



Incorporating Patient Voice into PA PQC Initiatives

July 8 2026





The purpose of MoMMAs Voices is to amplify patient and family voices 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.

MoMMAs Voices Overview



Patient Training

Patient Family Partner Certification
for Patient and Family Advocates



Provider Training

Lived Experience Integration® Course
for PQCs and Hospital Teams



Matchmaking

Connecting Patients and Providers to
Research Opportunities, Speaking
Engagements, QI Projects



MoMMAs Voices Partner (MVP) Coalition

40+ Maternal Health Organizations
Serving a Community

Objectives

Hear From Lived Experience Experts

Understand Why Patient Partnership Matters

Explore Quality Improvement Examples

Next Steps

What Do We Mean By Patient Partnership?

Bringing patients in as partners to the quality improvement process

- Sharing their story
- Providing feedback
- Offering solutions
- Making decisions

Storytelling brings the heart to data

Why the Patient Voice Matters?



Unique Perspective

Patients can identify gaps in care that clinicians may overlook



Improved Patient-Centered Care

Care that is aligned with patient values, preferences, and lived experiences leads to more compassionate, respectful, and effective care



Solution-Focused Partners

Actionable forward-thinking solutions rooted in experience



More Effective and Sustainable Change

Co-designed solutions are practical, realistic, and culturally appropriate

Patient Family Partner

Katie Spencer
Scranton, PA



Katie's Story



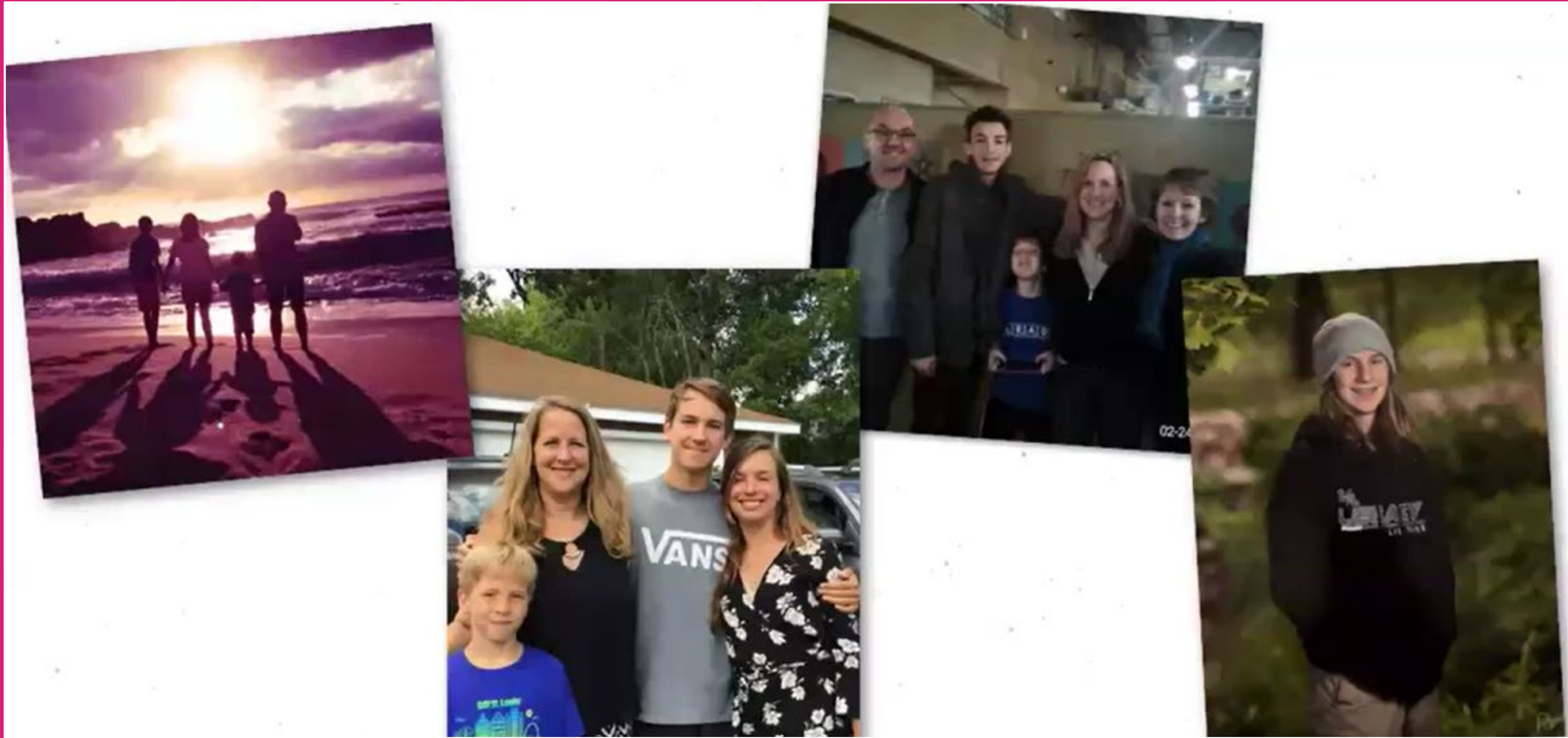
Patient Family Partner

Michelle Kavouras

Sitka, AK



Michelle's Story





Why is lived experience important?

What changes when patients are invited to the table as partners?



Patient Partnership In Action

Sharing Experiences: The Power of Storytelling



Press Conference



1:1 Conversations

Sharing Experiences: Patients as Experts



Roundtable



Expert Panel

Providing Feedback: Materials and Policy

- Patient Educational Materials
- Discharge Instructions
- Policy
- Procedure
- Facility Walk-through



Providing Feedback & Analysis: Research and Data

- Research questions
- Data interpretation
- Stigma reduction
- Language review
- Results Interpretation
- Dissemination



Community Engagement
in Epidemiology

Peers as Educators



Understanding Maternal
Mental Health



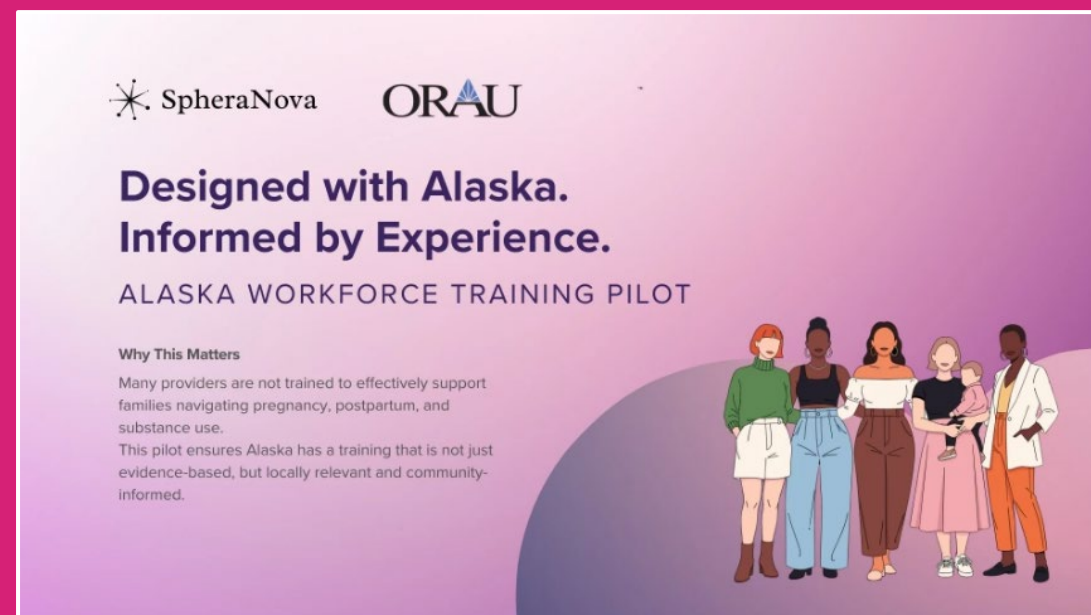
Stillbirth Prevention
Bereavement Care



Pregnancy and Postpartum
Recovery: Substance Use and
Mental Health Support

Peer Partners as Co-developers

- Program Design
- Curriculum Development
- Workgroups
- Resource Creation
- Event Planning
- Credentialing Boards



