



MoMMA's Voices

Lived Experience Integration Forum

Presented to

Tennessee Perinatal Quality Collaborative

March 25, 2023

How I Got Here



How I Got Here



'I am one of the 50,000'

Every year, 50,000 women in the U.S. suffer injuries or severe complications related to childbirth. Many are lucky to survive. They want you to hear their stories.

Deadly Deliveries: Bekah Bischoff wanted a perfect birth, but instead she almost died

Published 8:44 a.m. ET July 26, 2018



“Anytime I would ask a question, I was often told that it was normal.”

— Bekah Bischoff, Kentucky





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The purpose of MoMMA's 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.

MoMMA's Voices are engaged as partners wherever maternal health improvements are needed.

Member Organizations



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



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Learning Objectives

1. Describe the difference in hearing and listening.
2. Describe the benefits of having the lived experience integrated in QI activities.
3. Describe various ways to become a Champion at your facility and beyond.



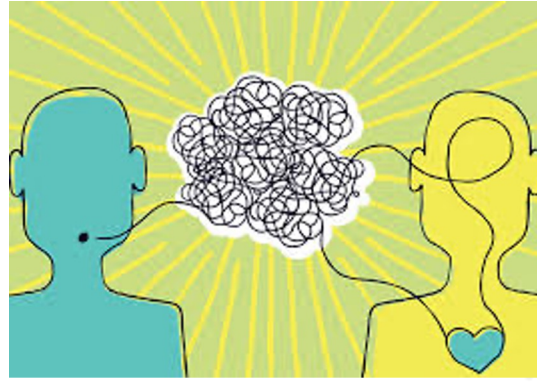
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Hearing vs. Listening

Hearing vs. Listening



- Is there a difference?
- Have you every listened with ½ an ear while doing something else? Listening on a call, with kids in the background talking to you, trying to order dinner on the CFA app, while texting a friend. Sounds familiar?

Game Time!



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Asking Questions to Seek Information and Clarify Understanding

- How effectively did you understand the description of the picture?
- Was your understanding of the description you received the same as your partner's understanding of the description they relayed?
- Sometimes the message relayed, and the message received are not the same.
- Poor Listening Results in misunderstandings—listen attentively!
- Think about this from the lens of the patient and in your everyday role
- Patients are the ones coming to you with a picture. Your job is to figure out what it is they're saying to you.
- You can be a great help to them by asking them questions to help validate their feelings. So often our patients are afraid to share, thinking maybe it's all in their heads



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Real People. Real Stories.

- "If my doctor had listened to me, and done a simple urine sample, my child would be here today"
- "You could die if you're not watched closely". 30 Minutes later, another nurse was prepping her for discharge as she was saying she didn't feel well and didn't want to go home...the patient eventually ended up back in the ER with postpartum preeclampsia.
- "You're a new mom, just get rest. That's why you're tired. You'll be fine."...hours later that mom was back in the ER with postpartum preeclampsia.

- "Delivery is the cure. You are fine.". After discharge, the patient on the 6th day had complete vision loss, confusion, and bleeding.
- Patient said-"I have this pain in my rib cage and don't feel well." Patient is told-"Well, he's like a monkey swinging on your ribs, and you look cute."
- Listening matters. Our trained PFP's have taken their experiences and what could've gone differently and want to make a difference for others.





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Our Patient Family Partners

Train and Certify PFP

- **Certification Training:**
 - Advocate Readiness
 - Sharing Your Store
 - Creating Your Professional Presence
 - Quality Improvement
- **Continuing Education:**
 - Perinatal Quality Collaboratives
 - Maternal Mortality Review Committees
 - AIM Patient Safety Bundles
 - Legislative Advocacy





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Ways to Integrate Patients

What Trained Patients and Family Partners Bring to the Work

- 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)

Patient Advocacy Organizations

ADVISORY COUNCIL Focus Groups
PATIENT SATISFACTION SURVEY
Ambassadors Employee onboarding
Conferences Patient Led Research
Surveys
Grand rounds Support Groups Speakers
Simulation



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MoMMA's Voices Overview

How Does the Process Work ?

- [Matchmaker!](#)
- [Find a Certified PFP](#)
- Feedback/Data Collection
- [Our Impact](#)



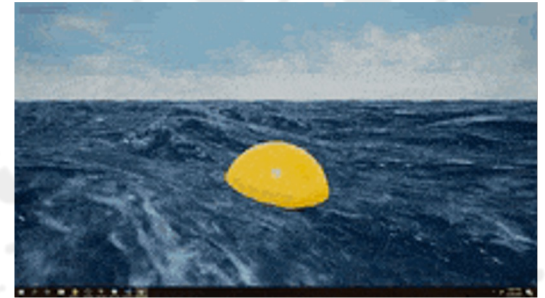


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Important Considerations Before Integrating

Important Tips for Integrating Patients

- Listen without judgement “Leave your suitcase at the door”
- Recognize the trauma and bravery they are bringing to you
- Don’t focus on medical jargon
- Possess an open mind to recognize what a provider may see as a successful delivery, the patient may view as trauma
- Grief is the loss of all the things the pfp wanted it to be.





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The Logistics



How Can MoMMA's Voices Help You?

- Train your patient family partners
- Help match patient family partners- we'll help you find them!
- Register your PQC program team or hospital system for Community of Learning
- Get trained on Lived Experience Integration (Let us talk about the hard topics!)
 - Online Course
 - Workshops
 - Classes

*All I really need
to know I learned in
kindergarten*



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Lived Experience Integration Scorecard

Scan me!



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Action Steps

Just take one step.





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Thank you!

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