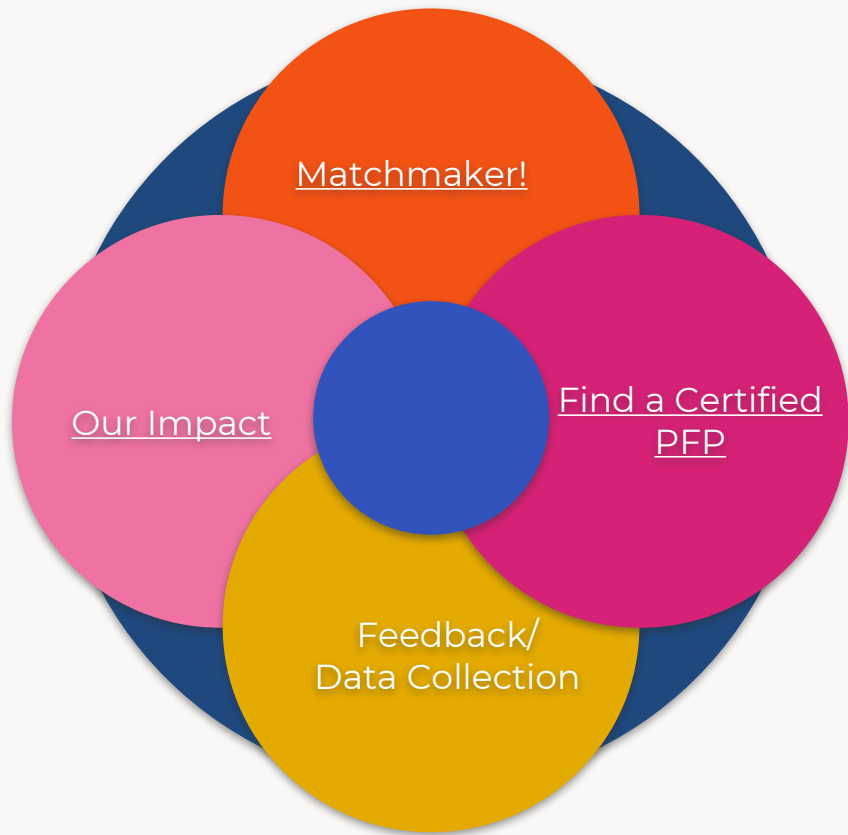
Do you have a patient that can be apart of your next action plan?

Can you have a patient review your surveys?

How can you effectively communicate with your patient about what they've experienced?

[JUST TAKE ONE STEP]

MoMMA's Voices Overview



[HOW DOES THE PROCESS WORK?]



[**HOW CAN MOMMA'S VOICES HELP YOU?**]

Q & A



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[THANK YOU]

'7 Unique Active Listening Games, Exercises and Activities for Adults' by Andrew G. Ward, at www.goodlisteningkills.org © 2020.

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