The State of Addiction
McHenry County
Mental Health Board 2023



Patient Partners as Co-developers



NEPA's Voice on Mental Illness

Momma Bears  **Connection** 
National Alliance on Mental Illness **RECOVERY SUPPORT GROUP**

Momma Bears Support Group
every 1st & 3rd Tuesday @ 7:00pm-8:30pm
on Zoom

Support for women affected by pre & post natal mental health struggles. Find comfort, support & connections with others who have shared experiences. Momma Bears support group offers respect, understanding, encouragement and hope.

Contact Katie for the link at
katies@naminepa.org
or 570.290.8118

view our calendar
of support groups 

988 SUICIDE & CRISIS **LIFELINE** | If you, or someone you know, is struggling with their mental health, reach out:
570-342-1047 | info@naminepa.org

 **NAMI** Northeast
National Alliance on Mental Illness Region PA

**UNDERSTANDING
MATERNAL
MENTAL HEALTH**

An education program
designed to educate and
empower individuals on how
to recognize and manage
maternal mental health
complications

What Participants Will Learn

- Maternal Mental Health conditions
- What They Are
- Who Could Be Affected
- Warning Signs & Symptoms
- Local & National Maternal Mental Health Resources

Who Should Attend?

- ✓ Pregnant & Postpartum Persons
- ✓ Partners & Family Members
- ✓ Healthcare Providers

For more information

- Katie Spencer
- katies@naminepa.org
- 570.290.8118



Patient Roles in Peer Support Programs



Co-development

Co-facilitator

Peer Counselor

Member

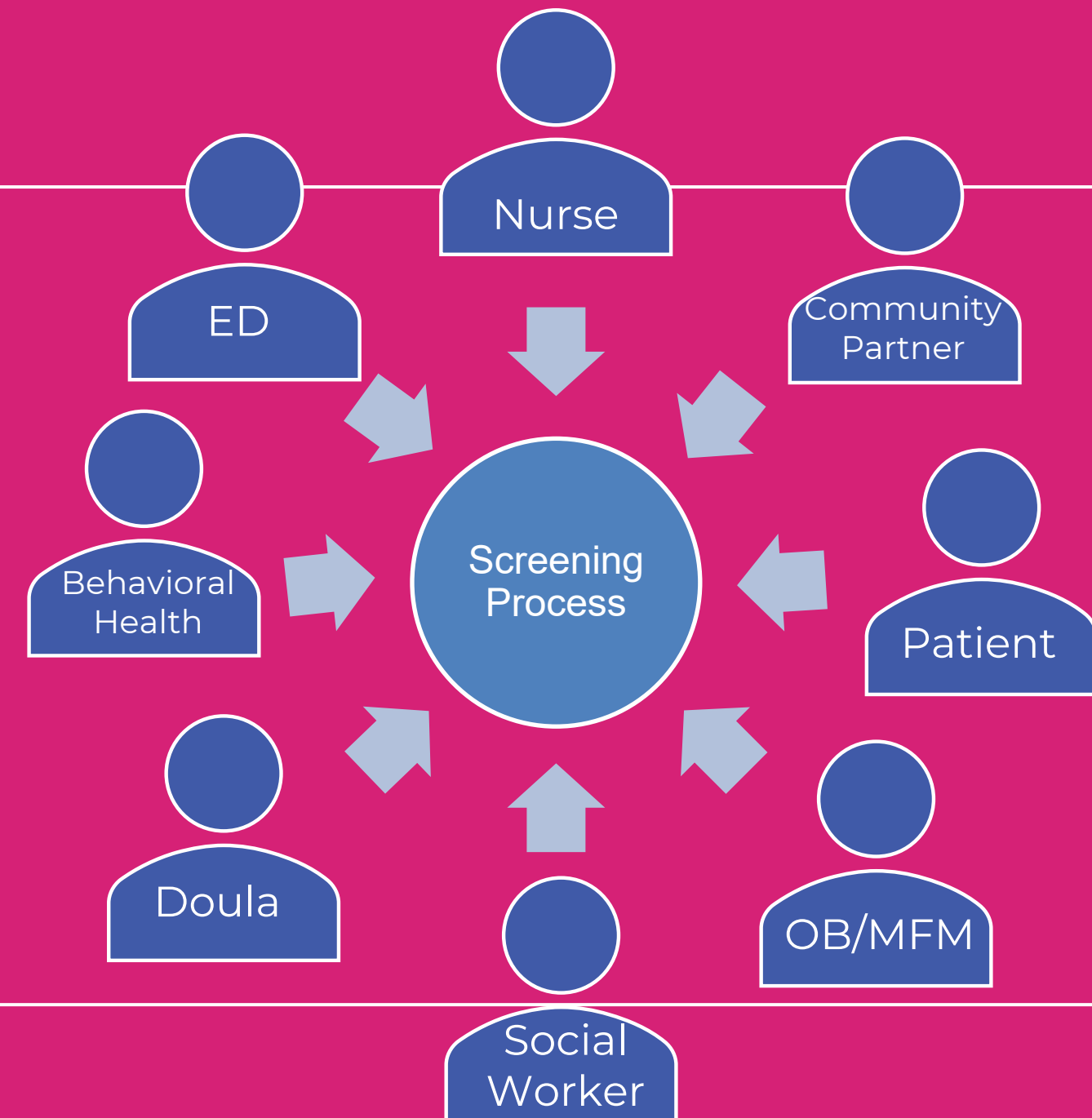
Patients as Partners at Every Stage



World Maternal Mental Health Day Event

Multi-disciplinary Teams

- Maternal Child Death Review
- Maternal Mortality Review Committee
- Case Review Team
- Steering Committee
- Fetal and Infant Mortality Review



Building Connection Through Community Events



Community
Baby Showers



Health Fairs



Awareness
Walks

How will YOU engage patients?

Sharing Lived Experience

- 1:1 Interview
- Focus Group
- Needs Assessment Survey
- Storytelling Video
- Staff Meeting/Event
- Grand Rounds
- Patient Panel
- Webinar
- Community Events: Breakfast/Dinner

Providing Feedback

- Patient Surveys
- Policies/Procedures
- Facility Walk-throughs
- Hospital Menu Tasting
- Simulation Drill Observer
- Transfer Instructions
- Discharge Paperwork
- Patient-Facing Research Materials

Offering Solutions

- Task Force
- MMRC, FIMR
- Workgroup
- Steering Committee
- Survey Creation
- Policy/Procedure Creation
- Maternal Health Event
- Toolkit Creation
- Patient Family Advisory Council (PFAC)

Event Planning or Development

- Focus Group Planning
- Maternal Health Fair
- Simulation Drill Participant or Design
- Patient/Provider Panel
- Establishing a PFAC
- Facility Celebration
- Community Baby Showers
- Research Study Design
- Memorial Areas/Events

Patients integrated as decision-makers



Next Steps

It's OK to Start Small — pick one thing



Invite a patient to share

My Pregnancy Plan: Preferences & Needs

 Who do you want in your room?
You have the right to receive support from your loved ones. Please tell us who you'd like us to include in your room during labor and delivery.

My primary support person is: _____
Additional support from: _____

Who is allowed in the room during labor?
☐ Partner ☐ Family member ☐ Doula ☐ No Visitors

Preferred communication backup if I cannot speak for myself: _____

About my current pregnancy

My due date is: _____
My ob or midwife is: _____
The hospital or birthing center I plan to deliver at: _____

Planned delivery method:
☐ Vaginal ☐ C-section

This pregnancy is my...
☐ first ☐ second ☐ third
☐ fourth ☐ fifth ☐ 6+

I have previously experienced birth complications or conditions
☐ Yes ☐ No

Important numbers

My ob office: _____
After hours/emergency: _____

How do I communicate with my provider between in-person appointments?
☐ Phone ☐ Email
☐ Patient portal ☐ Other: _____

Labor & delivery (L&D) floor: _____

 Maternal Mortality & Morbidity Advocates

Ask for feedback on a document



Host a listening session



Invite a patient to a committee

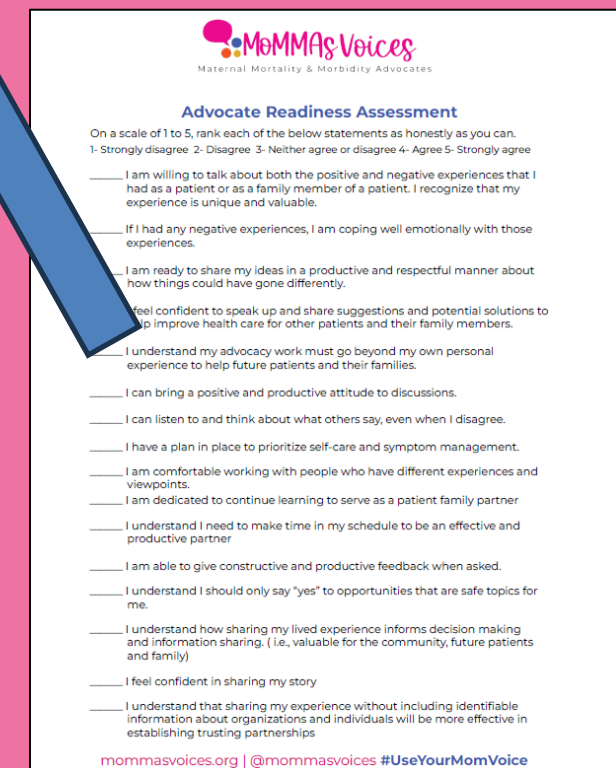
How to choose the right project?

_____ I am willing to talk about both the positive and negative experiences that I had as a patient or as a family member of a patient.

- Identify opportunities for improvement
- Monitor progress



- Present options
- Listen, adapt



MoMMAs Voices
Maternal Mortality & Morbidity Advocates

Advocate Readiness Assessment

On a scale of 1 to 5, rank each of the below statements as honestly as you can.
1- Strongly disagree 2- Disagree 3- Neither agree or disagree 4- Agree 5- Strongly agree

_____ I am willing to talk about both the positive and negative experiences that I had as a patient or as a family member of a patient. I recognize that my experience is unique and valuable.

_____ If I had any negative experiences, I am coping well emotionally with those experiences.

_____ I am ready to share my ideas in a productive and respectful manner about how things could have gone differently.

_____ I feel confident to speak up and share suggestions and potential solutions to help improve health care for other patients and their family members.

_____ I understand my advocacy work must go beyond my own personal experience to help future patients and their families.

_____ I can bring a positive and productive attitude to discussions.

_____ I can listen to and think about what others say, even when I disagree.

_____ I have a plan in place to prioritize self-care and symptom management.

_____ I am comfortable working with people who have different experiences and viewpoints.

_____ I am dedicated to continue learning to serve as a patient family partner.

_____ I understand I need to make time in my schedule to be an effective and productive partner.

_____ I am able to give constructive and productive feedback when asked.

_____ I understand I should only say "yes" to opportunities that are safe topics for me.

_____ I understand how sharing my lived experience informs decision making and information sharing. (i.e., valuable for the community, future patients and family)

_____ I feel confident in sharing my story.

_____ I understand that sharing my experience without including identifiable information about organizations and individuals will be more effective in establishing trusting partnerships.

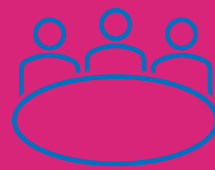
mommasvoices.org | @mommasvoices #UseYourMomVoice

Want to Learn More About Partnering with Lived Experience Experts?



Time Commitment:

- 1 hour on zoom
- 4 weeks



Live Class:

- Panel discussions
- Lived Experience Faculty.
- Peer-to-peer learning



Course Companion:

- Videos
- Downloadable Resources



After Course:

- TA Support
- 5 Patient Family Partner Training Coupons

Lived Experience Integration (LEI) Training

Lived Experience Integration Course: Building Partnerships to Improve SUD Care



Registration is open

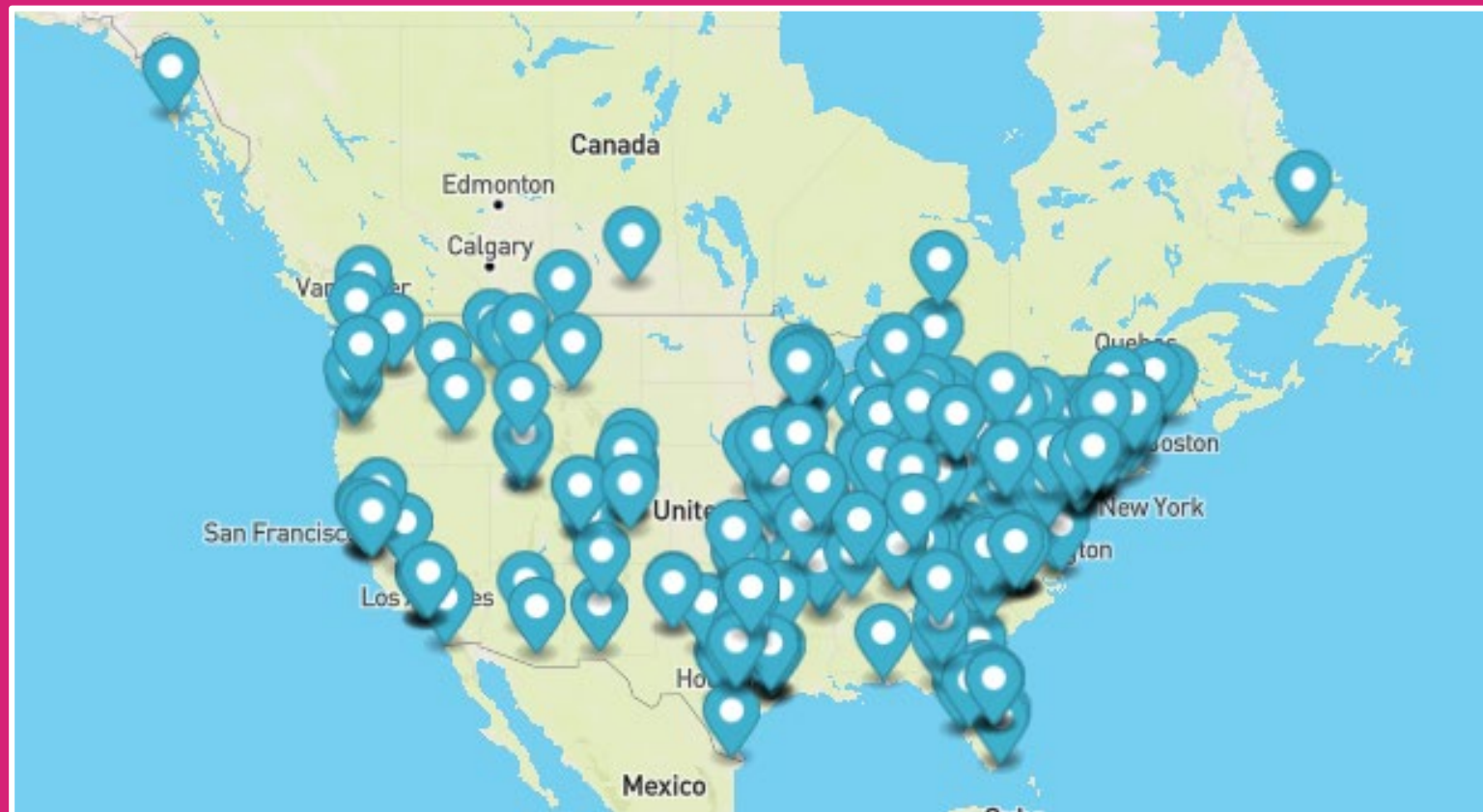
August 11, 18, 25, Sep 1

3:00 – 4:00 pm ET



Want to connect with a Patient Family Partner now?

Submit a Matchmaking Request



400+ certified

Thank you Katie and Michelle



Questions?

Contact info:
mommas.voices@mommasvoices.org

Jennifer Mikenas

Jennifer.Mikenas@preeclampsia.org

www.mommasvoices.org

